

AP Tech

GAS CONTROL NEWS

QUALITY – RELIABILITY – SAFETY

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COVID Notice

The COVID pandemic has already had a horrible impact globally and unfortunately, it is not over yet. No one can really predict what is yet to come. Our heartfelt condolences go out to those who have lost friends or relatives and as well as sorrow for all those who have endured hardships as a result of COVID.

AP Tech has issued four update letters regarding COVID so far. The fifth is now posted to our website. Rather than rely on email blasts to issue updates, we have added a COVID button to our web page for immediate access to the latest news. It is not easy to miss the red button in the upper right of the homepage. Click the button and a PDF appears with the latest news. The page will be refreshed as we have something new to report.

Once COVID is behind us, the button will be hidden until needed for some other emergency message. Considering the challenges we have faced in recent years; earthquake, fires, power outages, and now COVID; it is sad to say that the notification button will likely be used in the future. ❖

The New Normal

To say that COVID has caused global changes in our daily lives is a gross understatement. Simple things like forgoing a hand shake greeting to how we work and play have changed in deference to personal safety. Home officing and conference calling in lieu of face to face meetings have become the norm. These changes are with us for the foreseeable future and many may simply become the new normal. As a result, AP Tech is endeavoring a new approach to customer contact and support to replace the traditional sales meeting virtually. We are partnering with our distributors in this team effort. There are many challenges to be addressed, including conferencing platform, which are being sorted out at this time.

So, please do not be surprised to be invited to a conference call meeting. Should a need or reason for contacting us arise, please feel free to request a virtual meeting. We are here to support and help however we are able. ❖

Training and Technical Support

AP Tech's philosophy has always been that an informed customer is a happier customer. Technical support, product training and product applications are each an integral part of our sales approach. The education we provide is non-partisan, meaning generic and not a sales pitch. We have hosted countless regulator and valve trainings over the years, in a narrated presentation format.

As schools and colleges have gone online for learning, so will AP Tech. We are ready, willing and able to host the trainings we have physically provided in a conference call format. In addition, we are in the process, albeit a slow one, of adding audio to our training presentations to enable self-training at ones' own time and pace.

Whether it is basic training for new hires, advanced or review trainings for seasoned professionals or an open technical discussion, please feel free to contact your local distributor or the factory directly to schedule a session. Material can easily be tailored to a specific need or interest. ❖

Mining the Web for Nuggets

AP Tech's web site is designed to be informational rather than for e-commerce. The most commonly accessed is the product data sheet section. There is a wealth of information beyond basic data sheets to be found. Much like mining for gold, it can take some digging but there is a reward for the effort.

The Tech Briefs section has a wide array of Product Notes which range in topics from explaining things like tied diaphragm regulators to supply pressure effect, product option explanations such as high temperature valves or knob options, to application notes such as heating regulators to counter cooling effects and so on. Installation and Operating Instructions are also posted in this section. These documents contain information, such as wiring instructions for switches, which cannot easily be included in a data sheet. The Government section has declarations for various requirements such as RoHS, PED and ATEX in addition to product export information and a copy of our ISO 9001 certification.

The Tools section has a regulator flow curve library, a flow switch sizing calculator, flow sizing calculator and last but not least, a regulator and valve selection guide by gas and application.

Common questions are generally answered by what is posted. However, always feel free to contact us, our distributor partners or the factory directly, if questions or a need arises. We can't help if we aren't asked. ❖
