



# Simply the Best Service Features



### 15 Regional Distribution Centers for Immediate Shipment

In by Noon - Out Same Day • Highest Complete Shipping Percentage • Customized Inventory and Shipping for Specific Customer Needs

### Customer-Friendly Freight Policies

No Broken Box Charge • Low Freight Charge on Total Invoice • Combine Products for Optimum Prepaid Freight Levels

### EDI Service (Electronic Data Interchange)

Automated Order Transmission • Advanced Shipping Notice • Electronic Invoicing

### VMI Service (Vendor Managed Inventory)

Automated Direct Computer Inventory Replenish System

### In-House Technical Service Department

Professional Problem-Solving Assistance for Product Use and Application

### Product Seminars/Training/Certification

Conveniently Arranged for Distributors • Contractors • Engineers

### Specification Aids

Product Data Sheets • Engineering Specifications • Dimensional Data

### Piping System Layout Software

Autocad Program for System Layout and Product Selection

### Individual Barcoded Fittings and Valves

Including Box and Pallet Labeling for Rapid Electronic Inventory Control

### Private Labeling/Packaging/Barcoding

For Qualified, Volume Resellers & O.E.M.'s

### E-Commerce Internet Access

Convenient Order and Account Management to Registered Customers



Certifications and Approvals Applicable to Specific Products Only



## SPEARS® MANUFACTURING COMPANY • CORPORATE OFFICE

15853 Olden St., Sylmar, CA 91342 • PO Box 9203, Sylmar, CA 91392

(818) 364-1611 • www.spearsmfg.com



### SPEARS® DISTRIBUTION CENTERS February 04, 2016

#### PACIFIC SOUTHWEST

15860 Olden St.  
Sylmar (Los Angeles), CA 91342  
(818) 364-1611 • (800) 862-1499  
Fax (818) 367-3014

Spears®  
555 Zephyr St  
Stockton, CA 95206  
(818) 364-1611 • (800) 862-1499  
Fax (818) 367-3014

#### NORTHWEST

4103 "C" St. NE Suite 200  
Auburn (Seattle), WA 98002  
(253) 939-4433 • (800) 347-7327  
Fax (253) 939-7557

#### SOUTH CENTRAL

1000 Lakeside Parkway  
Flower Mound, TX 75028  
(469) 528-3000 • (800) 441-1437  
Fax (469) 528-3001

Spears®  
7330 Langfield Rd.  
Bldg 300 Suite 100  
Houston, TX 77092  
(469) 528-3000 • (800) 441-1437  
Fax (469) 528-3001

#### ROCKY MOUNTAIN

4880 Florence St.  
Denver, CO 80238  
(303) 371-9430 • (800) 777-4154  
Fax (303) 375-9546

#### UTAH

5395 West 1520 South  
Salt Lake City, UT 84104  
(303) 371-9430 • (800) 777-4154  
Fax (303) 375-9546

#### MIDWEST

1 Gateway Ct., Suite A  
Bolingbrook (Chicago), IL 60440  
(630) 759-7529 • (800) 662-6330  
Fax (630) 759-7515

Spears®  
7001 Southside Dr  
Louisville, KY 40214  
Call your nearest Spears®  
Distribution Center

#### INTERNATIONAL SALES

15853 Olden St. • Sylmar (Los Angeles), CA 91342 • (818) 364-1611 • Fax (818) 898-3774

#### FLORIDA

9563 Parksouth Ct.  
Orlando, FL 32837  
(407) 843-1960 • (800) 327-6390  
Fax (407) 425-3563

#### SOUTHEAST

4205 Newport Pl., Suite 100  
Lawrenceville (Atlanta), GA 30043  
(678) 985-1263 • (800) 662-6326  
Fax (678) 985-5642

Spears®  
4835 Sirona Dr., Suite 400  
Charlotte, NC 28273  
(678) 985-1263 • (800) 662-6326  
Fax (678) 985-5642

#### NORTHEAST

590 Industrial Dr., Suite 100  
Lewisberry (Harrisburg), PA  
17339-9532  
(717) 938-8844 • (800) 233-0275  
Fax (717) 938-6547

Spears®/Associated Marketing  
11500 Roosevelt Blvd.  
Building G, Unit 1  
Philadelphia, PA 19116  
(717) 938-8844 • (800) 233-0275  
Fax (717) 938-6547

Spears®  
Cabot Business Park 7  
11 Norfolk St.  
Mansfield, MA 02048  
(717) 938-8844 • (800) 233-0275  
Fax (717) 938-6547



# TECHNICAL SERVICES DEPARTMENT

# Spears® Technical Services

## Department Overview



With Field and Factory Based Technicians, Spears® provides complete coverage to our customers requiring phone or on-site support.

Our Inside Technical Support Staff are located in various Spears US Facilities. They provide an array of services including:

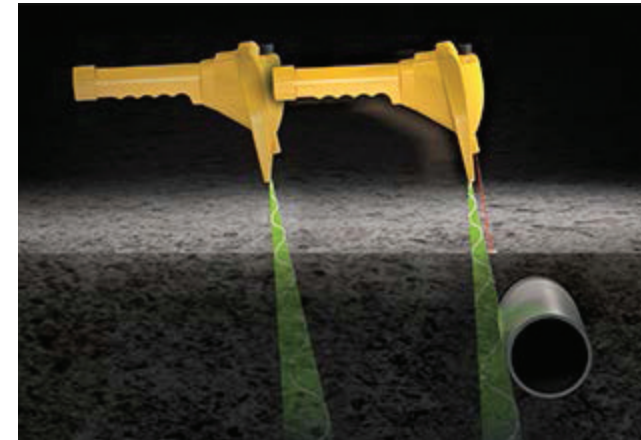
- Technical Phone & Email Support (7am-8pm EST)
- Product Support & Information
  - Product availability for both catalog and non-catalog items
  - Provide drawings / dimensional data
  - Guidance on product usage and chemical compatibility
  - Returned product evaluation and reporting
  - Specification review; Code and AHJ liaisons
  - In-Factory product training
  - Curriculum completion verification and card issue
  - Installer Protection Plan records and compliance maintenance
  - Spears® Website Support



Our US based Technical Services Staff is comprised of nearly 50 Field and Inside Technical Support Specialists providing expertise on Spears® products and services.

The men and women that comprise our technical services staff are all direct employees of Spears® with professional backgrounds and varied experience in the markets and industries we serve. Our internal training and preparation curriculum was established to ensure our staff is best prepared to assist and provide guidance when needed.

*Progressive Products From Spears® Innovation & Technology*



State of the Art Line detection capabilities



Training and Instruction

Recognizing that superior technical support requires both inside and field-based professionals to properly support the needs of our customers; Spears® Field Technicians are able to assist with multiple customer requests including:

- On-site evaluations, investigation and troubleshooting utilizing our advanced, Data Logger Software
  - Cyclic pressure probe testing
  - Flow velocity testing
  - Assistance with line detection utilizing our state-of-the-art, infrared equipment
- Product Support & Information
  - Specification review and updates
  - Distribution of technical information
  - Assistance with product specifications and applications
  - Chemical compatibility guidance
- Training & Instruction
  - Lunch and Learn presentations
  - On-site start up training for installers on new projects
  - ASME B31.3 Bonder Training Courses
  - Threaded and Solvent Cement Bonding courses
  - Expansion / Contraction, Support and Spacing Courses
- Liaison assistance between distributors, engineers, designers, contractors, AHJ and code officials
- In Addition, our Field Technicians provide in-depth, product-specific Installer training for Spears® proprietary and specialized thermoplastic CPVC and PVC products
  - FlameGuard® Installer Training
  - LabWaste™ Installer Training
  - EverTUFF® CPVC CTS Plumbing Systems

*Progressive Products From Spears® Innovation & Technology*