

BICERA BEACON

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WHAT'S NEW AT BICERA VALVE?

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

As always, the wheels keep turning and things keep changing.

Some big news at Penn-Troy is that we are updating a lot of our patterns for our castings. This upgrade will result in better, more consistent castings. This is just one of the many projects we have going on. We are waiting on a new fork truck to be delivered to replace one that we lost in an electrical fire. The small fire occurred in our warehouse early one morning last month. We were extremely fortunate to only lose the fork truck and not sustain any damage to anything else at our facility. That is thanks to the quick actions taken by some of our valuable employees.

Finally, I am sure by now everyone has noticed the rising costs of just about everything in the world. The rising costs of raw materials, labor, and fuel have made controlling costs a daunting task. We have, and will continue, to do everything we can to keep the impact on our customers as low as possible. Thank you for your continued support.

Product Spotlight

Customer Service

What does "customer service" mean for you? It means that we treat every call, e-mail, and order we receive with the intention that we want to serve you for years to come. We understand that to keep you coming back to us, we need to get it right. That is why we continue to design and engineer the best crankcase explosion relief valves, tools and parts on the market, and why we stand behind every product we make, long after the sale. As a family-owned and operated company, that's how we've operated for nearly 60 years. And that's also why we're well-known for living up to our tagline: Manufacturing Trust.



► Employee Recognition Corner



Lindsey Radney Painter

How long have you worked at Penn-Troy?

6 months

What is your position and common daily duties?

Painter, but I also help with machines sometimes.

What do you like most about your job?

I love being able to do something I enjoy every day.

What are your hobbies?

Hunting and looking for shed antlers

Do you have a vacation ritual or location?

We go to the beach a lot but lately Benezette, PA is a new spot.

What is your favorite movie?

Grown Ups

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

To go to Hawaii

Do you have any hidden talents?

No

Family?

I have two dogs. Sadie and Lucy.

How do you unwind outside of work?

I take my dogs shed hunting with Kyle and his dogs, Dixie, and Duke.

▶ A Message from the President

Welcome once again to the *Bicera Beacon Journal*.

Spring is in the air here in Troy, Pennsylvania. The trees are budding, the streams are high, and the birds are building nests. The truth is the birds have been here for a while now, long before I ever considered it to be spring time. Some mornings I'd see them out in the snow hunting for worms. I sometimes wondered why they wouldn't just take a couple more weeks down south in the warmth. I know I certainly would if I were a bird. I go on to assume that mother nature has a strict schedule, and birds are more concerned with feeding, nesting, and reproducing, rather than their own personal comfort. Then it dawned on me that we are not so different than the birds. These past winter months when business is traditionally slower, Penn-Troy has been ordering in large quantities of materials and building stock so that we can be ready when the warmer months hit. It always feels counterintuitive to be buying more materials and making more product when business is slow, but just like mother nature, our industry has its own schedule, and we must be ready. As the workload increases these warmer months, I hope you look to Bicera Valve for your valve requirements. We have stock, and I can assure you, we will be ready to serve you.

Sincerely,

Mark Powers

Mark Powers

President and Chief Executive Officer

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



Drop us a line...

Questions? Comments? If you would like to give Penn-Troy/BICERA Valve any feedback, please send an email to sales@penntroy.com. Your feedback helps us know when we are on the right track, and where we need to refocus.