

Staying Current

It's critical to keep pace with a customer's parameters

> The salesman from XYZ Hose had been quite busy beating the bushes for new business, when an email from one of his long-standing customers landed on his smartphone. He was smiling as he reviewed the order for more chemical hose assemblies, but the words "We've been going through these more quickly the last several months" suddenly gave him an unsettled feeling. With hopes of resolving the problem, he quickly emailed his customer, thanking him for the order and

apologizing for not stopping by in almost a year. After setting up a meeting for the next week, he phoned in the details of the order to his office.

On the appointed day and time, the salesman walked into the meeting room, and was met by the plant manager and purchasing agent. After exchanging pleasantries, the salesman started the meeting saying, "We've supplied you with the same hose and banded-on fittings for almost eight years without any problems. Your email said you're

going through them faster than before. That has me concerned. Why do you think that is?"

The purchasing agent added, "Your company has been a valued vendor for a long time. You've given us great service at a reasonable price."

"But," chimed in the plant manager, "something's changed in the hose. It looks the same, but some of 'em sure aren't lasting as long as they used to."

The salesman interrupted, "Did I hear that you're only having problems with some of them?"

"Yeah, the ones we use in Process Building Three. Not long after your last visit, we started making another product that's thick and heavy. The only way we can get this stuff to move is to heat it. It comes out and goes into a holding tank and gets heated to about 160 degrees. Then it's pumped to a storage tank built just for this stuff. The

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The Right Connection™

hoses from the pumps to the storage tank are where we're having problems."

Suddenly, the plant manager's assistant barged into the meeting room yelling, "Boss, you've gotta' get to Process Building Three now! Fred went on break and left the pumps running

As the four rushed into Process Building Three, they encountered a surreal scene. Goop was dripping from the ceiling and slowly sliding down walls; water was leaking from pipes; sparks were flying from a breaker box; lights were randomly blinking. The equipment and everything in sight was

up this mess! This unit's going to be down for a while!"

Manufacturers continually review their products and update instructions and warnings as needed. In the past few years, most hose manufacturers have placed some type of temperature related warning regarding chemical hose in their product literature.

Typically, that warning will say, "For temperatures above 125°F, permanent fittings must be used." Heat has a devastating effect on coupling retention, particularly plastic-lined chemical hose. The STAMPED acronym, (Size, Temperature, Application, Media, Pressure, Ends, Dixon) must always be heeded, even in repeated orders. Without addressing these questions, you won't know if your customer's parameters have changed ... which could leave you with quite a mess on your hands. 🖨

SUDDENLY, THE PLANT MANAGER'S ASSISTANT BARGED INTO THE MEETING ROOM YELLING, "BOSS, YOU'VE GOTTA GET TO PROCESS BUILDING THREE NOW! FRED WENT ON BREAK AND LEFT THE PUMPS RUNNING AND ONE OF THE HOSES BLEW! ...YOU'RE NOT GOING TO BELIEVE YOUR EYES!"

and one of the hoses blew! I don't know how long they were running, but you're not going to believe your eyes!"

covered with product. With a steely look, the plant manager turned to the salesman and growled, "Call your boss! Someone's gonna' have to pay to clean

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