

# Meet Your Customer-*First* Service Representatives

CHAR KONZIER



A 42-year veteran at Swagelok Pittsburgh | Tri-State Area, Char has held a wide variety of roles for us, including Quality Assurance Manager, Technical Service Specialist, and Purchasing Agent. She's been married to her high school sweetheart ("Diddy") for 39 years. They have three children and two grandkids. Char enjoys spending time with her family and any day on any beach.

GRACE STEELE



Grace is celebrating her eleventh year with us. But, before that, she was Operations Manager for the Warrendale, Pa., branch of Victaulic, a valves and fittings maker and supplier. She and her husband, George, devote plenty of time to entertaining four grandchildren. For relaxation, Grace loves to spend time in her garden.

JENNIFER OBED



Jennifer joins Char Konzier and Grace Steele as a Customer Service Representative. This University of Pittsburgh graduate, with extensive experience in the mortgage and IT industries, will make certain we properly take and enter your orders, address your technical information/application requests, and provide the exceptional overall customer care you've come to expect from us. She and her husband, Bob, are the proud parents of Angelina, 16.

KARA DESANTIS



## ***Welcome, Kara: Your 4th dedicated Internal Sales resource!***

Kara, who most recently was an Account Coordinator for Berlin Packaging in Clinton, Pa., joins Char, Grace, and Jen to take/fulfill your orders, issue quotes, answer general product & service inquiries, and redirect your technical questions/challenges to our application and support experts.

She's a Marketing graduate of Wheeling University where she also excelled on the basketball court. Kara is anxiously awaiting her wedding next May in the Florida Keys. She's the youngest of four children, an avid hiker, and proud Mom to her dog, Milo.

# Realize a Higher ROI

We have made significant enhancements to our renowned and most-demanded **Swagelok Safety Essentials** training class! Now, you can get three course titles in your single all-day session:

1

## Tube Fitting Installation

2

## Tube Bending

3

## Tube Fitting Inspection

*All for the same low price, even if we come to your facility or project site to conduct.*



Now, in addition to your maintenance technicians mastering how to safely and properly pull up tube fittings and bend tubing of various materials and diameters, they'll also learn how to inspect an installed fluid system, identify tubing defects and correct installations – and rebuild incorrect ones, and spot correct tubing placements and support.

Our newly expanded offering is ideal for Inspectors, Contractors, Engineers, and Quality Assurance staff – as a refresher for veterans and a comprehensive introduction for those new to the industry.



But that's not all. We can now visit your workplace for a brief, escorted **pre-Training walkthrough** to give us a close-up look into how we, with your first-hand input, can customize our training content to optimally achieve your learning goals and objectives. By seeing your onsite leakage and overall inefficiency issues, we'll then focus on delivering the specific expertise you require for improved fluid-system safety and performance.



Call today to  
book your training event:  
412.439.1706

*Our instruction comes with a complete money-back guarantee. You have nothing to lose except dangerous and costly leakage and system installation errors. Students simply need to show up at the designated time and place – we bring all the necessary training materials.*



# Perfectly Fitting

Employed at critical connection points, leak-tight **Swagelok Tube Fittings** are a critical component in any fluid system, maximizing plant safety and operational effectiveness and efficiency.

*But which type of fitting is best per application? Here's a basic Styles primer:*

## Threaded

Connection is made by two threaded pieces: A male thread is inserted into a female thread. Two varieties are available: **Straight/Parallel**, which are designed to hold a nut onto a fitting body, with gaskets, O-rings, or metal-to-metal contact involved to create a superior seal; and **Tapered**, which seal as the male and female threads are joined. Thread sealant or thread tape is required to ensure that all gaps are filled, thus preventing leakage.



Straight threads are for <5000 psi applications; tapered threads are particularly effective at system pressures up to 15000 psi.

## Compression

Ferrules are used to make a leak-tight seal. As the fitting's nut is tightened, the ferrule compresses between the nut and the fitting, enabling the ferrule to bite into the tube for superior grip. Assembly and disassembly is fast and simple.

Swagelok Compression Tube Fittings feature an unparalleled two-ferrule design that substantially improves grip strength and seal performance. A back ferrule acts as a primary mechanism to secure the tubing in the fitting and, during installation, also axially advances a front ferrule to radially apply exceptional tube grip. Our two-ferrule construction, which delivers a hinging-and-colleting action that puts more of the back ferrule's material in close contact with the tube adjacent to the tube grip, is especially effective when high vibration resistance is essential.



## Medium Pressure

Our FK Series fittings employ a similar hinging-and-colleting action like our standard two-ferrule style, but a female fitting body, a male nut, and pre-oriented (in a unique cartridge that also holds the nut and reduces total installation time and cost) ferrules create a dynamic wedge that enables remakeable pullups by torque and gaugeability at initial assembly.



## Cone and Thread

Available in a wide array of alloys and intended for medium-pressure to very high-pressure, highly difficult applications. Feature a gland, a collar, a female port, and a weep hole for fast and accurate leak detection and verification of proper installation. But special care is required during all stages of use. For example, the tubing must be coned and threaded before joined with the fitting so that no burrs, gouges, or scratches occur.



Gain more expertise around the types and usage of Tube Fittings by enrolling in our **Swagelok Tube Fitting Installation/Inspection & Tube Bending Safety Essentials class:**  
**412.439.1706 or**  
**[rudy.frank@swagelok.com](mailto:rudy.frank@swagelok.com)**

# FILL'ER UP – SAFELY AND AFFORDABLY

Now you can replenish your rotating equipment's seal pot reservoirs with virtually zero leakage – and no downtime!

Instead of the typical – and inefficient – method that requires an operator to shut down the equipment, climb to the top of the reservoir, remove a plug, and insert a fill tube before climbing back down and pumping in the oil (and releasing harmful vapors into the atmosphere), try the innovative Swagelok assembly of three 60-Series ball valves, a check valve, a pressure gauge, and a union tee:

- Install a Swagelok Fill Tube Assembly to each seal pot reservoir.
- Operator, *from the ground*, opens top ball valve and second ball valve to the gauge on the assembly.
- Operator attaches hose to the bottom port of the assembly.
- Operator opens remaining ball valve on assembly to fill the reservoir.
- When filled, operator closes all three valves, removes pump connections, and moves to next seal pot.



**BEFORE: Dangerous. Costly. Labor-Intensive.  
Harmful Emissions.**

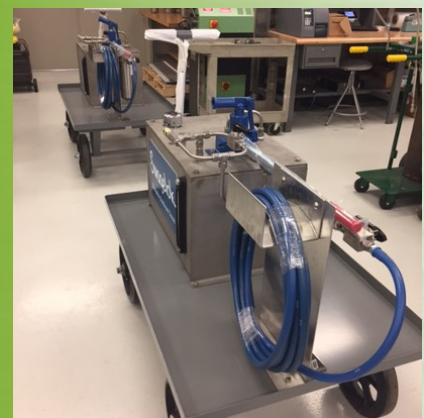


**AFTER: Safe.  
Cost-Effective. Standard Refill Process.  
No Downtime. No Vapors.**

**Our solution is safe, cost-effective...and results in no downtime or dangerous emissions!**



**For ultimate portability,  
simplicity, and safety,  
ask about our  
Swagelok Safe Fill Carts**



## **FINEST IN THE FIELD**

(THIRD IN A SERIES)



### **Customer Challenge:**

Chemical customer had massive hose-kinking issues that caused excessive and extremely loud pump noises in the site's Reactor Room.

### **OUR SOLUTION:**

Our certified Swagelok Hose Advisors were called in to audit hose usage, routing, sizing, and storage practices throughout the troublesome area. All observations were documented and presented in a highly in-depth **Hose Management Report** that detailed not only the customer's problems, but presented realistic and trusted answers to significantly relieve hose stress to improve overall operational safety, productivity, and profitability.

Our Report also enabled our account to establish a routine Hose Maintenance schedule...and apply the lessons learned to other hose-related noise concerns in similar areas.

Since 1947, Swagelok Company has delivered premium-quality products and associated support services to help optimize your fluid-system safety, performance, efficiency, and profitability – especially during your most severe vibration, corrosion, and leakage challenges.



# Trust Our (Materials) Science

for your Corrosive Workplace



**Corrosion:** The physical degradation of a material due to interactions with its environment. It can also lead to catastrophic fluid-system failure – jeopardizing worker safety, asset and final product integrity, and already-reduced operational budgets.

**Solution:** We offer many of our components in multiple materials to help you combat the effects of corrosion, even in the most challenging environments.

Visit our website to watch our recent Swagelok Advanced Materials Science webex with **Dr. Bob Bianco, Senior Materials Scientist.**

[pittsburgh.swagelok.com/en/resources/webinars/materials-science-webinar](http://pittsburgh.swagelok.com/en/resources/webinars/materials-science-webinar)

## Your Cost-Effective CORROSION COMBATANTS

### ► 316/316L Stainless Steel

Contains more nickel and chromium than minimally required by ASTM standards for bars and forgings.

Ideal to neutralize...



General/Uniform Corrosion

### ► 6-Moly Alloys

Superaustenitic Stainless Steels containing at least 6% molybdenum with a PREN of at least 40 for superior stability and corrosion resistance.

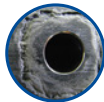
Ideal to neutralize...



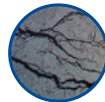
General/Uniform Corrosion



Localized Pitting Corrosion



Localized Crevice Corrosion



Stress Corrosion Cracking

### ► Alloy 2507

Super Duplex Stainless Steels with a two-phase microstructure of austenitic and ferrite grains for exceptional strength, ductility, and corrosion resistance.

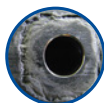
Ideal to neutralize...



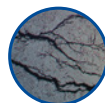
General/Uniform Corrosion



Localized Pitting Corrosion



Localized Crevice Corrosion



Stress Corrosion Cracking

### ► Alloy 625 (Inconel® 625)

A Nickel-Chromium-Molybdenum alloy, plus Niobium, to fight intergranular corrosion.

Ideal to neutralize...



General/Uniform Corrosion



Localized Pitting Corrosion



Localized Crevice Corrosion



Stress Corrosion Cracking



Sour Gas/Sulfide Stress Cracking

### ► Alloy 825 (Inconel® 825)

A Nickel-Iron-Chromium-Molybdenum alloy, stabilized with Titanium, to resist corrosion and pitting.

Ideal to neutralize...



General/Uniform Corrosion



Localized Pitting Corrosion



Localized Crevice Corrosion



Stress Corrosion Cracking



Sour Gas/Sulfide Stress Cracking

### ► Alloy C-276 (Hastelloy® C-276)

Contains Nickel, Chromium, and Molybdenum to withstand even the corrosive effects of wet chlorine gas, hypochlorite, and chlorine dioxide.

Ideal to neutralize...



General/Uniform Corrosion



Localized Pitting Corrosion



Localized Crevice Corrosion



Stress Corrosion Cracking



Sour Gas/Sulfide Stress Cracking

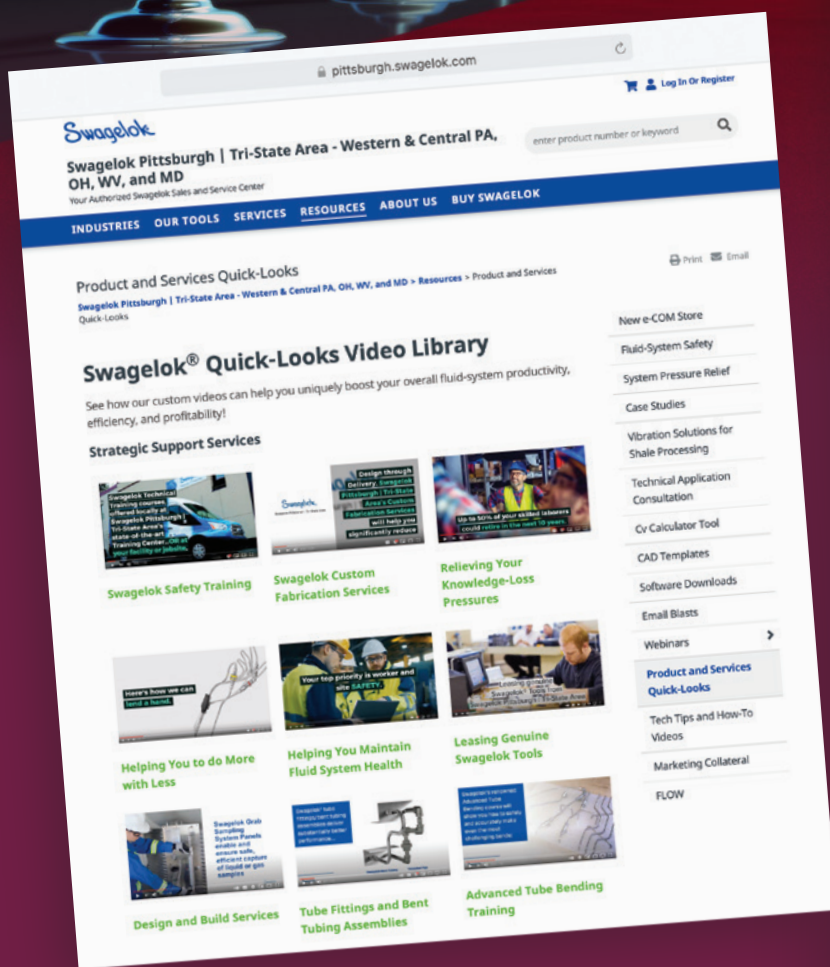
# NOW SHOWING

## HOW TO BOOST YOUR FLUID-SYSTEM PERFORMANCE



Our ever-expanding **Video Library** features numerous quick-look presentations that can help you ease your time, money, and risk worries. Our titles include Product and Strategic Support Service films that detail specifically how we can help you realize a safer, more productive workplace: Safety Essentials Training, Advanced Tube Bending Training, Custom Design and Fabrication, Tool Rentals, Swagelok Componentry, Grab Sampling Systems, Mechanical Seal Support Systems, Gas Distribution Systems, Energy-Loss and Hose Advisories.

**Visit our Video Library to see for yourself why Swagelok remains the world's premier product brand – and why Swagelok Pittsburgh | Tri-State Area is your nearby first choice for plentiful on-hand inventory, expert technical application assistance, and an unbeatable customer-first approach to the way we conduct our business.**



[pittsburgh.swagelok.com/en/resources/  
product-and-services-quick-looks](http://pittsburgh.swagelok.com/en/resources/product-and-services-quick-looks)



## SWAGELOK PITTSBURGH | TRI-STATE AREA ***ASSOCIATE PROFILE***



***ANDY  
WRIGHT,***

**DIRECT SALES  
REPRESENTATIVE**

Andy is one of our two Direct Sales Representatives, primarily responsible for monitoring and managing several targeted customer accounts. He works closely with his Sales team peers in a highly collaborative environment that contributes significantly to our company's overall continuous improvement goals.

Andy, our longest-serving Field Sales team member, specializes in customer problem-solving in the local Oil and Gas, Chemical, Power, Steel, and Applied Research industries. His lengthy Swagelok tenure has given him the confidence and proven experience/expertise to listen to your toughest application challenges – to deliver Swagelok product and services solutions that will positively impact your Bottom Line health.

Before joining us, Andy was employed by Koppers. He's a graduate of Allegheny College in Meadville, Pa., where he earned a Bachelor of Arts degree in Economics. Andy and his wife of six years, Amy, are the proud parents of Bruno, 4, and Poppy, 2. This athletic family loves the water (Amy is a former competitive swimmer); Bruno also plays soccer for his Head Coach father, while Poppy is already exceling in gymnastics.

Andy, a Wexford native, enjoys live music events and all sports. He's currently leading the ultra-competitive SP-TSA Fantasy Football League. (But, it's still early.) 😊

### CONTACT US

412.761.3212 OR 412.439.1706  
PITTSBURGH.SWAGELOK.COM

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