

# Flow-On

3 Swans newsletter no. 18, December 2011

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## WHAT'S NEW?

Email orders: Please email orders to [orders@3swans.co.nz](mailto:orders@3swans.co.nz)

Welcome to our last newsletter for 2012. Please note the dates that the office and venting workshop will be closed for the Christmas holiday.

Below we farewell John and introduce Steve Walker. Therefore, we need to ask you to make sure

your contact details for 3 Swans are updated.

Overleaf we have done another update on tap-caps, we list our closing dates for the holiday period, solvent tap options and give updated contact details for our team.

The 3 Swans team wish you all the best for the holiday season and for 2012.

Kind regards from John,  
Jo, Brody, Carla and Steve



## FAREWELL FROM JOHN MCCRACKEN

*Dear valued customers*

*It has been my pleasure to work with all of our customers from Kaitaia to Invercargill. But as we know the journey has to end sometime. I have recently retired from day to day involvement in the business but am still available to the staff in a consulting role.*

*My main priority is to play more golf now that I'm retired, and I'm enjoying being able to get out on the course more often.*

*My sales role is placed in the very capable hands of Steve Walker who has shown great astuteness in his sales role already.*

*I am confident that I'm leaving my customers in good hands. Jo has been with 3 Swans since 2003; Carla since 2009 and Brody since 2010 and they have greatly improved their product knowledge in that time. The team are committed to providing our customers with the best dispensing solutions available.*

*Best regards to you all & I trust you have a Merry Christmas & a very positive New Year - 2012*  
John McCracken



Listen out for our ads on Radio Sport Live, 792AM in the Waikato

## INTRODUCING STEVE WALKER

Hello, I'm Steve Walker, the newest member of the 3 Swans Team.

My position at 3 Swans is to help inform and retain customer relationships, establish new contacts and work alongside with you when you have a special project or product requirement.

While this is a new industry for me, 3 Swans has a wealth of knowledge to support my role. John and Jo have built up this knowledge base over many years. John's experience has been invaluable and his training has helped get me up to speed on the basics in a relatively short period of time. On this subject, we are going to let John start his retirement process, but call on him as we need help.

I have spent over 40 years in the Outdoor Power Equipment Industry and have been involved in all aspects of business, from national distribution to retail sales and service. It can be a bit daunting making a change to a different industry, but it also creates a new opportunity and challenge.

I have started to spend some time meeting/calling on some folk, but as you will appreciate, it will take time to "get around". We have customers spread throughout New Zealand, but what I would ask is that if you need information or help, or you would like us to call by to discuss a project, please contact me by email or phone.

It is clear 3 Swans has established strong relationships with manufacturers of dispensing products world-wide who are very happy to help with any project. In my view it is easier to work together as a team in order to find the best possible solution.

I would like to wish all our customers, families and associates a very happy and safe Christmas.  
Steve Walker

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## CLOSING DATES FOR CHRISTMAS HOLIDAYS

Our office will be closed from

**Friday 23 December 2011** until **Monday 9 January 2012**

Our last day for dispatch will be **Wednesday 21 December** so please ensure orders are placed by Wednesday 1pm at the latest.

The venting and tap-cap workshop will be closed from

**16 December 2011** until **16 January 2012**

Any venting orders must be delivered to us by Wednesday 14 December to ensure they are completed this year.

## 3 SWANS CONTACTS

Please update your 3 Swans Ltd contact details and pass this information on to anyone else in your company who you think should know about it.

**General & Product Enquiries:** info@3swans.co.nz, stevew@3swans.co.nz, joannamc@3swans.co.nz

**Orders & Carla:** orders@3swans.co.nz, carlawiki@3swans.co.nz

**Accounts and Brody:** accounts@3swans.co.nz

*If in doubt just use info@3swans.co.nz and we will see that your email gets to the right person.*

## TAP-CAP REMINDER

We would like to remind our tap-cap customers that we recommend you always return containers to the upright position after decanting product through the tap-cap. This serves two main purposes:

1. It reduces the chance of leakage through the tap or cap, e.g. if you have accidentally loosened the cap during your operation, or due to deterioration of the plastic due to the chemicals in the container.
2. It reduces the amount of contact the product has with the tap, thereby extending the life of the tap.

To further extend the life of your taps they should be removed and rinsed clean after use.

We are aware that these measures are not going to be achievable in all situations, but it's important to be aware of these recommendations and follow them if at all possible.

## SOLVENT TAPS

Solvents are quite an issue for many customers at the moment. Unfortunately we are not able to supply a tap-cap that is strictly suitable for use with solvents. However, some formulations are compatible with our taps which are LDPE and PP. Generally, if a product is in a plastic container then it will be compatible with a plastic tap, but if it comes in a steel can then plastic may not be suitable. We have two solvent tap options with 3/4" BSP threads:

1. 350100 Alloy body with nylon seal, spring loaded for positive shut off
2. 252050 Flo-Rite, HDPE, compatible with some solvents for a limited time.

Please contact us if you'd like pricing on these options.



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