

CUSTOMER CONNECTION

JANUARY, 2007

CHRISTMAS BLESSINGS ABOUND IN 2006

INSIDE THIS ISSUE:

CHRISTMAS BLESSINGS ABOUND IN 2006	1
NEW QUALITY MODULE RELEASE	2
TRAINING SCHEDULE	3
LEVELMASTER PRODUCT MANAGER	3
2007 SPARE PARTS LIST	4
WINTER WEATHER AND TECHNICAL SUPPORT	4
UPCOMING EVENTS	4

By Steve O'Bannon, Christmas Committee Chairman

Six local families were blessed with a Christmas they will never forget by Totalflow employees who each year are ever more generous with their own blessings.

In November, The Christmas Committee organized the 4th Annual C.J. Standridge Memorial Silent Auction and raised a record \$1600! C.J. worked in Order Entry until her untimely death from cancer. She was instrumental in starting the silent auction and it has been a very successful fundraiser for our adopted families since that time.

We have an annual food drive of non-perishable food. This year our generous employees donated just over 2000 pounds! Our manufacturing area gave the most at 749 pounds. In addition to the food drive, the money collected from the silent auction was used to purchase perishable food as well as other necessities to allow for a wonderful Christmas and beyond.

We also have an Angel Tree with Christmas wish

lists from the families. Totalflow employees on top of all the other giving met almost every one of the wishes. The few remaining were purchased using a portion of the Christmas Committee budget.

Delivery of all this, is a true labor of love. All these families have been asked is what would they like for Christmas and that they

Not to forget Totalflow Employees' own children and grand children, we have a Totalflow Kid's Christmas Party with Santa and Mrs. Clause and a few misfit elves to help out! Santa gives each child a gift and they get their picture taken with him. Before Santa arrives, Mrs. Clause reads a couple of short Christmas stories.

We had a Christmas lunch for all employees and retirees. It was a great occasion to honor those who forged the path that helped lead us to where we are now.

It takes all of Totalflow to make this happen, but I want to specifically

mention the members of the Christmas Committee who give extra time and effort to make all this happen and make my job as chairman much easier. The members are: Bryan Acker, Patty Asher, Shawn Brown, Estaban Coca, Mike Eaton, Suzan Gilstrap, Jo Griffith, Chris McLean, and Dean Ransbottom.



Committee members load vehicles to make deliveries to adopted families.

will be receiving some groceries. What they don't know is how much! It is so rewarding to observe their faces as we just keep coming! If they weren't already in tears by the time we were through bringing everything in, the \$250 Wal-Mart gift card made the water flow, sometimes from us as well.

800 Number Options

- Option 1 - Parts / Orders
- Option 2 - Technical Support
- Option 3 - Training
- Option 5 - Sales
- Option 6 - SCADA Vantage

(800) 442-3097

NEW QUALITY MODULE RELEASE

Recently, ABB Totalflow unveiled a new customer return tracking database designed to accurately record and report customer returns. This database is based on SAP's quality module while our legacy database existed outside of SAP. This new approach will improve our tracking and reporting capabilities.

The new SAP module was designed using existing in-house functional testing steps as the foundation for the database. This design allows ABB to quickly look for trends based on component functionality to determine what types of failures are occurring and to use this information to improve existing and new product designs.

ABB has also created a customer report that is shipped with each repair. Coming soon, a new email feature will provide failure analysis on all repairable returned material. This will provide quick feedback on the specific failure mode and what components were replaced on the returned material. Hopefully this feedback will provide our customers with valuable information for evaluating and improving installations and troubleshooting methods.

Customer Report Example

Totalflow Customer Inspection Repair Report	
Customer Number:	
Name:	
Address:	
City:	CHANUTE State: KS Postal Code: 66720
Country:	US
Contact Name:	Contact Number:
RA Number:	
Material Number:	2100204-003 CB195,MOD,PCBA
Serial Number:	SU10302
Inspection lot:	00000002501
Customer Symptom:	will not boot up
Defects:	
	COMPONENT FAILURE Fuse
Part Failures:	
	1800264-001 DIODE,TRANSORB,15V,1500W,D0214AB
	1800261-001 FUSE, .5A,SLO-BLO,T-FILM,1206 SMD PKG
Repair Comments:	D17 shorted F6
Date of repair:	11/02/2006
Disposition of material:	Refurbish
Repair Level:	Level 3 Repair - 2 or more parts changed
Technician:	

2007 TRAINING SCHEDULE

Training is available to ABB Totalflow customers only. These customers are end-users of ABB Totalflow products and engineering or contracting firms legitimately acting on behalf of an end-user of ABB Totalflow products. ABB Totalflow reserves the right to decline to train anyone who is not deemed to be a ABB Totalflow customer.

T1-Basic Flow Computer

<u>Class Date</u>	<u>Location</u>
01/09/07	Bartlesville, OK
03/06/07	Midland, TX
04/10/07	Bartlesville, OK
06/05/07	Bartlesville, OK
07/31/07	Midland, TX
08/21/07	Bartlesville, OK
12/11/07	Bartlesville, OK

T2-WinCCU Basic

<u>Class Date</u>	<u>Location</u>
01/16/07	Bartlesville, OK
04/24/07	Bartlesville, OK
08/07/07	Bartlesville, OK
09/11/07	Bartlesville, OK
11/06/07	Bartlesville, OK

T5-Btu 8000 Transmitter

<u>Class Date</u>	<u>Location</u>
02/13/07	Bartlesville, OK
06/19/07	Bartlesville, OK
10/02/07	Bartlesville, OK

T11-XSeries XFeatures

<u>Class Date</u>	<u>Location</u>
01/16/07	Bartlesville, OK
03/13/07	Midland, TX
04/17/07	Bartlesville, OK
05/01/07	Bartlesville, OK
07/10/07	Bartlesville, OK
09/25/07	Bartlesville, OK
11/27/07	Bartlesville, OK

T13-NGC8200

<u>Class Date</u>	<u>Location</u>
02/06/07	Bartlesville, OK
03/27/07	Bartlesville, OK
05/22/07	Bartlesville, OK
07/17/07	Bartlesville, OK
10/16/07	Bartlesville, OK
12/04/07	Bartlesville, OK

T14-SCADA Vantage User

<u>Class Date</u>	<u>Location</u>
06/12/07	Bartlesville, OK

T15 SCADA Vantage Administrator

<u>Class Date</u>	<u>Location</u>
03/19/07	Bartlesville, OK
09/17/07	Bartlesville, OK

Please call
(800) 442-3097
Option 3 or visit our
website for more
information on ABB
Totalflow Training.

abb.com/totalflow

LEVELMASTER PRODUCT MANAGER

ABB Totalflow recently hired Charles Nesser as the Level-Master Product Manager in the Marketing Department.

"I am glad to be back in Oklahoma after 12 great years in various places like Michigan, Germany and California where I worked in the automotive and transportation industries."

Charles moved to Michigan after college to work for General Motors. Then worked on embedded systems for cars and can even be blamed for some of the "Check Engine" lights on dashboards out there. After GM, he went to work at Bosch initially developing vehicle simulators and tools used to test cars for improving quality.

With a desire to help customers with more than just Check Engine lights, he moved into Product Management in about 1999. Charles has been in various marketing roles ever since and is always interested in finding ways in which technology can help improve how businesses operate. He recently managed a product line that

remotely measured vehicle performance through wireless networks (similar to OnStar.) This product helped businesses prevent vehicle breakdowns and out of service time in their fleets.

Charles is a definite asset to the marketing team and we are excited to have him on board.

2007 SPARE PARTS LIST

The ABB Totalflow 2007 Spare Parts List has been updated on the web. Using a search engine powered by Google, you can locate a part on our website using key words or a part number. A description and photo of each part is visible to help customers determine which part they need.

WINTER WEATHER AND TECHNICAL SUPPORT

The end of 2006 and beginning of 2007 has brought blizzard conditions and serious ice to the Bartlesville OK area. Ole' Man Winter dumped as much as 20 inches of snow to some parts of Oklahoma in December of 2006 and January 2007 has already seen its share of sleet, freezing rain, and snow.

Though the ABB Totalflow offices have closed due to the bad weather we are experiencing, technical support remains accessible during these times. Assis-

tance is still available to our Totalflow customers.

Technical support is also available nine hours a day rather than eight - staff is here to answer your calls during the lunch hour as well. Customers can call the 800 number 8-5 CST for immediate technical support. The same number can also be used for situations that occur



As of January 18, over 4" of ice/snow cover the ABB Totalflow lawn.

after hours and on week-ends. Calls are routed to a 24 hour answering service for your convenience.

UPCOMING EVENTS

TRAINING

- Feb. 6 - NGC 8200
- Feb. 13 - Btu 8000
- Mar. 6 - Basic Flow Computer
- Mar. 13 - XSeries XFeatures
- Mar. 19 - SCADA Vantage Administrator
- Mar. 27 - NGC 8200

TRADE SHOWS

- Feb. 20-22: Global Totalflow Technical Conference
- Mar. 11-14: Gas Processors Association
- Mar. 12-15: ISA
- Mar. 14: ISA Shrimp Boil
- Mar. 20-22: Automation World

- Mar. 20-23: SGA
- Mar. 21-23: Ohio Oil & Gas
- Mar. 31-Apr. 3: SPE

ABB INC.
TOTALFLOW
PRODUCTS

7051 Industrial Blvd.
Bartlesville, OK 74006
Phone: 918-338-4888
Fax: 918-338-4699

WWW.ABB.COM/TOTALFLOW

ABB