

BICERA BEACON

VOL. 4 | NOV 2018



WHAT'S NEW AT BICERA VALVE?

There's always something new at Bicera Valve. Here's the latest scoop!

Every few months I force myself to think back over the previous months when I write this section of the newsletter. It's a bit overwhelming at first, then after I have given myself a few moments to think about it, there is always so much going on here that the difficult part becomes deciding what to mention and what to omit.

In the last issue I mentioned that we wrapped up filming of some promotional videos. Now the editing has been completed and we are preparing to add them to our website. I am excited to get these videos out to the public because they really show so much more about this company that we just cannot convey in a newsletter. There are interviews with employees and customers that I think will be of interest to our customers, current and future.



SMM 2018

SMM 2018 was, by almost all measures, a success for us. We had a nice location which resulted in good foot traffic. This allowed us to meet up with new and current customers. We did miss a few of you for various reasons and we are working hard to ensure that we secure an even better location the next time SMM rolls around.

Before we left for SMM, we were invited to attend the AMVER awards ceremony at the US Consulate General Hamburg. We are so glad we attended. It was an amazing experience to meet so many ship owners from Germany who so graciously and courageously agree to answer the calls of those who find themselves in danger while at sea.

We also took a tour of the historic building the US Consulate calls home. It was such an honor to get the opportunity to see and hear all the amazing stories and the interesting history of this location. And it turns out that we were one of the last groups to get this tour because the consulate is moving to a more modern building that better suits its needs.

Building Improvements

We are continuing our ongoing efforts to update and preserve our own historic building. Last week we began the process of putting new stucco on the exterior. This should be completed in a few weeks.

► Employee Recognition Corner



Dolly Powers Owner/Inside Sales

How long have you worked at Penn-Troy?

After I worked for 10 years at the local nursery school, my husband, Greg Powers, asked me to help in the marketing and sales end of the business. I had experience in customer service and really enjoyed working with customers. One thing led to another, and I was placed on the inside sales desk or the “hot seat” as we referred to it. I had the pleasure of working for over 20 years with Hank Splann, the first inside sales rep at Troy Valve. Between the two of us, there was never a dull moment.

What is your position and common daily duties?

Owner/Inside Sales.

What do you like most about your job?

A good inside sales rep’s true passion is to help customers. Even if Troy Valve didn’t offer what the customers needed, I made sure to have a list of products and who sold them, so I could give out contacts and steer them in the right direction.

I am happy to say that, even though I am no longer quite as involved in the day-to-day sales operation as I originally was, the legacy started by Hank continues, and Troy Valve still has an outstanding inside and outside sales team.

What are your hobbies?

When not at work, I enjoy a bit of gardening, hiking, traveling, taking care of my house and spending time with my – now nine – grandchildren. I always had the long-term goal of one day skiing with them. Maybe this year!

Do you have a vacation ritual or location?

For vacation, every year, I find myself needing to spend a day or two at the beach. A long-term goal is to see as many national parks as I can. I am always amazed at the uniqueness and beauty of each of them. I was able to travel to Germany and Austria. I enjoyed seeing some of my ancestors’ home lands. I would love to take a trip to the Holy Land.

▶ Employee Recognition Corner Continued

What is your favorite movie?

I enjoy going to the movie theater more than watching in my living room. Having raised three sons, I can't stop watching all the Marvel movies. I feel like I will miss something important if I don't. The most touching movie I ever watched was "The Notebook." It's such an example of true love.

Any bucket list item(s) you care to share?

I have never been one to have a bucket list.
Maybe I should.

Do you have any hidden talents?

Nobody has ever accused me of having hidden anything and certainly not talents. I loved working with preschoolers and can say they still bring me great joy. I think in each stage of life, we find talents or strengths that we didn't know we had. I am still working on singing. I am sure the talent is there but still hidden.

Family?

My husband, Greg, and I were married for 33 years before he passed from cancer. This was a time when my son Mark and I discovered some of those hidden talents when having to figure out how to run a business. We had continued encouragements from my other three children and Greg's father, Ed Powers. Without family support, it would have been much harder.

How do you unwind outside of work?

After work, I try to hike or at least go for a walk. It's a good time to talk or reflect if I am alone.

▶ Volume 4 Bicera Contest

Anyone wishing to participate in our contest should email a picture of any of our products in the field to sales@penntroy.com. Please use the word "CONTEST" in the subject line.

All correct entries will be contacted and given a choice of prizes to be mailed out shortly thereafter.

*No names and/or locations will be published. No entries will be used in future issues without consent.



BICERA

Service Kit INSTRUCTIONS

K4AV Service Kit for Models: 4AW, 4AB, 4AC, and 4ALP

 **PENN-TROY**
MANUFACTURING INC.
MANUFACTURING TRUST.

Rev. B

▶ Product
Spotlight



BICERA Repair Kits



MADE IN THE USA

Did you know that your crankcase explosion relief valves require exercising annually and repair and maintenance kits every other year to remain ready to do their critical duty of venting and extinguishing flame in the event of an explosion? Call 800-232-4442 or email sales@pennstroy.com and tell us about your needs. You can now also visit our e-store at www.store.pennstroy.com and select your kits or tools from our complete list.

Don't wait any longer. Tomorrow might be too late.

▶ A Message From the President

Welcome back to the Bicara Beacon.

We recently had the pleasure of seeing many of you at the SMM show a couple months ago in Hamburg, Germany, where we were showcasing our new BICERA Sigma Valve. I'm always reenergized when I see our customers, hear about what's happening in their neck of the woods, and of course, realize we all have the same problems.

This year, the buzz seemed to be about the Sulphur Cap going into effect in 2020. There is no doubt this is causing a huge shift in our industry. Ship owners are having to make tough decisions without a "one size fits all" solution. The good news is that this isn't the first challenge our industry has had to overcome, and I'm am confident this one is no different than any other.

My father was an avid sailor, and I still carry the metaphor in my mind of navigating a ship through harsh seas. The seas always eventually calm, and you are left with the things that carried you through the storm: the sturdy boat, your dedicated crew, and of course, a bottle of rum.

Sincerely,

Mark Powers

Mark Powers

President and Chief Executive Officer

Cell: 607-742-2746 | Toll Free: 800-232-4442





Local school children get to play with Bicera parts

Come visit us at the
**INTERNATIONAL
 WORK BOAT
 SHOW**

**Booth
 #2033**

Come See us November 26th-28th



Mike prepares for explosion testing



Machining seats on carriers



Discussing ideas

WWW.BICERA.COM

PENN-TROY
 MANUFACTURING INC.
 MANUFACTURING TRUST.