

# SMARTS 2010

Sales and Marketing Activity Reports

Number: 2010- 01 Date: January 14, 2010

**New Program**

**SURE  
START<sup>SM</sup>**  
*Operator Assurance Program*



**Clark-Reliance<sup>®</sup>**

*World Leader in Boiler Level  
Control and Indication*

## Reliance<sup>®</sup> Offers "in-plant " Program for Boiler Trim

- Installation Verification - including ASME Section I Code Compliance
- Review Maintenance and Operation Procedures - including parts & prevention
- Hands-on Training
- No Charge Program with Complete Boiler Trim System (qualified)
- Establishes You as the Local Resource for Reliance Products and ASME Code Compliance
- Tri-fold Flyer  
- Available on-line

Program Flyer  
Pages 2 - 3

We have scheduled a Webinar to introduce the New "Sure Start" Program to our Reliance Representatives in the United States and Canada. This Webinar will be conducted on Monday: January 25 at 11:00 AM Eastern time. Use the address below to attend.

<https://webmeeting.dimdim.com/portal/JoinForm.action?confKey=clarkreliance>



ANDERSON<sup>®</sup> JACOBY-TARBOX<sup>®</sup> JERGUSON<sup>®</sup> MAGNE-SONICS



**Clark-Reliance<sup>®</sup>**

## CUSTOMER SATISFACTION

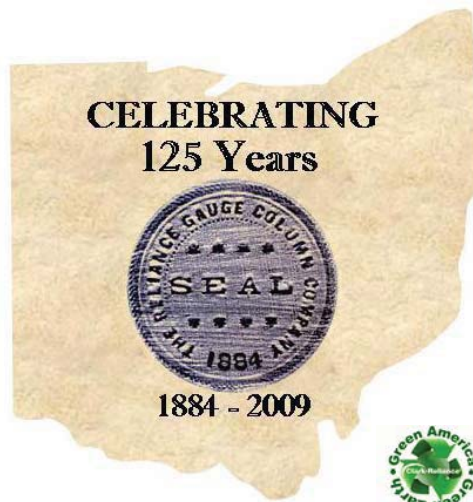
*"Jim and I would like to thank you for your expertise, professionalism and attention to detail. The reports are very thorough, the wiring diagram was put together in blazing speed, and the recommendations were spot on. Clark-Reliance left a lasting impression at ExxonMobil Beaumont!"*



*"Thanks again for your professional services provided. Your services helped the successful startup and our people to gain the knowledge on the water column."*



*"It is a pleasure doing business with a company that works so hard at making sure the customer is taken care of after the sale."*



# PUFFER SWEIVEN INSTRUMENTATION

### Corporate

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# SURE START<sup>SM</sup>

## Operator Assurance Program



# Clark-Reliance<sup>®</sup>

*World Leader in Boiler Level  
Control and Indication*

## Why SureStart<sup>SM</sup>

Clark-Reliance's **SureStart<sup>SM</sup>** Program ensures your boiler level indication and control instrumentation will provide years of safe and reliable service in compliance with Section I of the ASME Boiler Code.

A direct Clark-Reliance employee will spend the day at your facility. We will verify the equipment installation, and conduct operation, use and maintenance training sessions with your operators. **SureStart** gives you the education and training necessary to provide safe and reliable level indication and control.

Power Boilers contain one of the harshest environments on earth, with extreme temperatures and pressures seen nowhere else. These conditions demand robust and reliable equipment. The safe and reliable operation and maintenance of this equipment is **SureStart's** primary goal.



- Training
- Operations
- Maintenance
- Verification

**SureStart** is an included service on qualified Boiler Control Systems manufactured by Clark-Reliance. In Clark-Reliance's 125 years of manufacturing boiler level controls, the importance of on-site training and education is second only to product quality. Clark-Reliance's **SureStart** provides that knowledge.

Our investment in the **SureStart** program greatly reduces warranty issues and disputed claims due to improper installation and/or operation. And the benefit to you - **Maximum Cycle Life, Increased Safety, and Years of Reliable Service.**

## Installation Verification



Every effort is made to coordinate proper specification and installation of your level instrumentation with your engineering, design and construction firms. Clark-Reliance provides drawings, manuals and engineering review to help ensure that the equipment is installed to specification.

**SureStart** includes an installation verification of all Clark-Reliance equipment. Any discrepancy will be immediately reported to the operators and followed with a detailed written report. **SureStart** also verifies that the boiler level control and indication system is per Section I of the ASME Code.

## Operation / Maintenance Overview



The **SureStart** Program training includes; understanding Section I of the ASME Code, PG-60, the principles and operation of the level indication and control instrumentation, the effects of the environment on the equipment, and the reasons why

proper maintenance is critical to the safety and operation of that equipment.

Clark-Reliance's products are designed and manufactured to meet all Code requirements. **SureStart** will make sure level instrumentation in your plant is Code Compliant, your operators know and understand the Code, and that the proper use and care of instrumentation equipment is now the "standard".

## On-Site Training



**SureStart** brings our classroom to your plant. Product demos are used to explain and illustrate proper operation, maintenance procedures, and suggested intervals for each device.

Hands-on is the best way to learn. You supply the hands, we'll supply the rest.

Operation and Maintenance manuals will be distributed and are also available on our website as well as streaming video manuals. Some plants have even video taped the **SureStart** training session - please feel free to do so.

## Maximum Service Life Increased Safety & Reliability



**SureStart** provides your operators with complete understanding and knowledge of your boiler level control system. **SureStart** provides more economic stability for your plant as maintenance becomes planned, predictable and less frequent.

**SureStart** - **Maximum Service Life, Increased Safety, and Years of Reliable Service.**