



Distributor Connection

Winter 2019

Table of Contents

- TFAB® ASTM D7840
- Updated to Windows 10
- Service Form
- Asian Distributor Training
- Welcome James O'Dwyer
- Top-Performing Distributor of 2018
- New BLB Training Video

Upcoming Events

ArabLab, Dubai	March	12-14
UNITI, Stuttgart	April	2-3
Reliable Plant, Cleveland	April	16-18

Save the Date!

Distributor Training this May!

Tannas Co. and King Refrigeration, Inc. are hosting a **DISTRIBUTOR SERVICE TRAINING SEMINAR**

May 6-9

at our headquarters in Midland, Michigan

Contact Rob Gordon at rgordon@savantgroup.com to learn more about this hands on week of training!

Delivering a Vision

John Bucci, VP Technical Development



As follow-up to my introduction in last quarter's newsletter, I wanted to share my vision for the Technical Development function and describe some of our capabilities

and key focus areas. Being a strong believer in the essential role technical innovation plays in supporting the long term advancement of society in general, I am humbled to take on that responsibility here at Savant Group.

My vision is to build on the rich tradition of providing novel technical solutions to industry challenges but also to ensure our existing products continuously evolve to address user needs and keep pace with technology developments. For example, leveraging advancements in computing power and display technologies to reduce footprint and simplify user interactions with our instruments.

The Technical Development team is well equipped to deliver this vision with expertise in chemistry, physical sciences, and mechanical and electrical engineering. In partnership with our internal IT resource, we will be focusing on these enhancements with the soon to be released TBS 3000. Going forward we will be looking to improve our ability to efficiently collect, process, and convert improvement ideas into tangible product enhancements. I look forward to collaborating with our distributor network and customers to deliver this vision.



TFAB® Now for ASTM D7840:



Along with the many uses of our Tannas Foam Air Bath (TFAB), it now can run ASTM D7840 for Foaming Tendencies of Non-Aqueous Engine Coolants in Glassware. This method includes a simple glassware test for evaluating

the tendency of non-aqueous engine coolants to foam under laboratory controlled conditions of aeration and temperature. The test shows if a coolant will have a tendency to foam excessively and will distinguish it from those that are suitable for further evaluation.

D7840 is nearly identical to the D1881 method except that it uses a non-aqueous coolant (which is not diluted with water before testing). All that is needed to run D7840 is to update your touchscreen controller on the TFAB to Software Version 1.1.6. This update allows you to view 0.1s resolution on the expanded view of the timer and for the update speed to read 100 times per second. For more information on updating your customer's TFAB unit for either D7840 or D1881 testing, contact Tannas Service at service@tannasco.com.

Updated to Windows 10 OS

Tannas Service is pleased to announce that all Tannas instrument software has been tested and is compatible with Microsoft Windows 10 operating system. The only exception will be older model TBS instruments that have a Gilson 56-position Autosampler. Below is a list of all current versions of software.

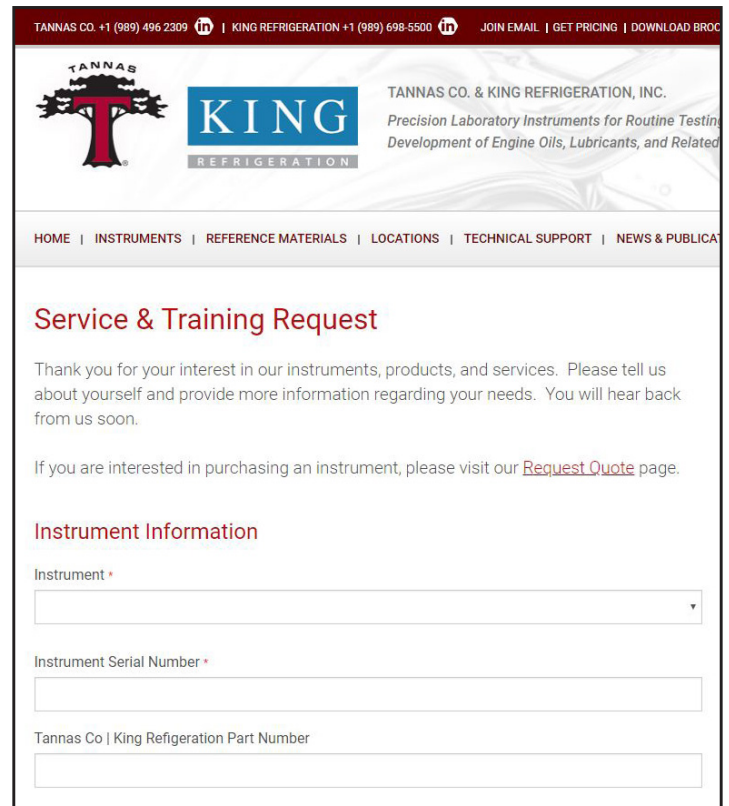
Please contact Tannas Service for procedures to either load new software or upgrade from an older version at service@tannasco.com or call 989-496-2796.

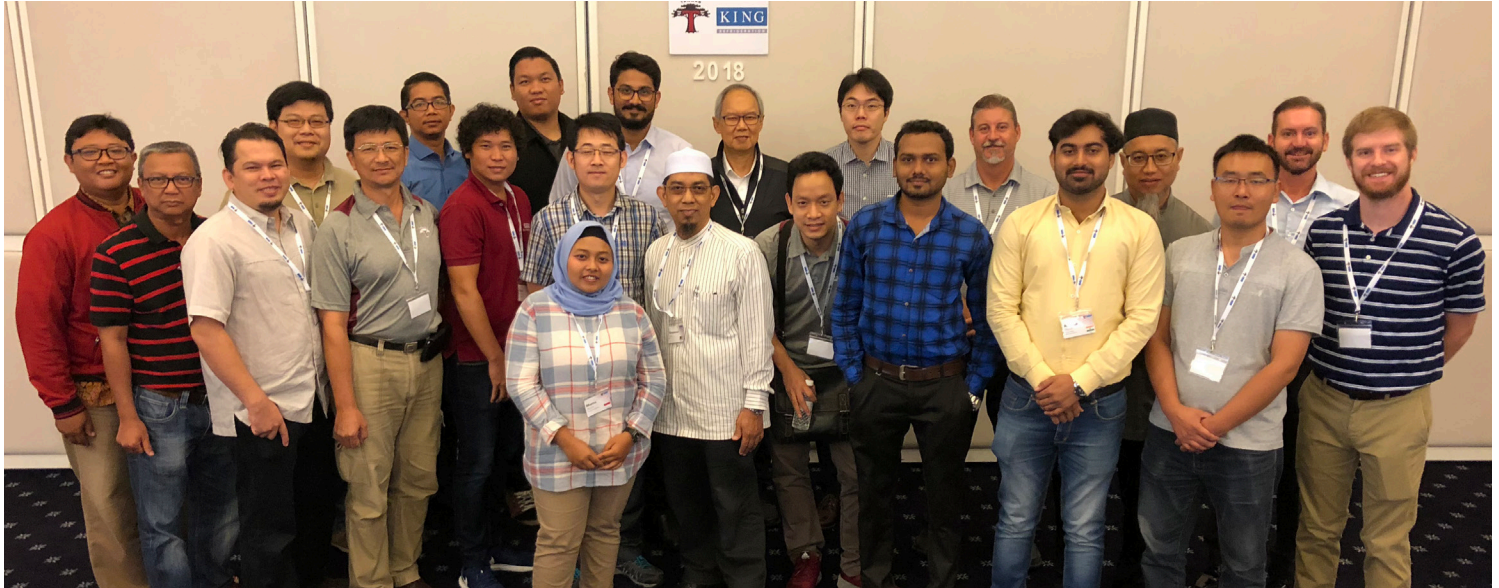
Instrument	Version
Quantum	1.20.3
TBS Phase 1 (Gilson)	2.1.9 (Not Compatible with Windows 10)
TBS Phase 2 (T42C and MI)	4.3.11
MRV F4T (Touch Screen model)	3.2.6
MRV F4	2.1.1
SBT2010 Liquid or Dry Bath	3.1.4
Drivers	
IOTech (DAQ Board)	2.0.0
AZRockey (USB Security Key)	6.2.6
Prolific Serial to USB	14.0.0.162

Service Form

When you need help troubleshooting our instruments, the Tannas & King Technical Support team has your back! The best way for you to help us in return is by using the service form on our website. This form will help us better understand the issue you are encountering and assist you in finding a solution.

To fill out the form, go to TannasKing.com/product-support-and-service and scroll down to **"Service & Training Request Form"** (as shown below).





Successful Distributor Training – Malaysia

In October 2018, Greg Donakowski (Production Manager), Ryan Hill (Instrument Engineer), and Rob Gordon (Marketing and Sales Manager) conducted the 2018 Asian Distributor Service Training Seminar in Kuala Lumpur, Malaysia. During this three day event, distributors from all around Asia trained on the assembly, operations and maintenance of the TBS 2100E-F, the new TBS 3000, Tannas Noack S2, Quantum RPVOT, TFAB and the King BLB.

This distributor event was our largest yet; 22 participants from 10 Distributor partners were in attendance. Participating Distributors included IPSA of Malaysia; Universal of China; PT. Hase Utama of Indonesia; Sanyo Trading of Japan; Labcon Scientific Instruments of India; Petralytics of Thailand; ASTM-Scientific of Taiwan; Pacific Rim Technologies of Singapore; H.J. Franklin, Inc. of the Philippines; and Advanced Equipment & Technologies (AET) of Pakistan.

Thank you again to all who attended and for making this training session so successful. And, a special thank you to Razid, Konza and the other good folks at IPSA for their hard work and dedication on arranging and hosting a terrific event! Stay tuned for details of our next Asian Training Seminar to be held later this year.



*(Top) Distributor Training attendees.
(Center Left) Greg gives a TBS demonstration.
(Center Right and Above) Ryan instructs on the TFAB.*

Welcome, James O'Dwyer!



In September 2018 we welcomed James O'Dwyer as our Sales Engineer. James works alongside Rob Gordon as part of the Marketing and Sales department

for Tannas and King.

James came to Midland, Michigan from Colorado. He spent the last four years as a Sales Representative and an Area Sales Manager with National Oilwell Varco (NOV). While there he created an Excel-based project tracking and forecasting tool for the sales group and created a comprehensive Google AdWords and Google Analytics campaign marketing strategy.

"The addition of James to the Tannas & King family will allow us to support and grow with our current distributor base, while continuing to expand across the globe," said Rob Gordon.

James has a Bachelor of Science in Mechanical Engineering from the University of Alabama. While there, he also studied Spanish, Economics, and Mathematics.

James or Rob will be contacting you soon to set up a cooperative Sales Tour in your territory.

Top Sales Achievement Award 2018

ORBIS BV



Congratulations to Orbis BV for once again claiming the top sales award for the Tannas & King instrument line in 2018. Orbis, located in the Netherlands, is our distributor for Holland, Belgium, Germany, Switzerland, Denmark and Sweden. They last claimed the top spot in 2014. We look forward to crowning the winner for 2019 sales...who will it be?!

Gordon Cox, VP Marketing & Sales, presents Peter Nink and Jim Horstman the award during a recent dinner in Zwolle, the Netherlands.

Contact Us



rgordon@savantgroup.com
service@tannasco.com



+1 989 496 2309



4800 James Savage Road
Midland, MI 48642



www.TannasKing.com



New BLB Training Videos!

As part of our ongoing effort to provide further training avenues for our instrument line, we are pleased to announce the release of the BLB Training Video series available to all eligible Tannas/King Distributors. Please use the link and password below to view the three-part BLB Training Video. Contact Rob or James for login information to view our other available Instrument Training Videos.



<https://vimeo.com/album/5707993>
Password: BLBTraining19