

## **NASH Pump Delivered in a Hurry** *by Kent Watkins*

Doug Ellis is CEO of Southern Mills. He spent four years at Princeton University and then attended Georgia Tech, earning a textile degree in an amazing four quarters. And then he said, "it was time to go to work."

Southern Mills manufactures Nomex flame retardant fabrics used by fire fighters, race-car drivers, and the military. All of these are people in a hurry. When the Southern Mills plant in Senoia, GA, needed a vacuum pump to replace a failed foreign pump, they needed it in a hurry. I worked with their plant engineer to find a solution. We selected and sized the pump and got the paper work ready. NASH sent the pump out that same day, on Friday afternoon by airfreight.

Early Saturday morning the plant maintenance crew modified the piping using our drawings to accept the new NASH TCM-2 vacuum pump. By noon the pump was running, the hurry was over and the plant was back to work. The vacuum level exceeded their expectations. They expect their rugged, reliable NASH vacuum pump to run for many years.

It is working well, as expected.  
It IS, after all, a NASH! Thanks!

*-Plant Engineer, Barry Flippo*

## **EWKlein's History Selling Vacuum Pumps**

**1905** Lewis Nash patents the liquid ring vacuum pump and the NASH Engineering Company is launched in Norwalk, CT.

**1921** E. W. Klein Sr. signs on as NASH's #001 representative beginning a highly successful, 86-year partnership.

**2002** NASH Engineering grows as it combines with the Siemens (ELMO) vacuum pump to become nash\_elmo.

**2004** Gardner Denver acquires nash\_elmo, creating Gardner Denver NASH.

With more than 100 years of experience, NASH is the world's leading supplier of liquid ring vacuum products.

## **NASH Uses Rapid Prototyping in New Pump Development**

Rapid Prototyping is a new industry buzz word. Prototyping programs create free form models directly from computer aided designs (CAD) or virtual simulations. There is no intermediary requirement to build a machine to make the model. Three dimensional physical models built with plastic and lasers come directly from the computer design in 3 to 72 hours. That may not seem "rapid" in some cases but when you're experimenting with new pump designs, that beats the old pace by a mile!

NASH is designing new liquid ring pump models using rapid prototyping and it is affecting the speed of innovation. Experiments are done on 3D models earlier in the design process. Prototype pumps can be evaluated for efficiency improvements and ease of manufacture while insuring that the new design maintains or improves on the rugged reliability that sets NASH pumps apart.

## True Customer Service by NASH and EWKlein

*By Joe Darden*

I want to tell you a story about true customer service.

Late one Friday afternoon one of our customers had a pump fail. I got a phone call from Cary Norwood of E. W. Klein's Atlanta office needing a replacement pump for a customer immediately.

We located a pump *in stock and ready for immediate shipment*. What was the bigger obstacle to quick delivery – that the pump was in Missouri or that it was 5:00 pm on Friday?

Doris Bohannon, nash\_elmo Distribution Center Manager, came to the rescue. Although Doris was attending a party with family, she left the festivities to drive 1 hour back to work to handle the details of the shipment. She had several conversations with Cary, the customer's maintenance manager and the purchasing agent about the details of the order. She also called several nash\_elmo managers to get the necessary approvals. When she ran into a glitch finding a local freight company, she contacted the Ray Golden Birmingham Service Manager at home to get the name of a local freight company. They found a truck that could handle this large pump for a direct haul around 10:00 PM.

The truck left Birmingham and drove straight through to St. Louis. At 5:30 AM when the truck arrived, Doris was waiting to supervise the loading. The pump arrived at the mill around 6:00 PM Saturday evening.

It took team work – E. W. Klein, Cary, Doris, everyone – to pull this delivery off. The customer was so happy with the quick shipment they offered to hug everyone involved. We just gave them service with a smile!

***Back by Popular Demand***

## The Search for the Oldest Vacuum Pump

nash\_elmo pumps are built to last in some harsh environments, but even we've been amazed at the longevity of some of the pumps in operation. If you have a pump that's alive and pumping long after other pumps have been replaced, let us know. We'll publish a selection of some of the oldest and hardworking ones in our next newsletter.

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