The Macomb Pipeline - Volume 6 Issue 1

The Macomb Group is a leading wholesale distributor of pipe, valves, and fittings (PVF) with multiple locations in Michigan, Ohio, Tennessee, North Carolina, and Kentucky. We are presently ranked in the “Top 10” nationally as a distributor of PVF and a leading PVF participant in our geographic market. We service a diverse mix of end markets, including automotive OEMs (original equipment manufacturers) and suppliers, food and beverage, general manufacturing, hospitals, schools and universities, pharmaceuticals, utilities, power plants, steel, pulp and paper, refineries, and general industry.

Success Story

Have an Emergency on a Holiday Weekend? No Problem!

In a race against time to find critical piping to remove hot coals from a power plant, The Macomb Group professionals pulled out all the stops to secure delivery on Labor Day. (Page 2)

Macomb News

Get in the Fast Lane for All Your Product Needs

It’s here! The new The Macomb Group website launch is another important step in our commitment to superfast top-quality customer service. But we’re all still here, waiting to talk to you whenever you need! (Page 4)

Solution Spotlight

Aquatherm Was the Perfect Solution to This Weighty Problem

The Macomb Group fabrication specialists responded with a swift solution to a water treatment plant manifold failure ... but that wasn’t the end of the challenge. (Page 8)

Did You Know?

We’re Taking the Next Step for Our Growing Footprint

To meet the growing geographical coverage we need for valve automation activities, The Macomb Group leaders opened a third location to keep us close to our customers. (Page 6)

Chuck’s Quick Tip

Winter Is Here: Get Ready to Turn Up the Heat!

As you crank that thermostat up, do you know if you’re losing money due to a faulty steam trap? (Page 10)
Success Story

Have an Emergency on a Holiday Weekend? No Problem!

Labor Day weekend lived up to its name for a dynamic duo at The Macomb Group in the wake of the St. Clair Power Plant fire in East China Township, Michigan.

The DTE Energy plant suffered major roof and interior damage on Aug. 11, forcing a shutdown.

But that turned out to be just part of the drama, as a major knock-on problem showed up: Plant inspection revealed that coal inside an existing hopper was unacceptably hot and urgently needed to be removed.

The solution would be to install stainless steel chutes to offload the scorching coals. But it was early Saturday morning during Labor Day weekend. How could DTE personnel get their hands on the required 40 feet of 18- or 20-inch Schedule 10 piping with four matching elbows?

Call in Macomb experts.

The operation begins

Just after 8 a.m., DTE employees put a call through to the Macomb after-hours hotline, and the system relayed a message to Regional Manager Kirk Humphrey. A quick chat with the client to confirm requirements, followed by a check on all 19 Macomb branches, confirmed what Kirk suspected: The items were not in stock.

Kirk followed through with a call to Macomb Purchasing Manager Brandon Perilli who
quickly identified numerous possible stockholders that might carry the pipe. But would they be accessible on a holiday weekend?

After dozens of calls, Brandon located the required pipe in Atlanta and a corresponding set of fittings in Houston. The challenge now was to get the materials to St. Clair County in as short a time as possible.

Brandon worked with the suppliers and a dedicated freight company to ensure they collected the pipe and fittings that afternoon with delivery scheduled at the plant by Labor Day.

**All goes according to plan**

Brandon coordinated both collection *and* delivery with the DTE logistics firm, enabling DTE personnel to remove the hot coals safely.

“I don’t believe many — if any — other suppliers could have pulled this off at this particular time,” says Kirk. “But at The Macomb Group, we answer the phone on weekends and holidays *and* we have the capabilities and resources to handle such emergencies.”

Coming through on a very short schedule — with some difficult-to-locate materials during a major holiday weekend — is all part of the outstanding customer service standard we strive

Stuck in a difficult position and need emergency help? Contact the experts at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110. For a complete list of The Macomb Group Locations, visit our website.
Macomb News
Get in the Fast Lane for All Your Product Needs

Time is tight! You want it now. And now you can get it!

No one knows better than those of us in the PVF business that time is critical in every project.

While we at The Macomb Group pride ourselves on responding to emergencies 24/7 year-round, sourcing difficult-to-find materials, and delivering ahead of schedule, we intend to keep on getting better.

So, as an extension of our “customers first” vision, we've invested in a powerful and effective website, bringing our products and services to you so you have a fast and efficient one-stop service.

What the site offers

The site is easy to navigate and will answer most of your supply, inventory, and pricing questions.

- **Robust search functionality** — Filter searches by brand, size, material, and domestic or import manufacturer. You can search in multiple ways, including by vendor, product description, or UPC/SKU, and you can check availability at each individual Macomb branch.

- **Access to descriptions of 40,000-plus products** — This includes images, specification sheets, referencing manufacturers, UPCs, and part numbers. Product listings are broken down by categories such as pipe and tube, hoses, HVAC, and so on. Then drop-down boxes list subcategories by job descriptions: things like bending and forming, threading equipment, and more. It’s easy to drill down to find the exact products you want.

- **Instant information 24/7** — Availability, lead times, unit costs, and multiple costs along
with the ability to order from assigned job pricing is at your fingertips. This means you can get the information you need to progress your projects — even outside normal hours. Place your orders any time or simply save items in your online shopping cart to call up later.

• **New live chat feature** — Connect with our product experts for support and answers to any questions you may have.

• **Secure, individualized corporate accounts** — We provide an instant overview of your orders and financial position. Drill down to organize your purchases by job, view order history, and track your shipments.

• **Access from any device** — Visit the site from your desktop, tablet, or mobile device. We’re doing more and more business on the move today, and we know you want to be able to access our online shop in the field or on the move as well as in the office.

**Here for you**

We’re proud to offer our streamlined web service and will continue to offer the personal, one-to-one service we’re proud to provide customers like you. But now you can get the information you want and place the orders you need faster and more efficiently than ever — all with the full, person-to-person support and backup you expect from the professionals at The Macomb Group.

You’ll find [The Macomb Group customer account management service](#) right on your screen. The site also lists all our branch phone numbers.

Check out the new website now and consider how you can use it to help your business. Watch the two-minute movie to learn more.

Register your account today! And, as always, if you have any comments about the site, please let us know.

Contact the experts at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110. For a complete list of The Macomb Group Locations, visit our website.
Did You Know?

We’re Taking the Next Step for Our Growing Footprint

Having the right things in the right places is a maxim we all want to do business by, and it’s certainly a crucial factor for our service delivery capabilities at The Macomb Group.

That’s the thinking that underpins our Valve Automation Division structure — and the reason we just opened a new Akron, Ohio, facility to join our three existing locations in Midland and Livonia, Michigan, along with Matthews, North Carolina.

One of the reasons we established the division is to bring greater access and exposure to the full range of The Macomb Group capabilities as our footprint continues to grow.

Having assembly capabilities and inventory placed in multiple strategic locations serves that goal. It gives us greater presence in each region, which many of our customers demand. It also allows us to tailor our capabilities and inventory to Macomb customers’ unique geographical needs.

Macomb experts at each facility stock a wide component variety for completely automated valve package assemblies — using our principal brands — for same-day, on-demand, high-quality service.

Interest and understanding

Valve Automation Division Director Scott Henegar explains, “Bringing our capabilities closer to the customer provides both our internal customers — Macomb branch and sales personnel — as well as our external customers some interest, understanding, and confidence in our capability that they may not have had otherwise, servicing from a distant centralized location. It has also helped us identify and develop which products and services the division can offer by being more in tune with the automation needs of different regions.”

This is just the start. As the new division strengthens awareness of Macomb as a principal valve automation product source, we’re preparing to build on our existing quarter-turn, on/off, electric, and pneumatic actuation product inventory legacy.

During 2017, we’ll become more engaged in multi-turn, linear, as well as control applications and have already begun the process of engaging suitable manufacturers and support
personnel.

As our geographic footprint gets larger, so does the pace of our activities!

Grow with us! Contact the experts at The Macomb Group by email at info@macombgroup.com or by phone at 888-756-4110. For a complete list of The Macomb Group Locations, visit our website.
Solution Spotlight

Aquatherm Was the Perfect Solution to This Weighty Problem

Troy Taylor, The Macomb Group Automation and Instrumentation Specialist, is always up for a challenge. So, when municipal utility Lansing Board of Water and Light (BWL) personnel sought a solution to a corroding manifold and pipe section at one of their facilities, Troy offered his services without hesitation.

The trouble was that there was no off-the-shelf manifold available to replace the deteriorating section at the BWL Wise Road plant — and a steel replacement would have taken a crane or multiple chain falls to lower into place.

Not only would this have been an extremely costly solution but another steel unit would've faced the same potential long-term corrosion issue — an inevitable consequence of mixing lime and soda ash with water to create a chemical reaction that softens the water.

The manifold was a part of a treatment system in which BWL employees pumped water through the piping to release flocculent trapped in filtration media during a backwash cycle.

Critical solution

With daily 10-million-gallon water throughput at the Wise Road facility, it was critical to secure a fast and effective solution. Macomb Salesperson Tim Seggerson suggested using Aquatherm polypropylene (PP-R) pipe, and Troy was asked to fabricate the manifold so the customer could install this one-off assembly.

From a rough sketch, Macomb Engineered Drawings Specialist Tom Schmidt produced a detailed drawing and a 3-D rendering for client approval. Then Troy got to work creating the manifold from 32 feet of Aquatherm Green pipe.

Green is the Aquatherm signature non-corroding PP-R product and is widely used in potable, food-grade, residential sprinkler, and chlorinated water applications. Engineered PP-R is one of the longest-lasting and most chemically inert piping materials in the world.

Plus, for the purposes of this particular challenge, it’s only one-fifth the weight of steel. That meant Troy could pre-fabricate the assembly, then easily transport it so the customer could
lift and install it at the plant ... except for one problem.

**In-field modifications**

“Unfortunately, there was a miscommunication on the dimensions of the existing manifold, which we didn’t discover until the day of installation, so we had to make in-field modifications to the unit with the help of the guys at the Lansing BWL,” Troy says.

Making these changes on-site with steel piping would have been more difficult, but with Aquatherm, Lansing BWL personnel used lightweight McElroy pressurized heat fusion equipment — the PP-R welding equivalent — to complete the job.

It was the perfect solution: Aquatherm is guaranteed to last at least 60 years. And it has the advantage of being not only high-performance and long-lasting but also an environmentally friendly range of pipe and fittings.

Grow with us! Contact the experts at The Macomb Group by email at info@macomb-group.com or by phone at 888-756-4110. For a complete list of The Macomb Group Locations, visit our website.
Chuck’s Quick Tip
Winter Is Here: Get Ready to Turn Up the Heat!

Its heating season again, and a steam trap that isn’t working correctly is costing you money. A facility with no active steam trap testing program will, on average, have a 40% trap failure rate. The following chart indicates the cost of one failed steam trap per year.

**Cost of Steam Leaks — Dollars per Year at 100 psig**

<table>
<thead>
<tr>
<th>Orifice Diameter (inches)</th>
<th>*Pounds per Year Loss</th>
<th>**$10 per 1,000 Pounds</th>
<th>**$12 per 1,000 Pounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/16</td>
<td>95,139</td>
<td>$951</td>
<td>$1,141</td>
</tr>
<tr>
<td>1/8</td>
<td>380,557</td>
<td>$3,805</td>
<td>$4,566</td>
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<tr>
<td>1/4</td>
<td>1,522,229</td>
<td>$15,222</td>
<td>$18,270</td>
</tr>
<tr>
<td>1/2</td>
<td>6,088,918</td>
<td>$60,889</td>
<td>$73,068.91</td>
</tr>
<tr>
<td>Cost multiplier for other steam pressures</td>
<td>15 psig — .26 200 psig — 1.87</td>
<td>50 psig — .56 300 psig — 2.74</td>
<td>150 psig — 1.43 600 psig — 5.35</td>
</tr>
</tbody>
</table>

*Continuous operation using Napier’s formula: \( PPH = 24.24 \times P_{abs} \times D^2 \)

**Cost to create 1,000 pounds of steam**

The Macomb Group experts recommend you do a “Steam Trap Survey” on your system so you aren’t throwing money away. Contact us today and we’ll bring in the professionals from Spirax Sarco to do a steam trap survey and give you accurate feedback that you can use to make sure your steam system is working the way it was designed. Call The Macomb Group experts toll-free at 888-756-4110 or contact Ian Thomas in the heating division at ithomas@macombgroup.com.

**About Chuck:** Chuck has been a PVF industry icon for over 42 dog years. He has never been one to lie down on the job — he has done everything from fetching will call orders to chasing down trucks to make sure his deliveries are on time. So, remember: **If you’ve got a problem and you’re feeling stuck, don’t get discouraged, you can always ask Chuck!**