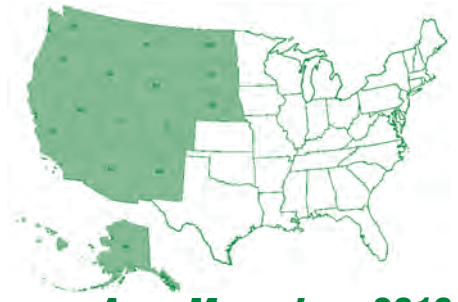


TEECO Topics

Serving the Western US Since 1946



Apr - May - June 2019

News, Information and Products for the LP-Gas Equipment Professional

A NEW Way to Connect Online!

Now you can connect with Teeco on LinkedIn:

www.linkedin.com/company/teecoproducts



Check Us Out on Facebook Too!

www.facebook.com/TeecoProductsInc

Be sure to go to our Western Propane Convention 2019 photo album on Facebook for some fun photos! More to come in our Summer Edition of Teeco Topics!



Connect With Teeco In Person at These Upcoming Industry Events

Colorado / New Mexico Propane Convention

June 26 - 28, 2019 | Taos, NM



Pacific Propane Gas Association Summer Conference

July 31 - August 2, 2019 | Stevenson, WA



Nevada Propane Dealers Association Annual Conference

September 11 - 13, 2019 | South Lake Tahoe, NV



South Dakota Petroleum & Propane Marketers Association Convention

September 17 - 18, 2019 | Deadwood, SD



Contact Teeco or the above associations for more information on these events. We look forward to seeing you!

See Inside...

Connect With Teeco!	Page 1
Outside the Box	Page 2
A NEW Teeco Family Member	Page 3
Online Ordering at Teeco	Page 3
NEW from RegO	Page 4
Product and Industry Training	Page 5
Teeco Services	Page 6
Smart-Hose Spotlight	Page 7
What Is This Product?	Page 8

Quality LP Gas Products from a Company You Can Trust

Outside the Box

With Jay Stephens

President and CEO
Teeco Products, Inc.



In this edition, I want to discuss Top Notch Customer Service. We live in an interesting time. Our customers span four different generations –

- Traditionalists (the silent generation) – born 1920 to 1945.
- Baby Boomers – born 1946 to 1964
- Generation X – born 1965 to 1976
- Millennials (Generation Y) – born 1977 to 1995

How are we to provide great service to such a varied customer base? We must appeal to everyone. We need to answer the damn phone (as my father used to say); pick up the fax and place the order; take orders by computers, email, cell phone and text. We must do whatever it takes to make the customer happy and satisfied.

The Traditionalists are a smaller group as the wars and the depression caused less children to be born and they focused on their careers to survive. This group wants us to just take the order get moving.

The Baby Boomers varied greatly from Hippies to Yuppies. They want a little more than an order. Maybe a conversation, some added information about how the product is used or how to make the product better.

The Gen X'ers are the entrepreneurs. They want life balance. They want to order on the computer (possibly at home) or are inventing new products.

The Millennials or Generation Y are all about new technology. They will send you a text or email. You'll get a review on Yelp, LinkedIn or Facebook...better hope

it is a good one. Service Technicians and Drivers are taking selfies with our product while they are using or installing it.

This is a challenge that must be met to survive and prosper. Teeco employees work hard and care about what they do. This is not enough. We must go above and beyond to exceed the customers' expectations. We must display a sense of urgency. We must be accessible. It's a wonder I sleep at night thinking about whether we meet our customers' needs...my wife says I don't.

Teeco takes customer service seriously and we want to know how we stack up. What are we doing well; what can we improve on; and what other products can we carry to assist you with your business needs?

Feel free to contact us anytime, anywhere or using any media. Text me, call me or send Morse Code – we sincerely want your feedback as well as your business.

Jay Stephens

Words to live by –

A customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.

- Unknown

TEECO Topics is published four times yearly by TEECO Products, Inc. as a service to our customers. 3,000 copies are distributed to customers and selected LPG industry leaders.

President & CEO

Jay Stephens

Vice President of Administration & CFO

Gary Childress

Regional Sales Manager, Central/Southern California, Nevada and Arizona

Dave Cox

Operations Manager, Sacramento, CA

Mike Cooper

Regional Sales Manager, Pacific Northwest/Northern California

Dave Drimmel

Operations Manager, Auburn, WA

Charles Banks

Regional Sales Manager, Rocky Mountains/Midwest

Mike Lorenz

Operations Manager, Rapid City, SD

Dean Travis

Fabrication Manager

Randy Rothschilder

Engineering, Construction & Fabrication Manager

Paul Connelly

Marketing Manager

Mary Clements

TEECO Corporate Headquarters

16881 Armstrong Avenue

Irvine, CA 92606

800-854-3463

or 949-261-6295

FAX 888-854-3463

or 949-474-8663



Sales and Service

TEECO Sacramento, CA Superstore

Sales, Fabrication, Engineering & Construction

7471 Reese Road

Sacramento, CA 95828

800-225-6621 or 916-688-3535

FAX: 888-225-6621 or 916-689-1219

TEECO Rapid City, SD

414 E. Blvd. N.

Rapid City, SD 57701

800-843-8660 or 605-342-2802

FAX 888-843-8660 or 605-342-4942

TEECO Auburn, WA

1601 Pike Street N.W.

Auburn, WA 98001

800-426-9456 or 253-735-0222

FAX 888-426-9456 or 253-735-1008

Website: www.teecoproducts.com

Email: info@teecoproducts.com

To Receive your copy of Teeco Topics via email, please send your request to info@teecoproducts.com

Inside **TEECO**

Mike Lorenz Joins Teeco Products

Hello! My name is Mike Lorenz and I am very excited to become a part of the Teeco family! The best part about this new opportunity is that I still get to work with some of the most hard-working men and women in the workforce today! I enjoy meeting new people, and finding proactive solutions, all while providing the best possible customer service. I will go the extra mile to provide for your equipment and service needs.

I've held Operations Management and Sales roles in a

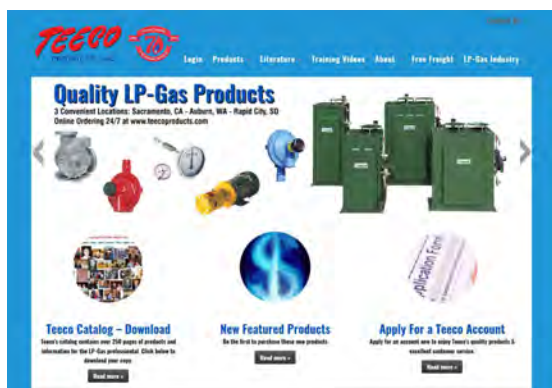
variety of business segments, and had the opportunity to begin with an Area Sales Management role in the propane industry in 2015. I have been impressed not only with the future applications and growth of propane, but also by the hard working teams that serve their communities every day.

At home, I enjoy spending time with my wife of 9 years, Erin, and our two daughters, Harper (8), and Lennon (4). I also enjoy spending time in the outdoors running, fishing, and golfing.

I am truly thankful for this opportunity, and look forward to working with our customers out in the field!



Online Ordering and Account Management at www.TeecoProducts.com



Get **FREE SHIPPING** when you place an order of **\$975 or more** on **TEECO's Online Ordering System.***

- Place Orders
 - Check Pricing & Availability
- (Availability now shown for specific Teeco locations)
- Streamline Purchasing by Creating Favorites Lists
 - Track Shipments
 - Build Quotes
 - Review Purchase History
 - Simple to Use
 - Open 24/7

Online ordering saves you time and money. Build a favorites list to place orders in a fraction of the time. Save money with Teeco's Free Freight Offer.

*Free shipping offer valid for orders shipped standard rate to a single location in the contiguous 48 U.S. states. For Alaska and Hawaii, TEECO will ship parcel post paid or motor freight to port of shipment. Exclusions: Fabricated items (dispensers, leg kits, etc.), DOT and ASME tanks, cylinders and cylinder cabinets; orders for equipment under a special sale or offer or orders for equipment under contract pricing. Free shipping program applies to online orders only. Free shipping offer may not be combined with other special offers.

Need to Sign Up for an Online Account with Teeco? It's Easy!

1

Simply go to www.teecoproducts.com and click the Login button on the top bar.

2

If you already have an online account with Teeco, enter your email address and password.

If not, click Register Now in the box on the right. Fill out your name and company information and hit the Submit button. You'll be taken back to the Login page above, where you'll enter your email address and password.

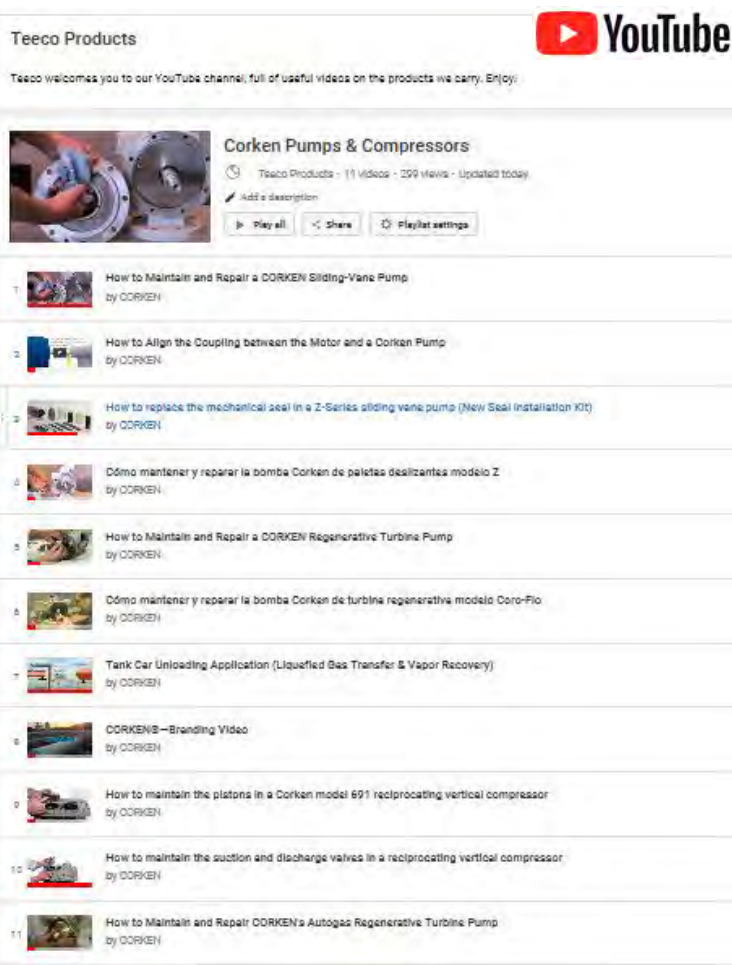
3

You're now ready to place your order!

Note: For current Teeco Products Customers only. Must have a valid Teeco account to register online.

Questions? Call your Teeco Representative or your local Teeco Branch. We're here to help!

Check Out Corken Pump & Compressor Training Videos on Teeco's YouTube Channel!



Do You or Your Employees Need Product Training?

FREE Teeco Tailgate Training Sessions

Teeco's Regional Sales Managers are equipped to train you and your team on a wide array of propane equipment. They can provide FREE on-site training in your training room, at the tailgate of your truck, or wherever it's most convenient for you.

Some of the most requested topics are RegO Regulators, Filler Valves & Service Valves; Smith Pumps; Corken Pumps; Con-Stab Fittings and MESA Cathodic Protection. However classes can often be tailored to suit your company's specific training needs.

Contact your Teeco Representative for more information, or to schedule a free training session.



Industry Training Opportunities at Teeco



Teeco will be hosting the following CETP courses and training classes at our Sacramento facility. Registration is required.

Teeco Products, Inc. | 7471 Reese Road | Sacramento, CA 95828

BASIC PRINCIPLES AND PRACTICES - July 15, 2019

This course MUST be completed to receive certification in any other CETP course.

Basic Principles and Practices of Propane is an entry level course that provides prerequisite instruction about propane's physical and combustion properties, and how propane is produced and transported. It will aid in preparing for NPGA's CETP certification. Basic Principles and Practices of Propane is an essential tool for ensuring employee safety and continuing success.

BOBTAIL/CYLINDER DELIVERY OPERATIONS - July 16-17, 2019

Propane Delivery includes inspecting, maintaining and operating propane delivery vehicles, filling propane storage containers, and making customer deliveries of propane. This course is primarily designed to train propane delivery personnel who operate cylinder delivery vehicles and provides information, practices, and procedures that support many general delivery tasks.

This course provides information for drivers who operate commercial motor vehicles to deliver propane.

HAZMAT / DOT AUDIT REFRESHER TRAINING - August 6, 2019

Could you survive a DOT audit? Are all of your employees up-to-date on their hazardous materials training to satisfy the U.S. Department of Transportation's requirements? Get the training you need from WPGA! Training includes (1) General properties of propane; (2) How to load/unload propane and maintain shipping papers; (3) How to respond to emergencies; (4) Keeping your vehicle and facility safe; and (5) Maintaining records and files for DOT audits.

MOBILE TRUCK CRANE TRAINING - August 7, 2019

Mobile truck cranes are an essential tool used every day in the propane industry to install, deliver and set tanks. Get trained on the safest way to operate cranes through a new program using materials from the Propane Education & Research Council that will help you meet all California general safety orders required by CalOSHA.

DESIGNING & INSTALLING EXTERIOR VAPOR DISTRIBUTION SYSTEMS - September 4-5, 2019

Primarily designed to train employees who use and operate a dispenser, this course includes information on dispenser tank valves, fittings and locations; and installing, start up and shut down procedures of dispenser transfer systems.

Topics covered are: Dispenser application operating requirements and proper location, types of containers, dispenser tank size and orientation, dispenser component selection, installation requirements, provisions for vertical tanks, and electrical supply specifications.

**For more information or to register for these classes, please contact the Western Propane Gas Association.
Email: info@westernpga.org | Phone: 916-447-9742**

TEECO Services

Truck Inspection Services

Inspection and Repair of Bobtails, Cylinder Trucks, Service Trucks, Crane Trucks and more

Teeco's Sacramento, CA facility is equipped and ready to take care of your truck inspection and repair needs. We offer a complete range of LP-Gas equipment, fabrication, repair and inspection services at our Sacramento, CA location. Call Teeco Products today to see how we can help with your next project. **800-225-6621**

D.O.T. registered for certified inspection and repair services:

- Hydro Testing
- Visual Inspection
- Leak Testing
- Internal Inspection
- Piping, Pumping & Metering Systems
- Hose Reels
- Hose Assemblies
- Fabrication
- Remote Shutoff Systems



Engineering, Design & Construction Services

TEECO's PACA division offers complete engineering, design and construction services to architects, engineers, contractors and LP-Gas companies for fabrication and installation of LP-Gas facilities. We are thoroughly committed to excellence in our work.

Fabrication/Engineering/Construction Department

- Dispensers designed, built and installed
- Installation, Repair and Maintenance
 - Fuel Management Systems
 - Rail Terminals
 - Vaporizers
 - Compressors
 - Boilers
 - Air Mix Systems

Bulk LP-Gas Storage Facilities

- Designed, built, repaired or modified
 - Commercial and industrial LP-Gas fuel systems.
 - Co-generation energy systems and facilities.
 - Engine fuel dispenser systems.
 - Railroad tank car transshipment terminals.
 - Transport truck transshipment terminals.
 - Retail LP-Gas service facilities.



California State License # C36-247936 - Oregon State License # 001076-05 - Nevada State License # 3-4557-01





Incorporate the Added Safety of the Smart-Hose Safety System into All of Your LPG Transfer Applications.

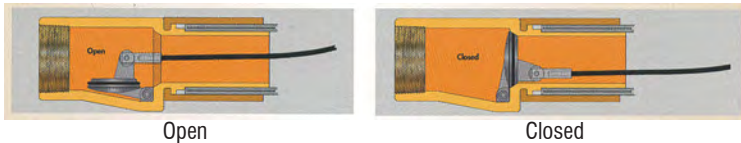
The Smart-Hose Safety System is built into a stainless steel metal hose to prevent or eliminate the catastrophic consequences of a hose separation resulting from a pull away or major hose rupture. In the event of such an occurrence, *the Smart-Hose Safety System will shutoff the flow of product in both directions, instantly upon hose separation.*

Smart-Hose offers a 12 Month Warranty on their products to be free from faulty materials or manufacturing defects from the date of delivery. Smart-Hose Rebuild Programs are also available.

Any Hose... Any Fitting... Any Application. Smart-Hose Technologies can make your transfer operation safer.

DOT Certified 2" LPG Smart-Hose

Textile Braid LPG Hose, DOT Certified, 316 SS, 350 PSI WP
Flapper style valve (LL3)



Item #	Description
R09-016-33-0180-0-00-00	2" X 15', FNPT X FNPT
R09-016-32-0180-0-00-00	2" X 15', MNPT X MNPT
R09-016-33-0222-0-00-00	2" X 18' 6", FNPT X FNPT
R09-016-32-0222-0-00-00	2" X 18' 6", MNPT X MNPT
R09-016-33-0228-0-00-00	2" X 19', FNPT X FNPT
R09-016-32-0228-0-00-00	2" X 19', MNPT X MNPT
R09-016-33-0240-0-00-00	2" X 20', FNPT X FNPT
R09-016-32-0240-0-00-00	2" X 20', MNPT X MNPT

Available in other sizes: 1 1/2" ID to 8" ID hose

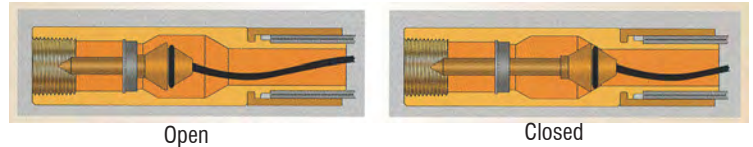
Note: Hose length listed is overall length, end to end, including fittings.

Why Should You Use Smart-Hose?

- Most fittings are REUSABLE, resulting in substantial savings
- No New Maintenance Requirements
- Eliminate costs associated with environmental damage and remediation
- Reduce legal insurance costs
- US-DOT Special Permits have been issued to provide relaxed attendance requirements for certain applications
- Available for Any Hose, Any Fitting, Any Application
- NFPA 58 Requirements

DOT Certified 1 1/4" LPG Smart-Hose

Textile Braid LPG Hose, 316 SS, 350 PSI WP
Poppet style valve (LL1)



Item #	Description
R09-010-33-0180-0-00-00	1 1/4" X 15', FNPT X FNPT
R09-010-33-0180-0-21-21	1 1/4" X 15', MNPT X MNPT
R09-010-33-0222-0-00-00	1 1/4" X 18' 6", FNPT X FNPT
R09-010-33-0222-0-21-21	1 1/4" X 18' 6", MNPT X MNPT
R09-010-33-0228-0-00-00	1 1/4" X 19', FNPT X FNPT
R09-010-33-0228-0-21-21	1 1/4" X 19', MNPT X MNPT
R09-010-33-0240-0-00-00	1 1/4" X 20', FNPT X FNPT
R09-010-33-0240-0-21-21	1 1/4" X 20', MNPT X MNPT

Available in other sizes: 1/4" ID to 1 1/4" ID hose

Smart-Hose® University

Smart-Hose® Technologies has developed and released Smart-Hose® University, a free online training tool that can be utilized by Smart-Hose® Distributors, End Users and Engineers.

Designed with several Smart-Hose® lesson plans and a certification exam, it can be used to educate distributors and customers on the Smart-Hose® Safety System. Find it at www.SmartHose.com/smart-hose-university.



Smart-Hose



The Pacific Propane Gas Association is offering a \$500 incentive rebate per facility for utilizing qualified Smart-Hose assemblies. PPGA propane marketers who reside in Alaska, Hawaii, Oregon and Washington may qualify for the rebate.

Visit the PPGA Website for more details:

www.pacificpropane.org/about-ppga/smart-hose-safety-system-rebate/

TEECO

PRODUCTS, INC.

Corporate Office
16881 Armstrong Avenue
Irvine, CA 92606

Customer Service Locations

Sacramento, CA
(800) 225-6621
FAX (888) 225-6621

Auburn, WA
(800) 426-9456
FAX (888) 426-9456

Rapid City, SD
(800) 843-8660
FAX (888) 843-8660



Presorted Standard
U.S. Postage
PAID
Newport Beach, CA
Permit No. 373

Order Online, Anytime: www.teecoproducts.com

Inside TEECO

What Is This Product?



Guess the name or part # of this product - or how it's used - and we'll send you a small thank you gift.

Email your answer to:
info@teecoproducts.com

Fax to: 949-474-8663, Attn: Marketing Dept.
Or Mail to : TEECO Products, Inc.
Attn: Marketing Dept.
16881 Armstrong Avenue
Irvine, CA 92606

Answer to last "What Is This Product?"

Part # Bob-2019 - Used as a retirement straight jacket.
- John Weigel, Ted Johnson Propane

It is a cylinder vice. I've used this way too many times...
- Mark Whittaker, Clearwater Propane Co.

A propane bottle stabilizer for changing valves on propane bottles.

- Derek Oshio, Ezzies Wholesale

Cylinder Vice

- Troy Freeman, Englewood Propane



Item #CV-1
Cylinder Vice
Catalog page H4

The Next Generation Teeco Saf-T-Lok The Very Best Protection for the Lowest Possible Cost

Are you losing time and money due to non-paying customers? Take the steps necessary to keep the contents of your tanks secure.

One small, but important investment can greatly reduce your company's exposure to loss.



Next Generation Saf-T-Lok #511
Shown here with RegO 9101R1
(not included)

Securely locks POL service valves • Reduces pilferage •
Increases security • Helps prevent unauthorized hookups •
Simple to use • No padlock required • Works exceptionally well at Cylinder Exchange locations