

MARKETING NEWS

New products and developments from the Leading Supplier of Water Distribution Products

Mueller® Website Update

Check out the new AquaGrip section of our website (www.mueller-company.com). By clicking on the AquaGrip logo on our home page, you will be able to access installation plan drawings (AutoCad and PDF formats), specifications, testing data, our full color brochure in PDF format and the AquaGrip product video.

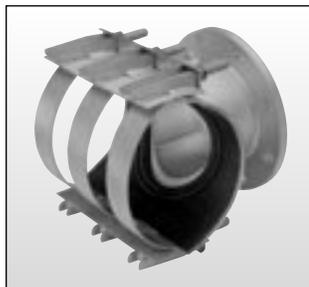
Our complete water catalog is now on our website. From our home page, click on the



Products & Services button. Click on Browse Catalog under Potable Water Distribution Products to bring you to our catalog in PDF format. The table of contents allows you to quickly and easily navigate to the catalog section you are looking for.

NEW Mueller H-300 Outlet Seal Stainless Steel Tapping Sleeve

The new H-300 Mueller Outlet Seal Stainless Steel Tapping Sleeve is a high performance, economical alternative to carbon steel or thin gauge stainless steel tapping sleeves. The H-300 is manufactured using 304L low carbon stainless steel to prevent carbide precipitation corrosion, and has a working pressure rating of 250 psig. The sleeve sections are plasma cut to precise dimensions and manufactured using a state-of-the-art robotic welder for consistent quality. The



entire sleeve is then passivated. The outlet branch seal utilizes multiple concentric rings to ensure a positive permanent seal. The H-300 is available with a stainless steel or coated ductile iron flange in sizes 4"-12".

Integral End Connections Now Available On meter Yoke Base Bars

More New Products!!!

This time we are adding to our line of meter yokes by offering the following integral connections on yokes for 5/8", 5/8" x 3/4" and 3/4" meters;

3/4" x 3/4" copper flare - **H-1530** meter swivel nut x meter swivel nut, **H-1532** angle valve x meter swivel nut, **B-2532**

ball valve x meter swivel nut.

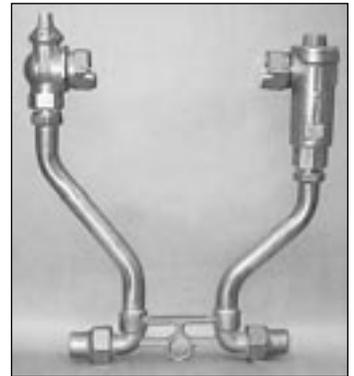
3/4" PVC x 3/4" PVC - **H-1540** meter swivel nut x meter swivel nut, **H-1542** angle valve x meter swivel nut, **B-2542** ball valve x meter swivel nut. 3/4" IPS PE x 3/4" IPS PE - **H-1540** meter swivel nut x meter swivel nut, **H-1542** angle valve x meter swivel nut, **B-2542** ball valve x meter swivel nut. **1" x 1" CTS 110**

Compression - **H-14681** meter swivel nut x meter swivel nut, **H-14701** angle valve x meter swivel nut, **H-24701** angle valve x meter swivel nut

Please contact your local authorized Mueller distributor or our Customer Service Center for part numbers and availability. Price pages will be mailed soon.

Mueller 300™ Ball Valve for Cast Iron Meter Boxes

Coming this June, 2002. The new Mueller 300™ ball valve for cast iron meter boxes will soon be replacing our inverted key valve. With a 300psig working pressure rating this 5/8x3/4" ball valve provides bubble tight closure, even under the toughest service line testing. Lower torque, smooth operation and a full line of inlet configurations make this valve the obvious choice for meter box shutoffs.



Customer Service Center News

Accurate deliveries are an important issue at Mueller Co. Our policy is to ship error free 100% of the time. In order to accomplish this, Mueller has devoted many thousands of dollars to computer technology and other equipment to assist our shipping personnel. We are constantly developing other procedures and ideas, like the new stack label for valve and sleeve shipments, which will assist our carriers and customers in recognizing which product to unload.

But Mueller Co. relies on customer personnel to handle the unloading of our material with certain policies, that we believe should be common practice. Without your help in seeing that paperwork and product match up on a delivery, we cannot expect to reach our error free goal or to have the ability to quickly rectify any problems that may occur. The receiving procedures critical to this positive outcome are:

1. The delivery receipt must be justified against the material received. This should be done prior to signing for the material.

2. Noting any discrepancy on the delivery receipt and giving as much detail as possible helps with the investigation of the issue.

3. If shrink-wrap on a pallet is intact, yet a discrepancy is found, this needs to be reported to Mueller immediately. The more time that elapses, the less chance we have to locate the source of the problem, whether in our inventory or in the other stops on the load.

4. When incorrect material is received, the bar code information will help us determine if we have an inventory labeling error, and if so we can avoid repeated offenses.

5. Any and all discrepancies **MUST BE REPORTED WITHIN 48 HOURS** of delivery.

Hydrant unloading would be simplified by comparing hydrant part numbers listed on the delivery receipt to those stenciled on the lower barrel and shoe. The sample of the stack label for valve shipments (and other Chattanooga products) shows the additional information being added to make the contents of each stop more obvious.



Brass shipments from Decatur continue to be improved by the regionalized shipping program, which sets aside one day a week to ship to a particular state. With these larger weekly shipments, we can palletize more often, allowing better protection of your product. Fewer U.P.S. shipments have resulted, meaning less time required to receive multiple deliveries. Again, we need to stress the time factor. Any evidence of damage to boxes or plastic wrap needs to be noted on the delivery receipt and reported to Mueller Co. This will allow us to pursue a claim with the carrier. If damage is reported within 24 hours, we can possibly have a representative from the transportation company inspect the damage prior to tearing down the pallet or opening boxes. This gives more weight to the loss claim Mueller will file. Note that all pallets of brass will have a **PALLET TAG** on

Customer Name:	<input type="text"/>
Stop # _____	TRL # _____
Stack _____	of _____
Door# _____	Valves _____
Mixed ___ Y ___ N	Boxes _____
	Clock # _____

the top which lists the pallet #, the number of boxes, and the weight. If this tag is missing, the pallet likely has been re-wrapped. Such information should be noted on the bill as well.

Partnering with our customers to assure accurate deliveries is vital.