

# the RHFS PULSE

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SPECIAL EDITION

## Meet Ryan Herco Flow Solutions!

### Process Filtration & Integrated Fluid-Handling Products, Services & Systems

Ryan Herco Flow Solutions (RHFS) is a United States distributor of high-purity & corrosion-resistant filtration and fluid-handling products and services. We focus on four primary markets - Electronics, Life Sciences, Water & Waste and General Industrial - but we serve many others. Our leading suppliers are PALL (filtration & separations), Georg Fischer (High-Purity piping & automation), and Saint-Gobain (TYGON tubing & Furon PFA fluoropolymer systems). Our 185 frontline sales/service employees provide immediate assistance to customers, supported by 140 operational staff members operating from 25 stocking locations in 16 states.

We offer a wide variety of process filtration and integrated fluid-handling solutions for clean and corrosive applications in several

product groups. These include tubing systems, valves & automation, pumps & controls, filtration and separations, flow, level & analytical instrumentation, process pipe & fittings, secondary containment piping, storage tanks, heaters & mixers.

Value service capabilities include on-site inventory management programs, usage reports, custom labeling, sub-assembly & kitting, pump and instrument repair. In addition, specialized Market teams provide Microelectronics equipment calibration, Gas Purification start-up, warranty & maintenance and IQ/OQ and validation services to Biopharmaceutical customers.



Pall Fluorodyne® EX Filters  
Call 1.925.443.9800



Saint-Gobain FuseBond® Fluoropolymer Piping Systems  
Call 1.925.443.9800



PALL Marksman® Filters  
Call 1.925.443.9800



+GF+ Sygef® High-Purity Piping Systems  
Call 1.800.848.1141

### What makes us better? Our PEOPLE!

Knowledgeable, using state-of-the-art distribution tools and empowered to take action instantly. Available on the phone or in your facility.

## Easy Transactions

Use of technology to ease transactions is a way of life at RHFS. Various information systems network with MINCRON distribution software on an IBM i-series platform to streamline order processing and fulfillment. Our systems track product usage and movement, customer activity, and provide consistent pricing and record keeping for efficient transactions. ACS CRM software provides internal communications to coordinate and link team members. Warehouse Management and Varsity software packages control paperless order picking, receiving, restocking &

shipments at all WM locations. Customers may also enroll in RHFS "e-Advantage" for electronic commerce capability and additional e-services. Web OE order management allows the advantage of on-line order entry & order status, review of current pricing, product availability, invoices, and a complete record of transaction histories. Automated email order confirmations and advance shipment notifications (with embedded carrier web links) keep customers informed of order activity and the flow of goods in the supply chain.

## RHFS QUALITY

Getting what you want, the way you want it, every time. With the goal of the "Perfect Order", our people and systems strive to provide you the best experience possible. Each detail of your transaction - from order placement to fulfillment, and from shipment to invoice and payment - is scrutinized to ensure that it is the best we can make it. You'll be confident knowing that every transaction will be handled quickly and consistently, so that together we minimize transactional costs, providing the benefit of lower procurement costs and cost of ownership.

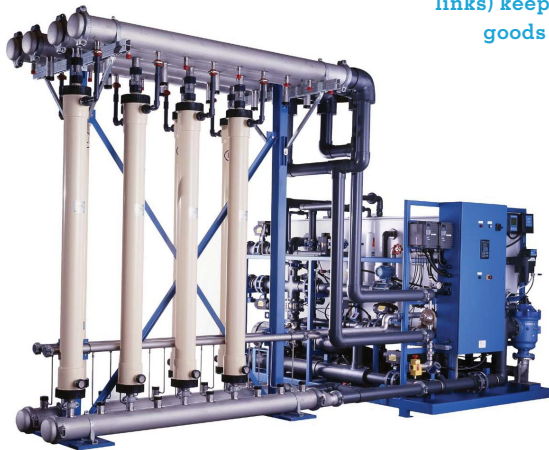


## We Keep You Informed

We offer a variety of information resources. Our regularly published RHFS Product Guide (now in 26<sup>th</sup> edition) is a color catalog describing 50,000+ SKUs of corrosion resistant and ultra-pure fluid-handling products. Available WebCat resources include product specifications, MSDS, O&M manuals and customer-specific pricing ([www.rhfs.com](http://www.rhfs.com)). The company also publishes a monthly newsletter, the RHFS Pulse, ([www.rhfspulse.com](http://www.rhfspulse.com)) to keep you up-to-date on fluid-flow innovations relevant to Life Science, Electronics and Industrial manufacturing processes.

### Automated EMAIL CONFIRMATION

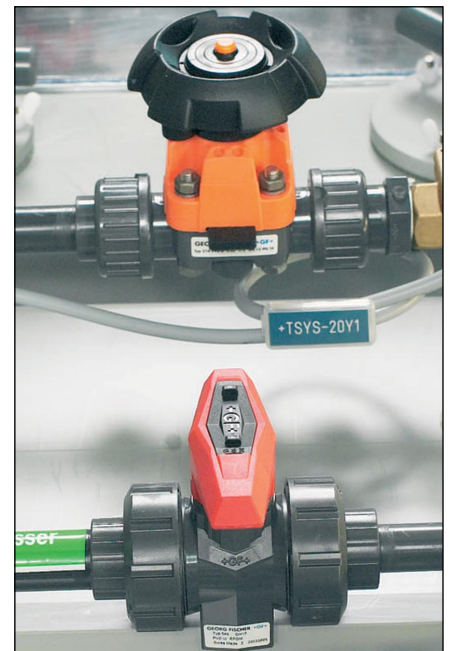
of orders placed and advanced shipment notifications (with embedded carrier web links) keep you informed of activity as the goods speed their way on to you.



Top Left:  
Iwaki Chemical Metering Pumps  
Call 1.800.848.1141  
for more info.

Bottom Left:  
PALL Aria Treatment System  
Call 1.925.443.9800  
for more info.

Bottom Right:  
+GF+ Process Control Valves  
Call 1.800.848.1141  
for more info.





+GF+ process control automation products. Call 1.800.848.1141 for more information.



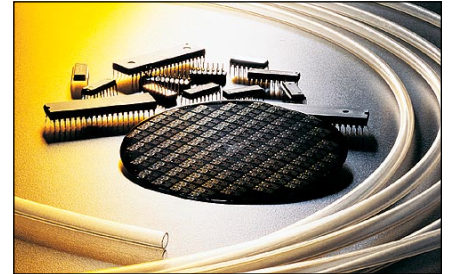
Colder Products Corp. (CPC) Tube Coupling Systems. Call 1.800.848.1141 for more information.



Crystal clear TYGON Tubing from Saint-Gobain. Call 1.800.848-1141 for more information.

**FLEXIBLE** systems allow use of your part-numbers for faster, easier ordering and receiving.

## SPECIALIZED SALES TEAMS



RHFS has two complementary sales teams. Market specialized sales teams in selected western geographies are overlaid with Regional sales teams for general industrial customers in nine strategic US regions.

Inside technical sales are specialized by product family, supplier and/or technology to provide immediate assistance to customers and support field sales efforts. Market sales teams are technical consultants to Microelectronics, Biopharmaceutical, Food & Beverage, Fuels & Chemicals and Power Generation customers. They have expertise in mission-critical processes and products within these market segments and may be contacted at 1.925.443.9800.

Regional sales teams offer a variety of fluid-handling products to a diverse general industrial customer base in 150+ SIC classifications with special emphasis on Water & Waste. The company serves 16,000+ unique end-user MRO, OEM, Mechanical Contractor and Municipal customers every year. Regional sales teams are available at 1.800.848.1141.

**Web ORDER MANAGEMENT** gives you the information you need when you need it with on-line order entry, product availability, order status and complete transaction history.

# 25 RHFS LOCATIONS READY TO SERVE YOU!

We're active in 25 states. Simply call the number in the featured articles and we'll direct you to the appropriate RHFS service center.

- |   |  |   |  |
|---|--|---|--|
| <b>ARIZONA</b><br><ul style="list-style-type: none"> <li>■ Tempe</li> </ul>   | <b>FLORIDA</b><br><ul style="list-style-type: none"> <li>■ Miami</li> <li>■ Orlando</li> </ul> | <b>NEW JERSEY</b><br><ul style="list-style-type: none"> <li>■ South Plainfield</li> </ul> | <b>TEXAS</b><br><ul style="list-style-type: none"> <li>■ Austin</li> <li>■ Grand Prairie</li> <li>■ Houston</li> </ul> |
| <b>CALIFORNIA</b><br><ul style="list-style-type: none"> <li>■ Burbank</li> <li>■ Anaheim</li> <li>■ San Diego</li> <li>■ San Jose</li> <li>■ Livermore</li> <li>■ Sacramento</li> </ul> | <b>GEORGIA</b><br><ul style="list-style-type: none"> <li>■ Boise</li> </ul>                    | <b>OHIO</b><br><ul style="list-style-type: none"> <li>■ Cleveland</li> </ul>              | <b>UTAH</b><br><ul style="list-style-type: none"> <li>■ Sandy</li> </ul>   |
| <b>COLORADO</b><br><ul style="list-style-type: none"> <li>■ Colorado Springs</li> </ul>   | <b>ILLINOIS</b><br><ul style="list-style-type: none"> <li>■ Naperville</li> </ul>              | <b>OREGON</b><br><ul style="list-style-type: none"> <li>■ Wilsonville</li> </ul>          | <b>VIRGINIA</b><br><ul style="list-style-type: none"> <li>■ Richmond</li> </ul>  |
|   | <b>NEVADA</b><br><ul style="list-style-type: none"> <li>■ Albuquerque</li> </ul>               | <b>PENNSYLVANIA</b><br><ul style="list-style-type: none"> <li>■ West Norriton</li> </ul>  | <b>WASHINGTON</b><br><ul style="list-style-type: none"> <li>■ Seattle</li> <li>■ Vancouver</li> </ul>                  |
|   | <b>NEW MEXICO</b><br><ul style="list-style-type: none"> <li>■ Albuquerque</li> </ul>           | <b>NORTH CAROLINA</b><br><ul style="list-style-type: none"> <li>■ Charlotte</li> </ul>    |  |



Call 1.800.848.1141 and make RHFS your supply-chain partner today.

## BEST IN CLASS EMPLOYEES

RHFS staff members are recognized as "best in class" in the industries we serve. We provide ongoing training programs involving product application, customer service, and quality. We encourage and empower our people to take action to resolve customer service issues immediately.

We are committed to being a valuable partner in the growth of your company. We continually upgrade our operations and develop our employees to meet your changing requirements. Knowledgeable people who provide prompt, courteous, error-free service are the cornerstone of our company.

Let Ryan Herco Flow Solutions be a part of your procurement team and experience the RHFS Advantage!

Customers with multiple U.S. locations benefit from **STREAMLINED and CONSISTENT PROCUREMENT** practices and discounts reflecting increased aggregate spending.

Visit us at [www.rhfs.com](http://www.rhfs.com) and [www.rhfspulse.com](http://www.rhfspulse.com)

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