ITT

VALVELINES

A newsletter for the distributors of Engineered Valves and Pure-Flo products

Spring 2008

Letter from Chuck

Chuck Graves
Director, Sales & Marketing

April brings about another quarter completed and another one begun. For some of you Jan-Mar represented your 1st Quarter for some your 2nd and for some your 3rd quarter. But regardless of which one, you are undoubtedly preparing for the next with great hope and anticipation.

Here at ITT Industrial Process we recently returned from our Sales Meeting all fired up to go get some orders. One of the themes for the meeting was the Matrix movie and Neo's battle against real and illusionary foes who seek

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New Products

Fabri-Valve® S16 Urethane Lined Knife Gate Valve

ITT introduced the Fabri-Valve® S16 urethane lined knife gate valve on March 20, 2008. The S16 provides an economical solution for abrasive and corrosive applications requiring large diameter valves.

The new S16 incorporates ITT's perimeter sealing technology, which has been utilized for over 20 years. The S16 features a robust perimeter sealing design that provides a zero discharge, bi-directional, drip tight shutoff. The S16 is specifically designed for gypsum and limestone slurry FGD (Flue Gas Desulfurization) applications. It is the answer to a growing customer demand for large diameter valves that are easy to maintain and do not discharge process media into the environment.

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Pure-Flo® Bio-Pure and Advantage Excel

ITT previewed two new Pure-Flo products at Interphex 2008, which are planned to launch in June/July 2008. End users and Original Equipment Manufacturers attending Interphex saw the Bio-Pure and Advantage Excel Series S and were very pleased to see such compact and feature rich products. These products open the door to many new application opportunities for ITT. The Bio-Pure fractional valve platform meets the demanding needs for low flow fractional (¼" – ½") hygienic diaphragm valves. The Advantage® Excel Series S

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New Products

Fabri-Valve® S16 Urethane Lined Knife Gate Valve (cont.)

The S16 is designed for easy installation and reduced maintenance. A minimized chest area and tight body to gate clearance prevent media packing. Additionally, media will not leak to the environment because of the valve's non-discharging design. Imperfectly welded pipe flanges and variations in the pipe's internal diameter do not affect the valve's performance, eliminating the need for load distribution rings. The robust gate reduces the possibility of bent or warped gates, which can lead to premature valve failure.

The urethane liner design provides multiple benefits. The tapered internal liner and smooth bottom port ID prevent material build up at the bottom of the port, which could cause improper gate closure. The tapered liner also ensures automatic clean-out and flushing of media in the bottom of the port. The liner is chemically bonded to the body, providing excellent liner support. Therefore, the liner will not shift or move when pressure is applied.

The S16 is available in sizes 30" (DN750), 36" (DN900), 42" (DN1050), 48" (DN1200), 54" (DN1350), and 60" (DN1500). To meet specific application requirements, a variety of body, yoke and gate materials are offered.

To learn more or to obtain technical specifications, visit the Engineered Valves website at www.engvalves.com and click "Fabri-Valve" and then click "Product Selection Guide".

Fabri-Valve® XS150-ULV Now Available with Flat Face Flange

ITT's Fabri-Valve brand has added new flat face flange models to its line of XS150-ULV Urethane Lined Knife Gate Valves. Flat face flanges are now standard on 2" through 24" diameter models and raised face flanges are optional.

Aggressive chemical applications that employ rubber-lined piping systems will benefit from a flat face flange design. With a flat face, the valve provides a much wider metallic area to press against the mating flange. This reduces stress on the compressible material on the pipe flange, preventing the material from pressing against the urethane liner of the valve gate. The reduced force to the urethane liner ensures the valve cycles reliably.

Benefits are also realized when the XS150-ULV is installed in fiberglass reinforced pipe (FRP) systems. The flat face flanges eliminate the torque induced by the flange bolting and raised face on the fiberglass flanges. This virtually eliminates cracked or broken fiberglass pipe flanges during installation and use.

In a chemically corrosive environment that uses rubber lined or FRP piping systems, a raised face flange would require a high-alloy load distribution ring. With the XS150-ULV flat face design, a load distribution ring is no longer required. This eliminates the need and cost for additional high-alloy metallic components.

Both the flat face and raised face flange XS150-ULV valves provide customers with an economical solution for abrasive and corrosive applications. The XS150-ULV does not discharge process media to the environment and the urethane liners are easily replaced.

The XS150-ULV is installed in the flue gas desulfurization (FGD) process, used in many coal-fired power plants to reduce sulfur emissions. "The FGD process is both corrosive and abrasive," notes Grant Harlow, Product Manager for ITT's Fabri-Valve brand. "I want to underscore the fact that the urethane liners are abrasion resistant and resistant to many types of chemicals that attack common steels and cast or ductile irons. You have a more economical solution with urethane lined valves than valves constructed with solid, high-alloy metallic components."

Flat Face Flange Design Now Standard

Optional Raised Face Flange Design

New Products

Pure-Flo® Bio-Pure and Advantage Excel (cont.)

actuator (AXS) features a maintenance free actuator with a modular compressor to make quick changeovers between elastomer and PTFE diaphragms.

Paul McClune, ITT Pure- Flo Product Manager reports, "The Bio-Pure platform incorporates a small dimensional envelope without sacrificing ergonomics or functional performance." ITT's commitment to the needs of the customer has led to the development of a fractional valve with robust performance comparable to the venerable ITT Pure-Flo valve product line.

Manual bonnet versions of the Bio-Pure platform feature rugged stainless steel bonnets and chemical and heat resistant handwheels capable of withstanding the worst conditions Biopharm has to offer. A sealed clean out of place (COP) option is available for this demanding cleaning regime. The Bio-Pure platform also features the Advantage® Excel Series S actuator (AXS).

Brian Hoffa, Product Manager for Pure-Flo Instrumentation reports, "The AXS integrates unique design features into a small dimensional envelope assuring greater functionality." The AXS will provide years of trouble free operation in a maintenance free autoclave capable design. Manufactured with a stainless steel housing, the AXS is a cost-effective alternative for clean room and other applications needing a maintenance free, stainless steel actuator.

The design also features easy access to bonnet fasteners, optional adjustable opening stops (AOS), and visual position indication. In addition, the assembly can be rotated 360° at 90° increments to provide easier access to the air inlet ports. Cycle testing has proven this product to far exceed industry standards for life-cycle duration.

The AXS is available as a fail open, fail close, or double acting pneumatic piston actuator in sizes Bio-Pure (0.25" (DN 8), 0.38" (DN 10), and 0.50" (DN 15)), 0.50" (DN 15), 0.75" (DN 20), 1.00" (DN 25), 1.50" (DN 40), and 2.00" (DN 50). The AXS is compatible with ITT switch packs and other 3rd party switch packs.

For more information on these new products contact Brian Hoffa at 717-509-2260 or brian.hoffa@itt.com or Paul McClune at 717-509-2270 or paul.mcclune@itt.com.

Fabri-Valve® HD 150/300 Knife Gate Valve Serves in Abrasive Applications

With a global commodities boom in full swing, there is a growing need for high-performance, low-maintenance industrial machinery to work in demanding operating environments – often in geographically isolated areas. Targeted specifically for use in Canadian oil sands mining, ITT's new Model HD 150/300 knife gate valves are proving to be a low life-cycle cost choice for mining operators.

In one Canadian oil sands operation, the HD 150/300 valves were installed on a test basis as isolation valves to divert the flow of extremely abrasive mining and tailings slurries in hydro-transport pipelines.

To serve in these challenging work conditions, the HD 150/300 knife gate valves are manufactured with abrasion-resistant metal alloys. The valves feature a carbon steel body and 304 stainless steel seat rings with a chrome-carbide overlay. The valves are hard-faced on the port where the abrasive slurry flows through the valve and on the face of the seat where the knife gate seals against the seat.

The HD 150/300 knife gate valves have proven to be able to stand up to the aggressive production environment of the Canadian oil sands fields. "We have had a few of these valves installed on a test basis since 2005," notes Grant Harlow, Product Manager for ITT's Fabri-Valve brand. "The customer inspected these valves after about a year in service and they have shown practically no signs of wear."

The model HD 150 and model HD 300 knife gate valves differ in working pressure ratings. The model HD 150 is an ANSI Class 150 rated valve with a 285-psi working pressure. The model HD 300 is an ANSI Class 300 rated valve with a 740-psi working pressure.

The HD 150/300 valves are offered in 6" through 36" diameters, with optional larger sizes available. These valves are manufactured in bonneted or non-bonneted configurations with various actuation configurations and options to meet customer requirements.

ITT

Distributor Corner

Compliance with US Export Regulations

It is important for us all to know what constitutes an export under the U.S. Export Regulations. What is an export or re-export? Export means an actual shipment or transmission of items/technology out of the United States.

- Goods
  - Physically shipped or hand carried
- Software and technology
  - Physical or electronic shipment or transmission
  - Any release - "deemed" export

No sales transaction is required in order for an export to occur!

Examples:

- Non-U.S. citizens/residents visitors to your facility
- Tour of your facility
- Technical assistance
- Transfer of technical data via mail, email, fax, smart phones, data recording devices, etc.
- Presentation at symposia
- Take products or data to a foreign country
- Casual conversation about technical data
- Taking laptops to a foreign country

Definition of "Deemed" Exports

- Release of technology to a foreign national = export/re-export to that national's country
- Release of U.S. Technology in a foreign country
- Release of U.S. Technology to foreign nationals in the U.S.

Definition of a Release

- Visual inspection, oral exchange, technical know-how acquired in the U.S.

Definition of Technical Data or Technical Assistance

- Technical Data – blueprints, plans, manuals and instructions
- Technical Assistance – instructions, training, seminars

Publicly available technology is generally not controlled (i.e. product literature, material specifications such ASDM/ASTM etc.).

United States Export Law is governed by statutes, regulations and executive orders. Export Regulations are constantly being updated and revised. Since 9/11 export compliance is viewed as an issue of national security. As independent businesses, Distributors have legal obligations of compliance. The ITT Code of Corporate Conduct contemplates that Distributors will act lawfully in their transactions with ITT. The next newsletter issue will include an article on who and what are subject to the Export Administration Regulations. If at any time you have questions regarding U.S. Export Regulations please contact Richard Bird, Export Compliance Officer, at 717-509-2324 or richard.bird@itt.com.

DAC Update

The next Distributor Advisory Council (DAC) meeting is scheduled for April 29 - May 1 in Cincinnati, OH. The Engineered Valves DAC members will be joining the Pure-Flo DAC members to form one DAC for the future. An update on the meeting will be included in the following newsletter.

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Distributor Corner

Bruce Hedlund from Northwest Fluid Solutions, Inc.

In July 2002 Bruce Hedlund and his wife Suzanne founded the company Northwest Fluid Solutions, Inc. in Kirkland, WA. As President of the company, Bruce describes his workday as "Hectic!" He spends his day working with suppliers and end user customers via phone, e-mail, or face-to-face meetings. He also supports the dedicated efforts of his company's operations and sales associates.

Since he enjoys people, problem solving, and making things happen, Bruce works well in sales where he is actively involved in all three. He likes to interact with customers and associates as he helps them achieve their goals and grow as individuals. His motivation to work with people naturally flows from his outgoing, personable, reasonable personality. Bruce recently recounted a customer situation where he was able to build a stronger relationship with a customer by providing excellent customer support.

ITT Channel Manager Chris Purvis and Bruce visited a customer in a remote part of their territory. The end user had two old (12 plus years) MECO skids and could not identify some of the ITT valves. The end user had asked several other non-ITT channel partners and sales people to identify the valves, but they could not because of their remote location. Chris and Bruce took time to look at the valves, capture the necessary information, and responded to the customer in a matter of days.

The initial reason for their visit was to show the customer that their best option for technically sound and customer driven service is to work with Northwest Fluid Solutions and ITT. Therefore, they spent a great deal of time encouraging the customer to use the support network in Lancaster, PA and Simi Valley, CA. Both Bill Schaeffer from Lancaster and Steve Irvine from Simi Valley really drove the point home when they came through quickly for the customer. The end result is that the customer plans to purchase replacement valves and both ITT and Northwest Fluid Solutions established a much closer relationship with the customer.

Bruce's vision for the future is to work hard to build a positive and rewarding environment where his customers and associates can grow. He says, "It is vital to listen to what is being communicated prior to taking action. We all have our own agenda and it requires great patience to listen and understand what the other person is really saying/asking."

Outside of work, Bruce coaches ASA Fastpitch softball and has been building a new home for the past eight months. When he's not busy with his new house, he enjoys hunting and the outdoors. He is also a member of the ISA, ISPE, FISA, although he is not really active since he is working hard to grow his new business.

News and Events

Interphex 2008

ITT Pure-Flo joined forces with ITT Jabsco at the Interphex trade show held in Philadelphia, PA on March 26-28, 2008. The 20 by 40 ft. booth featured Pure-Flo hygienic valves and Jabsco hygienic rotary lobe pumps. Two new Pure-Flo products were debuted at the show - the Bio-Pure and Advantage Excel. The show was well attended by all levels of Biopharm customers (9,350 attendees), indicating that the Biopharm market is strong and healthy.

ITT booth at Interphex 2008, featuring Pure-Flo valves and Jabsco pumps.

An array of standard and custom block body valves were displayed at the booth.

M and M1 Diaphragm Update

As many of you know, ITT has been testing new EPDM compounds to replace our current M (Commercial) and M1 (Nuclear) compounds. This new compound development became necessary when some of the original formulation ingredients became obsolete.

M Commercial Diaphragms

We have completed the commercial qualification testing and released the new EPDM compound. This new EPDM compound is suitable in form, fit, and function to the previous M compound. The material designation will remain M, but the part numbers will be changed for tracking purposes.

M1 Nuclear Diaphragms

We have completed various test protocols within the MSS-SP-100 and ASME Boiler & Pressure Vessel Code, Nuclear Code Case N31 conditions. To date, we have qualified the new EPDM compound for applications within the our published pressure temperature envelope. The material designation will remain M1, but the part numbers will be changed for tracking purposes.

We are continuing to test this new M1 compound to select N31 pressure temperature conditions which are above our published operating envelope. These results will be released when the test program is complete.

News and Events

ITT In Print

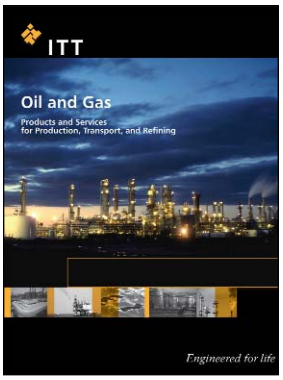
Pure-Flo Product Manager Paul McClune recently authored the article, "Valve innovations assist biopharmaceutical processes to achieve cost reduction and cGMP." The article appeared in the November issue of BioSpectrum. It can be found online at http://biospectrumindia.ciol.com/content/BioSupplier/10711061.asp.

ITT Pure-Flo advertisements will be placed in Pharmaceutical Technology, BioSpectrum India, and BioSpectrum Asia, according to the schedule below. You can check out the advertisements on the ittpureflo.com homepage.

Pharmaceutical Technology: March, May, July, August, November
BioSpectrum India: February, March, May, June, September
BoSpectrum Asia: February, March, May, June, September

New Oil and Gas Brochure and Website

ITT Corporation released a new Oil and Gas brochure and website, highlighting the vast range of products we provide to this market. This website and twelve page industry brochure include an overview of ITT's market involvement, a list of the ITT products used in the offshore, synfuels, pipelines & terminals, and refining processes, and a description of ITT services provided to the Oil and Gas sectors.



These new sales tools are an excellent way to introduce customers within the Oil and Gas markets to ITT and the line of Engineered Valves, Goulds pumps, Flygt pumps and mixers and C'treat water treatment products. The new website is www.ittog.com, where you can also view the Oil and Gas brochure (BO&G). You can order printed copies of the brochure through our standard literature ordering process at http://eline3.viatechpub.com/eline/index.html.

Customer Service Highlights

ITT and Multiple Channel Partners Come Together to Serve Customer

On Wednesday, March 12 at 5:14 p.m. an urgent email request came to ITT from Linda DiPasquale at Eastern Controls. A local pharmaceutical company had an emergency situation and needed fifty ¾" forged manual valves as soon as possible. Although the customer could not give the details of the emergency situation, ITT and Eastern Controls immediately began working on the request. Customer Satisfaction Manager Dave Eichler checked his email at home that evening and looked at the bill of material for possible parts shortages. He immediately alerted ITT production planner Chuck Bjornberg to begin working on the order.

Since the order required a large number of valves, Linda quickly contacted other Distributors to see if they had any of the necessary valves in stock. Linda knew that Eastern Controls had ten of the valves in stock. In addition, Perrigo was happy to help "put out the fire" by providing fourteen valves. Eastern Controls also had four ¾" actuated valves in stock so ITT shipped four manual bonnets to replace the actuators. This brought the required number of valves now to twenty two.

On Thursday, March 13 the order was entered at ITT. Chuck Bjornberg got the shop order cut and ITT started polishing the valve bodies that afternoon and through second and third shifts. All twenty two valves were completed by late Friday, March 14. Frank Murphy from Eastern Controls arrived at ITT on Saturday, March 15 to pick up the valves. He was then able to deliver them to the customer first thing Monday morning.

Thanks to the cooperation and quick response time of multiple channel partners and ITT personnel, the valves were delivered quickly and the customer was pleased with the service provided.

e-Prism Training and Launch

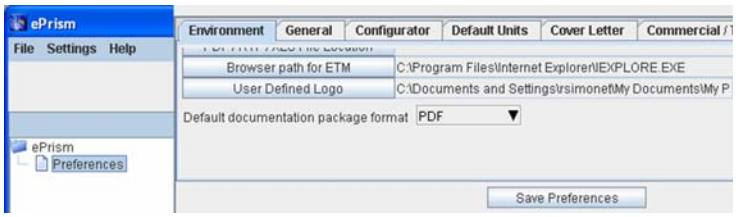
The rollout of the new and exciting e-Prism quotation tool for industrial valve products continues. Ron Simonetti, Manager of Information Technology, has been busy conducting a series of online training for numerous channel partners with very positive feedback. Concurrently, the ITT inside customer service and technical sales representatives received in-depth training to better assist our valued partners. Further in-depth training can also be arranged for channel partners as desired.

The e-Prism tool allows ITT's channel partners to accurately create quotations tailored to themselves and their end users. Adding custom logos and standard default documentation requirements is a snap. The platform allows the user to select valve criteria through numerous methods, including figure number, process conditions or valve category (Dia-Flo, Fabri-Valve, Cam-Tite, etc.). Once the valve is configured, the channel partner has the capability to receive a dimensional drawing, a data sheet, technical manuals, lead times and many other valuable items. All these features and 24 hour access is sure to make doing business with ITT and you even easier.

e-Prism Tips and Tricks

Adding a company logo:

Click Preferences and then User Defined Logo. Use the dialog window to select the logo JPG file.



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Customer Service Highlights

ITT Provides Solution for Air Pressure Problem

On December 13, 2007 ITT Technical Sales Representative George Prebula got a call from Santee Cooper. The power company had purchased and installed fourteen Dia-Flo® air actuated diaphragm valves into a mist eliminator system four years ago. However, they noticed some valve leakage and did not know what was causing the problem. Two days later George was on site to review the situation and determine the root cause of the problem.

During his investigation, George found that the air pressure to the valves was 60 psi (about 2½ times more than needed). This red flag indicated to George that air was forcing the compressor too hard upon the valve. However, without taking the valve out of line, he could not know exactly how it was affecting the valve. Therefore, George enlisted the expertise of ITT Application Engineer Lito Llado. A few weeks later Lito visited the site with George to examine the valves out of line.

Lito Llado

Once Lito and George opened one of the affected valves they found it was leaking water and both the diaphragm and actuator diaphragm were destroyed. This confirmed to George that the excessive air pressure had caused the initial problem. To correct the problem, George recommended two courses of action. First, Santee Cooper should reduce the air pressure. Second, they should purchase an Adjustable Travel Stop (ATS) for each valve. The ATS prevents over closure of the valve due to the use of excessive air pressure.

George Prebula

While on site George and Lito also conducted training for the Santee Cooper maintenance personnel. They explained the issue with excessive air pressure and how it affected the valve. Then they took apart a valve and showed the maintenance personnel how to change the diaphragm and actuator diaphragm properly.

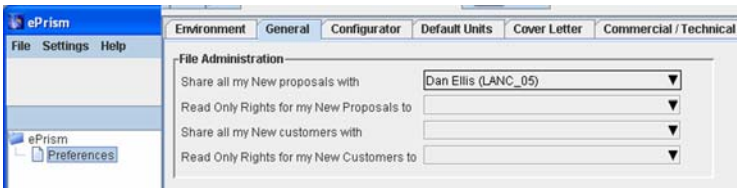
What began as a possible negative situation for ITT turned into an opportunity for excellent service. Will Stevick, Maintenance Supervisor at Santee Cooper said, "ITT did a great job with finding a solution to the problem. I am very pleased with the solution ITT provided."

e-Prism Training and Launch (cont.)

e-Prism Tips and Tricks (cont.)

Sharing proposals:

Click Preferences and then Share all my New Proposals With. Use the check boxes to select others you wish to share your proposals with.



If you haven't done so already, please check out e-Prism today! To request a password to e-Prism go to www.engvalves.com/eprismpassword.html. For further information on how to get training on the next generation of ITT service tools, please contact Ron Simonetti at 717-509-2290 or ron.simonetti@itt.com.

Employee Update

Dave Eichler, Customer Satisfaction Manager

Dave Eichler began his career at ITT in 2001 as a Customer Service Representative and has been learning and growing ever since. In February 2008 he was appointed Customer Satisfaction Manager for the Lancaster, PA site. In his new position, Dave attends a lot of meetings and squeezes as much work as he can in between. Sometimes there are not enough hours in the day, but with the time available Dave handles tight delivery requirements, multiple deadlines and process improvements.

Almost every day the customer service group is asked to expedite an order and Dave strives to have a "can-do" attitude and help make it happen. It doesn't always happen, but as ITT continues to make improvements with internal processes, Dave believes the customer service group will satisfy more and more of these requests. Since he does not like to leave a job unfinished, Dave's main motivation is to be a finisher and always strive for improvement.

Dave enjoys finding ways to help customers achieve their wants and needs and recently recounted a customer experience he had at ITT. Dave said, "My most rewarding experience at ITT was when I 'closed the book' on my first project management assignment. I realized that a job that at one time seemed so overwhelming had been completed. It helped give me a long-term perspective moving forward."

Dave received a Bachelor's degree in journalism from The Pennsylvania State University at University Park, PA and belongs to the ISPE Delaware Valley Chapter. He is a dedicated husband and father and enjoys a good laugh. Dave and Becca have been married for nine years. Olivia, their very active 2 year old, is the light of their lives. Together they enjoy tent camping in various Pennsylvania parks. Dave also enjoys playing and watching ice hockey and pursuing amateur astronomy. He plans to continue learning new skills in his current role and seeing what opportunities lie in his future at ITT.

Brent Murphy, Skotch Product Manager

Brent Murphy began his career at ITT a year ago as the Skotch Application Engineer and in February, 2008 was promoted to Skotch Product Manager. He received a Bachelors degree in Mechanical Engineering from the University of Oklahoma and for ten years has been an active member of ASME (American Society of Mechanical Engineers). He chose this line of work because he likes mechanical engineering and learning about how things work.

In his new position, Brent resolves problems in the field, follows up on prospects from the sales team, works on projects, and deals with customer service issues. Since he is very easy going, Brent works well under pressure and is able to handle difficult customer demands. Recently Brent had a very upset customer and was able to listen to the problem and work with them in a calm manner to help resolve the situation.

Being a dad is another new role for Brent and he enjoys time at home with his wife Theresa and daughter Rylee. Some of his hobbies outside work include exercising and listening to jazz music.

Employee Update (cont.)

Brian Hoffa, Product Manager for Instrumentation and Control

In December 2007, Brian Hoffa joined ITT as Product Manager for Instrumentation and Control. He is a proud alumnus of Penn State University with a degree in Electro-Mechanical Engineering Technology. He recently joined the ISA and ISPE and is looking forward to taking an active role in both groups.

Brian's varied background includes work in a manufacturing plant, as an engineer for a large computer chip manufacturer, and as a product manager of sensors for a hydraulics company. To be successful, he relied heavily on his engineering training and sales experience. Brian now enjoys working with new product ideas that will satisfy the customer's needs and help grow the company.

Since coming to ITT, most of Brian's time has been spent getting to know ITT's competitors and third party suppliers. He completed a competitive analysis and built a technology roadmap for the future, taking into consideration ITT's strengths and weaknesses in the market place. Brian has also been involved in the recent new product launch for the Advantage Excel and Bio-Pure.

Brian recently recalled his first customer request for help. He said, "I was able to figure out what they needed and got an answer back to them right away. They were happy and appreciative of the fast response." When working with a customer who is upset, Brian strives to be courteous, which many times diffuses the situation. The customer realizes you only want to help them and together you can solve the problem.

Outside of work, life is pretty normal for Brian. With two grandchildren, four daughters, two dogs, and a cat, he spends a lot of time keeping up with them! He loves playing racquetball and golf, going to football, baseball, and hockey events, watching NASCAR, reading, and doing number puzzles. In his spare time Brian also works on his house and maintains an active social life.

Tony Bezares, Account Manager

Tony Bezares is a familiar face at ITT because for thirteen years he was part of the ITT sales team. In February, 2008 Tony rejoined the ITT team as Account Manager for Puerto Rico. In his new position, Tony works closely with local distributors and customers. His job requires a lot of communication, which means many emails, phone calls, and visits. Since Tony is naturally a people person, he enjoys working closely with customers and providing the right product for their project.

Tony has studied Chemical Engineering and is currently finishing a Bachelors degree in Business Management at University of Phoenix. He is an active member of the ISPE Puerto Rico Chapter where he is on the Board and responsible for preparing and editing the chapter newsletter. While at home, Tony enjoys spending time with his wife and mother and playing all types of sports, including basketball, running and golf.

Employee Update (cont.)

Grant Harlow, Fabri-Valve Product Manager

Two years ago Grant Harlow began working for ITT as a Product Engineer. In December, 2007 Grant saw an opportunity to make a difference and took on the new role of Fabri-Valve Product Manager. Grant enjoys solving problems, which is a large part of his new position. He takes pride in his work believes that if it is not worth doing right the first time, it is not worth doing at all.

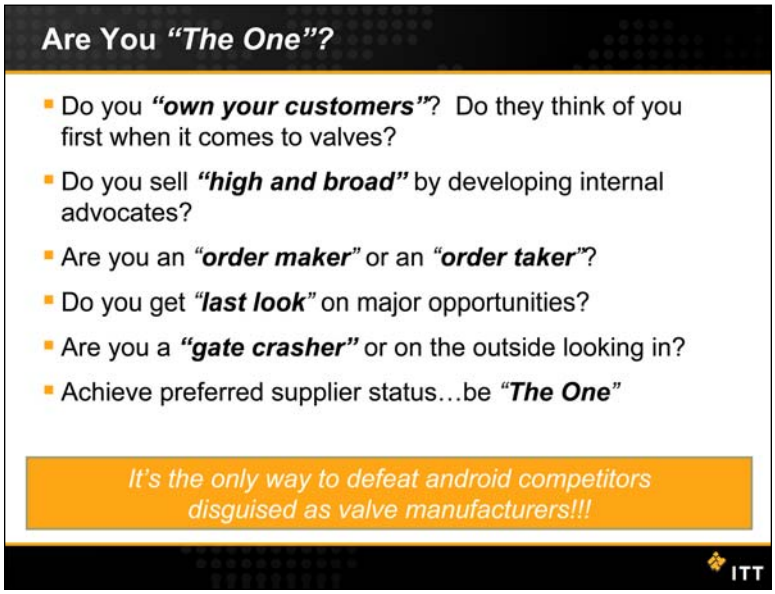
Grant has an Associates in Applied Science in Machine Tool Technology from Bevel State Community College and a Bachelor of Science in Mechanical Engineering from Mississippi State University. He is also a member of ASME (American Society of Mechanical Engineers). Outside of work he enjoys a variety of nature activities and hobbies and spending time with his wife and two girls. Grant believes that the future can bring him anywhere he wishes. He says, "Life is what you put into it, and I have a lot to give."

Letter from Chuck (cont.)

to keep him from achieving his goals. Like Neo we were implored to "Be the One!" The one who is never denied the order, the one who does not take no for an answer, the one who triumphs over the competition. Well in order for us to be the **One** it takes **Two**, ITT and YOU. Working together, we can penetrate new markets, take share from our customers and grow our businesses.

In the Fall 2007 newsletter I spoke about new product launches, customer service focus and continuing to find ways to align with our channel partners. I am pleased to say that these activities are on track. The Distributor Advisory Council members will hear more about this at the meeting in April. I encourage you to contact your Council representative and get an update.

We are excited about 2008 and the opportunities we see in working more closely together. I hope you share this excitement with us. Together, lets Be The One - the one who makes 2008 our most successful year of working together yet!



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