

Bergquist Bulletin



SUMMER 2012

Bergquist Stocks Over 12,000 Essential Items!

BASIC ESSENTIALS

- First Stage Regulators
- Second Stage Regulators
- Integral Two Stage
- 2-PSI Service Regulators
- Changeover Regulators
- Hogtails/Pigtails
- Copper Tubing
- Brass Fittings
- Hoses
- Pumps
- Paint
- Internal Valves
- ESVs

PLASTIC PIPE & FITTINGS

- X-Risers
- Con-Stab Fittings
- PE Tubing

RETAIL PROPANE

- Cylinders
- Cylinder Cabinets
- Composite Cylinders

AND MORE!

BERGQUIST SEMINARS!

Check with your sales representative for upcoming seminars offered or call us at 800-537-7518.

WE'RE HERE FOR YOU!

800-537-7518

*Your questions
answered by the
people who know
propane equipment!*



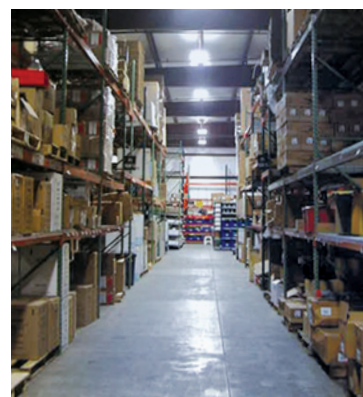
Constantly growing and expanding to serve you better

Dear Valued Customer,

Exciting things are happening at Bergquist and it all benefits you! Here are three ways we're expanding to help serve you better:

Our product line continues to grow! We are always seeking new manufacturers and propane products in an effort to bring you the best products in the world. Our recent additions include:

- **KOSAN+ REGULATORS** — Bergquist is the master North American distributor of the *Kosan+* regulator line for the *Cavagna Group*, a company distributing in over 110 countries. Our own Bergquist Product Specialists used input from our customers to assist Cavagna's engineers in designing this new domestic line, which is built to last up to 25 years, and includes an impressive 5-year warranty.
- **CAVAGNA COMMERCIAL REGULATORS & VALVES** — In addition to the *Cavagna Kosan+* regulators, we now offer a complete set of commercial regulators, industrial regulators, and internal valves.
- **EXCELERATOR® INTERNAL VALVES, ESVs, & COMMERCIAL REGULATORS** — This new line from *The Marshall Excelsior Company* features internal relief valves and a broad selection of commercial regulators.



With over 12,000 products stocked in our 3 distribution centers, you can count on a wide selection and fast delivery — all with just one call.

A new distribution center is now based in Colorado! We are pleased to announce that we now have a third stocking center located closer to our Mountain States customers. That means no matter where you operate, you can continue to rely on 2-day standard shipping!

New experts are on board! We recently added two new Regional Sales Manager roles to our team, filled by Tim Hendricks and Joe Montroy, who will support our Area Sales Managers in responding to your consultation and training needs. Inside this newsletter you will also see information about four new Area Sales Managers who recently joined Bergquist.

While changes abound at Bergquist, one thing will always remain the same: our commitment to you. Please let us know if there is anything we can do to serve you better, or of any products or training you would like to see added to our line. We look forward to meeting your equipment, training, and consultation needs throughout the year to come.

Sincerely,

Bob Barry
President

P.S. If you haven't attended one of our open houses in the past consider coming this year! See the back page for details.

PROPANE LAWN MOWERS

Save your customers up to 30% on fuel costs!

Looking for new ways propane can benefit your customers?

Propane-fueled, commercial lawn mowers are a great new product that offer a lot of advantages for your business accounts — and for you, too.

Plus, right now the Propane Education and Research Council (PERC) is offering a Propane Mower Incentive Program which can help reduce the investment cost for your customers.

This research initiative provides \$1,000 toward the cost of a new propane mower in exchange for feedback regarding mower performance and usage.

To learn more about PERC's Propane Mower Incentive Program contact Jesse Marcus at 202-452-8975 or mowerincentive@propane.com.

Propane lawn mowers are a great way to increase propane usage with your commercial accounts.

Why propane mowers are good for you

- **Increased propane sales.** A commercial lawn mower will burn up to 1,300 gallons of propane each year!
- **New customers.** Landscaping companies, golf courses, and green-conscious municipalities can become new accounts.

Why propane mowers are good for your customers

- **Money savings.** Propane costs up to 30% less per gallon than gasoline!
- **Earth friendly.** Propane provides a 50% reduction in greenhouse gases and smog-forming emissions. And because it's recognized as a clean fuel by the EPA, propane mowers are exempt from ozone action day restrictions.
- **Less maintenance.** Propane-fueled mowers require fewer oil changes and typically have a longer engine life.
- **Extended run time.** A single 3.5 lb. propane cylinder offers up to 7 hours of use.
- **Convenience.** It's easy to swap out the dispenser or cylinder to refuel.

For more information please contact our Zipper Mower Product Specialist, Dale Aldrich, at extension 1214 or by email at dale.aldrich@bergquistinc.com.

REMOTE TANK MONITORING

Manage your tanks more efficiently.

Remote tank monitoring is a great way to keep track of your propane levels in customers' tanks as well as in your own storage facilities. Remote monitoring can help you:

- Control inventory more efficiently
- Schedule deliveries more accurately
- Reduce or eliminate out-of-gas calls!

At Bergquist, we offer a wide selection of Gaslog® and Centeron® remote tank monitoring systems.

Depending on your needs, you can choose from equipment that uses existing phone lines or cellular technology for remote locations. Cellular monitors are especially useful when it's difficult to enter the customer's home. They also typically have a long 5+ year battery life.

Bergquist also offers monitors for bulk propane storage and refined fuel storage containers. All of our remote tank monitors are UL certified and approved for use in hazardous locations.

Our products feature the latest in technology, including:

- Easy remote programming
- Tank level alarms that can be set to your needs
- Alerts by email, fax, or text message
- Overfill alerts
- Theft detection alerts
- Daily, weekly, or monthly reports

For more information please contact our Tank Monitoring Product Specialist, Joe Vitt, at extension 4204.

Centeron®
GASLOG®



How to choose the right regulator for your large-capacity jobs

At first, the proper sizing and selection of propane gas regulators for large-capacity loads can seem complicated. But all it really takes is a little knowledge to make the best choice for any situation.

Commonly referred to as commercial or industrial regulators, they're basically just "big" regulators! They do the same job as the more common-sized domestic regulators and require all the same information when making a selection, including inlet and outlet pressure, pipe body size, BTU capacity, and the type of application.

Most people are fairly familiar with self- or direct-operated regulators. Pilot-operated regulators, however, are more nuanced, and it's important to consider the differences between direct- and pilot-operated regulators when deciding what to use in any given situation.

Speed of response and accuracy will guide your decision most of the time. While direct-operated regulators are fast and simple, your range of control is limited. Most pilot-operated regulators require downstream control lines but offer high accuracy.

A system that requires speedy response will most likely require a direct-operated regulator. On the other hand, a system that has a narrow tolerance for pressure fluctuation, such as a boiler system with high-tech controls and safeties, will probably require a pilot-operated regulator.

Factors to Consider When Selecting a Propane Gas Regulator

PILOT-OPERATED

PROS

- High accuracy
- Larger flow capacity
- Stable lockup pressures

CONS

- Slower response
- Complex plumbing
- Higher cost

DIRECT-OPERATED

PROS

- Simplicity
- Quick response

CONS

- Limited range of control
- Higher lockup pressure
- 10 to 20% loss of pressure at the appliance

If you would like any assistance in choosing the right regulator for your commercial or industrial customers simply give us a call — we are always just a phone call away with the assistance you need to make an informed decision.

For more information please contact our Regulators Product Specialist, Ron Coons, at extension 1201.



ANNOUNCING Our New Area Sales Managers!

Scott Gaudet

New England

Scott has been in the propane industry for over 25 years. He started his career with marketers in NH, including Johnson Gas, Petrolane, and National/Columbia Propane, holding various positions that included everything from bobtail driver, service tech, and service manager to district manager. Most recently, Scott started his own service and installation company which he sold to EnergyUSA Propane in 2004. Scott and his wife, Sue, reside in Union, NH with their four children.

Stanley Strickland

Alabama, Louisiana, Mississippi

Stanley has over 25 years of experience in the propane industry. He began his career with Norgas (now Ferrellgas) in 1984 as head of service and installation in the Alexandria-Pineville, LA area. Stanley has received various awards and recognitions throughout his career. He currently lives with his wife, Teri, in Deville, LA.

Brian Doran

New Jersey, New York, Eastern Pennsylvania

Brian comes to Bergquist from Matheson/Valley National Gases where he was a member of their sales team. Prior to that, Brian was Valley National Gases' MidAtlantic regional parts propane manager. He began his career in the propane industry in 1998 at Sunoco Home Comfort Services in Aston, PA as a sales representative, and later, propane manager. Brian, his wife, Jessica, and son, Tyler live in Lower Gwynedd, PA.

Rafael "Raf" Lozada

Minnesota, North Dakota, South Dakota

Prior to joining Bergquist, Raf was employed by CHS where he was a sales account manager for the Propane Equipment Department. He has also held the position of energy specialist/account manager at CHS. Before that, Raf served in the U.S. ARMY as an infantry soldier. He currently lives with his wife, Alesia, in Young America, MN.

Your Propane Equipment Experts

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INDIANA

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756-362-1468 • 800-662-3252

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270-843-6882 • 800-448-9504

MINNESOTA

566 Prairie Center Dr., Suite 205, Eden Prairie, MN 55439
952-941-1620 • 800-328-6291

MISSOURI

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COLORADO

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Newsletter produced by Pro Image Communications

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Don't miss this year's Bergquist Open House!

Toledo, OH • Tuesday, Aug. 21
Bowling Green, KY • Thursday, Aug. 23

Don't miss this great opportunity to meet our team, see new products from our manufacturers, save big on all take-home equipment items, and enjoy our annual Open House lunch buffet! This year, PERC representatives will also be offering a seminar on "How to Grow Your Propane Gallons".

For more information visit our website or call us today!



Last year over 130 people joined us for our Open House in Toledo! We hope to see YOU at this year's events.

Bob

Empire Service Training

Bowling Green, KY • Tuesday, Sept. 11
Toledo, OH • Thursday, Sept. 13

Become an Empire expert with instructor Rich Dahl of Empire during this exciting 1-day course. For more information or to RSVP contact Bobby Lanham at 800-448-9504, ext. 2200.

COURSE TOPICS:

- Installation
- Troubleshooting
- Maintenance
- Service
- Warranty