



SMITH-COOPER[®]
INTERNATIONAL



SPECIAL ANNOUNCEMENT

October 10, 2014

Our Valued Customers,

In an effort to better service your needs, we are very pleased to announce a significant change to the structure of the Smith-Cooper International Inside Sales team.

Effective this Tuesday, October 14, 2014, a newly established, dedicated **“High Performance”** Inside Sales team will begin servicing certain customer quotes and orders. This team will provide you with technical knowledge and support to handle all inquiries for our highly engineered valves across the following Sharpe product lines and services:

- **Series 80/89, 70/74, 84/99/60, 88/66, 75/76/77, M series, V series, and C series valves;**
- **All Automation and Control services; and**
- **All other special services, including testing, inspection, certification, and O2 cleaning, etc.**

With this change, our goal is to improve your overall buying experience through better customer service, timely responses, and technical product knowledge. This High Performance team will be based in our Chicago, IL, facility and can be reached directly at **877-774-2773**.

Importantly, our well trained and customer-focused **“General Service”** Inside Sales team will continue to support all other product inquires, including both <SCI>- and Sharpe-branded products. This team remains located across our branches in Atlanta, GA; Chicago, IL; Los Angeles, CA; and Vancouver, WA, enabling us to continue servicing your needs from 8:00AM ET (or 5:00AM PT) to 8:00PM ET (or 5:00PM PT). Accordingly, our General Service team continues to be available directly at **800-766-0076**.

With our diverse, high quality product offering and comprehensive inventory, our objective is to provide you with the highest level of customer service and satisfy your needs for Industrial, Commercial, Fire Protection, Grooved, Sanitary, general service valve, and high performance valve products – as we have for many years.

Thank you again for your continued support of Smith-Cooper International.

Kind regards,

Bob Cooper
President
Smith-Cooper International