

# THE INSIDE CONNECTION



SUMMER 2011

PARTNERS IN SUCCESS THROUGH IMPROVED COMMUNICATION



LAMOT®



LINDA, CUSTOMER SERVICE

**TO PLACE AN ORDER**  
orderservice@contdisc.com or  
fax to (816) 792-2277

**FOR INFORMATION ON AN ORDER**  
customerservice@contdisc.com

**FOR TECHNICAL SUPPORT**  
Contact your Inside Salesperson

## NEW HPX™ LITERATURE!



The new HPX Product Family Brochure and its accompanying datasheets

Continental Disc Corporation has launched its newest literature entitled the HPX™ Rupture Disc Product Family.

Armed with a fresh and modern new design, the HPX™ product folder covers all things HPX™: from the HPX™ and SANITRX® HPX rupture discs and their accompanying rupture disc holders, to the accessories available for each product. This new format will be used for future new Continental Disc and Groth product launches.



**CLICK TO BROWSE THROUGH THE NEW LITERATURE**



**CLICK TO ORDER NEW LITERATURE**

## CDC ENGINEERING CERTIFIED DRAWING SCHEDULE

**APPROVAL DRAWINGS //** to be provided within **three working days** from the time Engineering receives the request.

**FINAL DRAWINGS //** to be mailed the **next day** (provided no items are revised) after receiving the request.

**REVISED DRAWINGS //** to be provided within five working days from the time Engineering receives the request.

**CERTIFIED DRAWINGS (for file) //** have the lowest priority, and will be provided within ten working days of receiving the request.

## SO YOU WANT TO...

### QUOTE SPECIAL APPLICATIONS

Don't be afraid of those special applications that your sales people are sure to run across. To aid you when speaking to your customers, use our **Special Rupture Disc Application Form**. This handy tool will remind you of all the technical aspects of a non-standard product that should be covered when submitting your request to Continental Disc Engineering.



**CLICK TO ACCESS THE SPECIAL RUPTURE DISC APPLICATION FORM**

Also, should you run into users of welded extruders, don't forget our **Extruder Rupture Disc Form**. This is an invaluable aid to get the specific dimensions required when quoting these industrial customers.



**CLICK TO ACCESS THE EXTRUDER RUPTURE DISC FORM**





## ONE MOTIVATED REPRESENTATIVE!

**ESI, our representative in Ireland, deserves commendation for amazing dedication to its Continental Disc Corporation business this year.** The Ireland group of ESI, based in Cork, Ireland, is on pace to increase its sales with us by over 10% in 2011.

Even more spectacular is the ESI group in South Wales. They went online with Continental Disc Liberty directly this year, and have already posted “year-to-date” sales of over 300% of their total sales for all of 2010!

Kudos to the cooperative efforts of Conor Foley at the Cork office, and Darryl Flowers at the Wales office, under the guidance of Brian Fahy, and Continental Disc Regional Sales Manager Dylan Marksman. This team has demonstrated exemplary effort and a winning attitude that highlights the Continental Disc way of doing business!

*If re-ordering a rupture disc that has been previously produced with us, a previous **manufacturing number should always be included on the order write-up.***

## HELP US HELP YOU!

Please remember to include all required information with all order submissions. We are experiencing delays in getting orders through the processing system due to:

- **Lack of a rep order write-up.** Each customer purchase order should be accompanied by a rep order write-up - please do not just send in the customer's purchase order.
- **If the order was quoted through the factory, please include the QUOTE NUMBER,** or send a copy of the quote with the order.
- **Ensure complete shipping information is provided.** The standard default is UPS Pre-pay.
- **All tagging information should be clear and complete.**
- When re-ordering a disc that has been produced before, **a previous manufacturing number should ALWAYS be shown on the order write-up.**

If you are unclear about any of the above, please contact your Inside Salesperson here at the factory. Your cooperation in providing the above information is appreciated and expected.



**SOMETHING TO REMEMBER //** Continental Disc NL is now processing their own two-part orders and sending to Continental Disc Liberty to be printed and sent to production. One thing to watch for is the “Ship Date”. Our plant in Liberty requires 15 working days so the PE side of the order should be scheduled for 20 working days.

## HELP US HELP YOU!

TIPS & TRICKS

In partnering with our outside sales representatives, we sometimes need to remind each other of little bits and pieces of information that might be helpful to either one side or the other.

In saying this, here's a tip to help keep your order moving along: **when an order transmittal is being sold & shipped to the representative, we always need to have the end user's name and country.** This can be of help to both sides, as we will not have to track down this needed information and can continue on with our next order in line.

*Most enjoy the goal but not the process. But the reality of it, is that the true work of improving things is in the little achievements of the day.*

- BEFORE SUNSET

HERE'S A THOUGHT