



HAPPY  
NEW YEAR!!

## Distributor Connection

Winter 2020

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### Upcoming Events

ASTM, New Orleans, US	Dec. 8-12
TAE (Esslingen, Germany)	Jan. 28-30
Distributor Training, Brazil	Feb. 18-21
Pittcon (Chicago)	Mar. 2-5
Lab Indonesia	Apr. 22-24

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## Save the Date!

### Distributor Training this February!

Tannas Co. and King Refrigeration, Inc.  
are hosting a

### **DISTRIBUTOR TRAINING SEMINAR**

February 18-21, 2020  
in Sao Paulo, Brazil

Pensalab, our local distributor, will be hosting the event at their facility where we will have several Tannas and King instruments on-hand for installation and service training. There will also be opportunities for marketing awareness training conducted on each instrument.

Contact James O'Dwyer at  
**jodwyer@savantgroup.com**  
to learn more about the week of training and to register your participation!

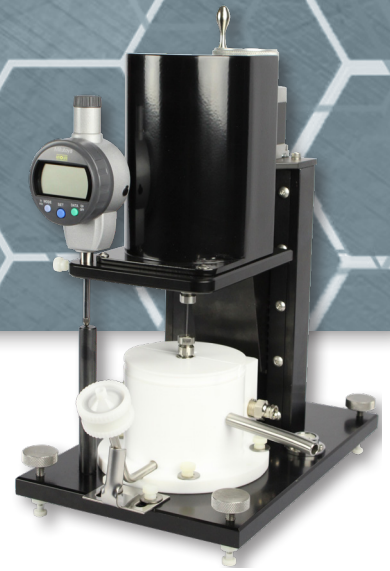
We are committed to continually working with our Distributors to better serve our mutual customers worldwide. As such, we will be holding three Distributor Training Seminars in 2020. Please mark your calendars to attend:

**Feb. 18-21** -- Sao Paulo, Brazil

**May 11-14** -- Midland, MI (factory)

**July 20-24** -- Bangkok, Thailand

# TBS<sup>®</sup> Oil Saver Solutions



If your TBS 2100E-F customers are voicing concerns about the number or calibrations their instrument performs during normal operation and subsequently the amount of reference fluid being consumed, please confirm they are operating with the TBS Software Package version designed to help address this concern -- named the TBS Oil Saver Software, which is Version # 4.0.2 or higher.

The TBS Oil Saver Software Upgrade was introduced in March 2017 for all existing TBS customers utilizing the T42C AutoSampler and TBS 2010 Software Package. This software upgrade has been installed onto all new TBS builds since this timeframe. Primary features include:

**Oil Saving Option:** When selected, this option eliminates the re-calibration and adjustment to the shear rate when only a torque adjustment is necessary. If only the torque shifts, there is no need for a position adjustment. Instead, the torque change is noted and updated in the Intercept of the equation for all oils equally. All updates are tracked on the screen and in the stored file.

**Inject NNR Option** (from main screen): This option allows the user to purge the NNR when changing out the NNR containers. This eliminates the need to remove fluid lines during the process.

**NNR Frequency Option:** This selection allows the operator to determine when to run the NNR viscosity verification check, either before/or after running test samples.

**Rounding Update:** It was found the viscosity calibration was rounding the Slope to 0.0001 places and the samples were rounding to 0.00001 places causing slight changes between the two portions of the program. The new software corrects this to 0.0001 consistently.

**Sample Screen:** The new software version only tracks necessary information and is easier to read and follow.

The software upgrade is available at no-charge and can be sent to you via Dropbox. Please confirm your customers are operating with this upgraded TBS software. Let us know if there are any questions.



## Thailand Training

Fourteen (14) engineers from (9) Distributors met in Bangkok, Thailand on October 21-24, 2019 for the final Distributor Training Workshop of 2019. We would like to extend a special "Thank You" to our partners at Petralytics for hosting the event! Those attending received valuable hands-on service and sales training on (8) different instruments and enjoyed the evening activities.

We received overwhelmingly positive feedback from the training, including:

*"I am very much happy and satisfied with the hospitality of Tannas & King Refrigeration. It feels good to be part of this organization."*

*"Thank you for arranging great training to us. We could gain the knowledge to handle the instrument from you. It will surely help our sales from now on."*

We look forward to seeing you at one of our three Distributor Training Sessions scheduled for 2020!





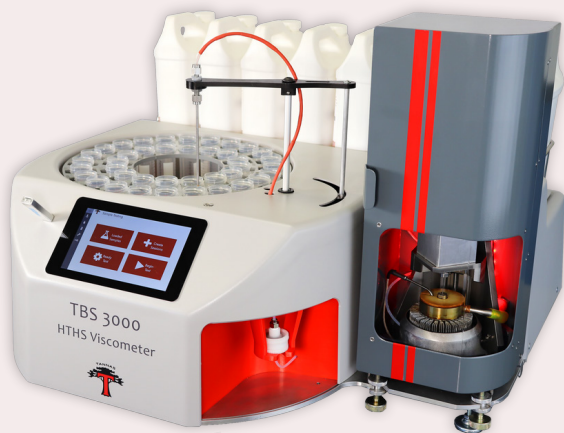


## TBS 3000 Update!

We have begun filling early orders of this new TBS model from our first production run. Units in our second, and larger, production run will be ready to ship in the mid-to-late February 2020 timeframe. Please notify your customers of this timing for their budgetary planning.

The TBS 3000 is primarily being promoted at this time as an effective replacement for the TBS 2100E model for standard, routine HTHS Quality Control and Quality Assurance testing purposes for meeting D4683, D6616, and CEC L-36 test methods between 80C and 150C at shear rates between 500,000 and 3 million sec-1. If customers are interested in HTHS studies beyond these parameters for research purposes, the current model TBS 2100E is recommended at this time.

Further work is being conducted in our Technical Development department to advance the TBS 3000 for research purposes. More news will be provided as development continues.



## USBs Available for Purchase

As you are most likely aware by now, we've designed USBs resembling several of our key instruments -- which are a big hit with customers! We are now making these USBs available for our Distributors to purchase at US\$ 9.00 each for your own marketing efforts. Available designs are the King BLB, Noack S2, Quantum, and the new TBS 3000. Contact Rob Gordon if you would like to make a purchase. USBs can either be shipped to you separately or along with your next order.



## Tip N Tell



We are now including "Tip N Tell" tilt indicators and/or "Shock Watch" impact stickers on all crated shipments. These visual indicators show if the crate has been tipped over or dropped in transit, and remain unaffected by movement during normal handling conditions. Make sure to check these indicators upon receipt of your shipment and record suspected damage onto your freight carriers receipt prior to signing and accepting the order.