



BICERA

B E A C O N

WHAT'S NEW AT BICERA VALVE?

As 2024 begins to pick up steam towards the busy construction season, we are already halfway through our fiscal year. We have been anticipating another very busy year and all signs have certainly pointed in that direction.

It seems like we have talked about our roof a lot lately, but the topic has come up again. Recently an issue was observed with the roof in our warehouse. This has led to a few developments in our shop. First, we determined that the warehouse roof needed to be replaced completely. To do this work, the warehouse would need to be empty. Being as busy as we are, the warehouse has been quite full. So, we had to figure out what to do with all the material stored in there while the work is being done. The solution was to add an all new rack system in a different part of our facility. This new rack system will allow for greater storage capacity and improved access to inventory once the new roof is complete.

Another, but much less important development, is that the offices have been repainted. Admittedly, not everyone is in love with the new, darker color however we think it will grow on everyone. Afterall, it has been at least 10 years since the last coat, so everyone had plenty of time to get used to the previous color and sometimes change is hard (it's only color, anyway).



Product Spotlight



Tools & Kits

Bicera legacy valves should be exercised annually and maintained at least every two years. This means that the valves should be removed and visually inspected and have all the rubber components changed with our maintenance kits. These kits include all of the parts and instructions required to keep your valves in tip top shape so they can perform the critical task of keeping your equipment and personnel safe. Visit our site or call the factory today for assistance selecting the right kits for your legacy valves.



Employee Recognition

EMPLOYEE ANNIVERSARY

Allyson Hansell

9 YEARS



Since this newsletter's inception, we have been spotlighting employees and having a little question and answer session with them to let our readers get to know our employees, and in turn, our company a little better. We will continue to do that from time to time, but we would like to introduce a new theme, employee anniversaries. If you have been following us on social media, you have probably seen a few of these anniversaries already but we felt that the newsletter would be a good way to recognize these milestones as well.

Allyson grew up on a blueberry farm where she honed her customer focused work ethic. She has also worked in various manufacturing settings and has a well-rounded set of skills that includes welding and surveying. She is a 2012 graduate from The Pennsylvania College of Technology where she received an associate degree in civil engineering technology. Allyson is involved with the local youth football league, and she enjoys hunting and camping with her family.

Thank you, Allyson, for your dedication to your craft and our customers.

A Message from the President

Welcome once again to the *Bicera Beacon*. Spring is finally here as the birds are returning, tulips are poking through, and the daily uncertainty of how to dress for the weather is back. I'm extra excited at the moment because I am having a guitar made by a woman who specializes in handmade acoustic guitars, and it's just about complete. There is no doubt that a handmade custom guitar isn't cheap, and there are a ton of amazing luthiers to choose from, but there was something very different about her that made me choose her. In looking at her website and social media posts, I found multiple instances where she stated, "I am very grateful for my clients who trust me to make the guitar of their dreams." In speaking with her further, it was apparent that she understands that these are an investment for musicians, and she will take extra care to make this instrument everything they were hoping for.

I want my customers to know that I also am grateful for all of you who trust us with your critical projects, and every order is prepared to the best of our ability. And while purchasing a valve that will live down in the engine room of a ship may not stir the heart like the melody of a guitar, the peace of mind you will have knowing that it will perform for you when you need it is just as sweet. Thank you, as always, for your business. And enjoy springtime!

Sincerely,

Mark Powers

Mark Powers
President and Chief Executive Officer
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Share Your Experience with Penn-Troy – We'd Love to Hear From You!

At Penn-Troy, we're more than just a team; we're a community dedicated to providing our valued customers with the highest quality products and services. Our mission is to ensure that every interaction you have with us exceeds your expectations, from innovative solutions to personalized service. We believe that our success is a reflection of your satisfaction, and there's nothing more rewarding than hearing about your positive experiences.

Today, we're reaching out to ask for a favor. If you've had a great experience with Penn-Troy, whether it's our products, our customer service, or any other aspect of our business, we would be incredibly grateful if you could take a few moments to share your thoughts with us. That could be in an email to sales@penntroy.com or a Google review. Your feedback not only helps us continue to improve and grow, but it also assists fellow customers in making informed decisions.

Writing a Google review is quick and easy, but the impact of your words can be profound. Here's how you can help:

- 1. Visit our Google Business Page:** Simply search for "Penn-Troy Manufacturing" on Google, and you'll see our business listing on the right-hand side of the search results.
- 2. Click on "Write a Review":** You'll find this option in the "Review" section of our business listing.
- 3. Share Your Experience:** Tell us what you love about Penn-Troy, what product or service you used, and how it benefited you. Whether it's a few sentences or a detailed account, every word you share is invaluable to us.

Your stories inspire us to continue doing our best and remind us of the daily impact we strive to make. They also provide us with the feedback necessary to serve you better, ensuring we meet your needs and expectations with every opportunity.

From all of us at Penn-Troy, thank you for your support and for being part of our journey. We look forward to reading your reviews and continuing to serve you with excellence.

Let's keep the conversation going!



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.