

CONNECTIONS

NEWS FOR MAINTENANCE MANAGERS TO KEEP THINGS FLOWING SMOOTHLY.

FALL, 2008 VOL. 3

■ Dedication to customer service results in maintained operations.

When the city of Cedar Rapids, Iowa – site of our branch office – experienced record flood levels this summer, Central States Group demonstrated why we're known for customer service.

“Many of our customers supply products and services critical to the community,” said Corry Walton, Vice President and General Manager. “When the river crested at 32 feet, the downtown businesses were completely under water, including Alliant Energy, the local electricity and natural gas provider, and specialty ingredients producer Penford Products. Our technicians really stepped up. They gathered clients’ damaged pumps, took them apart, and cleaned or rebuilt them, all in a very short amount of time. It was important to us to help our valuable clients and the community – that’s just what we do.”

“Our people worked around the clock, installing temporary boilers to provide energy to businesses such as hospitals that were affected by the flood. Central States Group supplied everything we needed, from staff who were accessible seven days a week, to lending us tools and delivering bottled water. I couldn’t have asked for more from a partner.”

Rick Rudd,
Project Industrial Manager
B.G. Brecke Mechanical Contractors, Inc.,
Cedar Rapids

From keeping your business running smoothly every day, to getting operations back on track during a crisis, everyone at Central States is committed to your success.

■ Expert Alley *Going the extra mile for our clients.*



While delivering pallets of bottled water to customers isn't on his usual to-do list, Todd Ford, Vice President of PVF Sales, didn't hesitate to make it a priority during the floods in Cedar Rapids, Iowa, this summer.

Realizing that several customers needed to maintain vital operations despite the summer floods in Cedar Rapids, Todd took the lead. He arranged for thousands of water bottles to be delivered to businesses affected by the floods. “Our customers were working 24/7 to keep things operating,” he said. “It was important to all of us at Central States to go the extra mile to support them.”

Todd's 15 years' of industry experience and an MBA from Mississippi State were a good match when he joined Central States two years ago. He uses his talents to select the vendors who offer quality products, excellent service, and the best prices, which are then passed along to customers. “I'm passionate about teamwork, accomplishing goals, and being a 'solutions provider' for our customers.”

To learn more about all the experts at Central States Group and how we can be your “solutions provider,” contact us at **1-800-383-2747** or **www.centralstatesgroup.com**.

TAKE THE PRESSURE OFF YOUR PURCHASING DECISIONS WITH SHARPE VALVES.

Wide selection, quality products, reliability, customer service, customization capabilities – all are critical factors to ensure your operations run smoothly and efficiently.

That's why Central States Group partners with quality vendors such as **Sharpe® Valves**. Sharpe offers a full line of valves used by companies of all types and sizes, from chemical and food processing to manufacturing and power generation.

Underwriters Laboratories recognized Sharpe with an ISO 9001-2000 registration, based upon its valve design and manufacturing. Sharpe also specializes in custom-made valves, according to specs, design modifications, and special needs.

Contact us at 1-800-383-2747 for more information on this and other top-quality products from Central States Group.



**PRODUCT
CENTRAL**

Technicians ready to 'pump you up.'

Pump repairs and service can cause costly downtime. At Central States Group, our Service Technicians understand that productivity is your priority. Our goal is for your plant to be up and running quickly. Central States Group's factory-trained and authorized Service Technicians will analyze your equipment and give you appropriate repair or rebuild recommendations.

Our service team's capabilities include:

- Pump repair and rebuilding, including 24-hour, 7-days-a-week emergency services.

- Authorized service and repair center for a wide variety of industrial pumps, such as Goulds, Waukesha, Wilden, Viking, and Moyno.
- On-site service.
- New part assembly.
- Custom-built parts based on your specs, in our in-house shop and Valve Automation Center.
- Training seminars on-site or at our Cedar Rapids, Iowa, location.

To learn about all of our products and services, see www.centralstatesgroup.com.



Enhancing our knowledge at industry shows.



Fuel Ethanol Workshop – June 2008
ACE Ethanol Show – August 2008

Representatives from Central States Group added to their industry knowledge and skills while attending recent workshops and trade shows.

Patty Lundgren, Vice President and Omaha PVF Manager, said, "Staying current with industry changes and future trends, interacting with our customers, and analyzing prospective vendors' products are essential to our ability to continue to offer value-added products and services."

For ALL your fluid handling needs...

- Valves
- Actuation Packages
- Pipe & Fittings
- Pumps
- Process Instrumentation and Controls

MORE Details Inside!

One call does it all.

Central States Group has the products and the professional expertise to go with them. We have the largest in-house supply of pipe, valves and fittings, controls, pumps, and more.

To keep things flowing smoothly, go with a trusted, reliable partner: Central States Group.

Call us or visit our website today!



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People Committed to Adding Value

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