

# “Heads Up”

A quarterly newsletter from R.M. Headlee for the purpose of customer and principal communications, sharing best application methods, product features and benefits and doing what it takes to achieve complete customer satisfaction.

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## RMH NEWS

R.M. Headlee Co., Inc. is a specialty valve distributor, founded in 1970, is dedicated to the distribution of the highest quality industrial valves and valve actuation products. We have been a key channel partner for many of the industries premier manufacturers. Originally located in Buffalo, New York; in 1972 moved onto California Rd. and in 2009 moved into current 8,000 sq. ft. building and valve automation center in Orchard Park, New York.

New York State Education Department has approved R.M. Headlee Co., Inc. as a sponsor of continuing education for professional engineers in New York State. Since receiving this approval in 2008 our trained instructors have conducted over 200 seminars and provided continuing education credits to 1152 Professional Engineers. Please contact any of the RMH staff if you would like to schedule a training seminar at your facility.

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## APPLICATION GUIDELINES

Heat flows from a higher temperature level to a lower temperature level in a process known as heat transfer. Starting in the combustion chamber of the boiler, heat flows through the boiler tubes to the water. When the higher pressure in the boiler pushes steam out, it heats the pipes of the distribution system. Heat flows from then steam through the walls of the pipes into the cooler surrounding air. This heat transfer changes some of the steam back into water. That’s why distribution lines are usually insulated to minimize this wasteful and undesirable heat transfer.

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## TECHNICALLY SPEAKING



The Val-Matic VaultSafe Family of Products are designed to protect potable water systems from contaminated flood waters, freezing temperatures and intentional malicious contamination.

### **FloodSafe Inflow Preventer**

The FloodSafe Inflow Preventer works with air valves and provides protection of potable water systems from contamination. By preventing water from passing through the FloodSafe, contaminated floodwater or water that has been compromised by intentional tampering are prohibited from entering the air valve outlet and are subsequently unable to enter the system.



### **FrostSafe Two-Way Air Damper**

The FrostSafe, is a wafer style bi-directional hingeless damper, installed in a vent pipe to minimize the thermal exchange of cold and warm air in and out of a vault to help prevent freezing.



### **VentSafe Security Cage**

The VentSafe Vent Pipe Security Cage is installed in air valve vent pipes and enclosed reservoirs to prevent the entrance of animals or foreign objects and to provide a barrier against the malicious introduction of liquids and other matter into the vent pipe.

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## DID YOU KNOW

A valve is a product rarely noticed by the average person, yet it plays an important role in the quality of our life. Each time you turn on a water faucet, use your dishwasher, turn on a gas range, or step on the accelerator of your car, you operate a valve. Without modern valve systems, there would be no fresh pure water or automatic heat in your home. There would be no public utilities, and beyond wood and coal, almost no energy of any kind.

By definition, a valve is a device that controls the flow of a fluid. Today's valves can control not only the flow, but the rate, the volume, the pressure or the direction of liquids, gases, slurries or dry materials through a pipeline, chute or similar passageway. They can turn on and turn off, regulate, modulate, or isolate. They can range in size from a fraction of an inch to as large as 30 feet in diameter.

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## **FINAL COMMENTS**

Most people are friendly, respectful, hardworking and try to do the right thing when nobody is looking. Those who have chosen Sales as a career must certainly abide by these attributes. There are times when even after doing a stellar job convincing a customer to change from his / her normal supplier that a situation arises that is beyond your control hurting all the effort and time put into a business relationship. I try to stay away from discussing Politics but currently our leaders are using Tariff's to leverage some Countries to fairly balance trade. The idea of free trade fairly with others is a Noble one but if you happen to sell something at X price today to find out during the manufacturing process a 15% fee will be imposed, well lets say the salesman better be a fast talker or the client very flexible to have a good outcome. The end user spends much time in engineering projects, getting accurate estimates for Corporate decision makers to decide ROI. Having a 15% surprise happen even when quoted up front months back with a clause of this issue possibly occurring still won't make the client happy. I guess we maintain the full transparency of change when it happens and hope the solid communication between the sales person and client is strong enough to find a way to work through issues like these continuing the working relationship.

The Best from the: “ R.M.Headlee Team “

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