

[BUSINESS UPDATE]

# Company offers service when you need it most

## Vulcan Finned Tubes LP

If you are shut down, you are losing money. The people at Vulcan Finned Tubes understand that plants and refineries work around the clock. It pays to have suppliers who understand your business and know that time means money. You can count on Vulcan's team to be there when you need them, because they work the same schedule you do. Vulcan's shop operates 24 hours a day, and the company's sales team is always on call. In addition, if you call the emergency number you will be speaking directly with the owner, Mike Soulant.

### Hard-working and experienced

It is not enough to work hard; you also have to work smart. When emergency turnaround work is ongoing, resources are stretched. Vulcan's staff is experienced, and they work smart.

"All of Vulcan's people have been tested under fire in numerous emergency turnaround situations. Not only will we be there when you need us and deliver on time, but we will also ask questions and offer suggestions that will save valuable field installation time," Soulant said.

Many customers have found it beneficial to supply Vulcan with their unit drawings.

"It never hurts to have another set of eyes looking over things to ensure there are no mistakes and to search for ways to save time and money in the field," Soulant said.

### Around the clock

A manufacturer is only as good as its material suppliers. Vulcan works around the clock, and its suppliers do too. In addition, Vulcan is an excellent source to call for hard-to-find pipe, fittings and flanges.

"Recently, Shell Puget Sound Refinery was in need of immediate replacement of heater tubes for a critical process unit. Shell's procurement representative began an exhaustive search for the material, but to no avail. Vulcan was contacted to assist in sourcing this difficult-to-find chrome-moly finned pipe. A Vulcan sales representative immediately began a search and was able to locate the chrome-moly pipe in less than an hour. Vulcan's shop proceeded to work around the clock to manufacture the finned pipe to our exact specifications and meet our emergency turnaround needs. It is this capability and dedication to providing excellent service of the highest quality in a very short time that earns



Mike Soulant, Vulcan's owner, takes pride in his products.

the respect and appreciation of Shell Oil Products U.S.," Ellery M. Sokal, petroleum engineer of Shell Oil Products, said.

Mark Wells, operations coordinator for GEO Heat Exchangers in St. Gabriel, La., appreciates that he can depend on Vulcan.

"They don't hesitate," he said. "I tell them what I need, and they do whatever it takes to make it happen."

Wells, who purchases L-foot tubes from Vulcan, said that almost every order he places with Vulcan is for an emergency.

"The last order I placed with them was when we were doing some fin fan units, and I needed some L-foot finned tubing. My customer told me, 'I have got to be finished by [next week]. So I called [the Vulcan sales representatives] and they made it happen,'" Wells said.

"Most of our work is critical path, and it all revolves around the finned tube delivery," he said. "And I trust [Vulcan]. When they tell me the tubes are going to be there Monday, and I leave the office Friday, I don't have to worry about it because I know they are going to be there."

Wells said that in the rare event that the tube delivery will not be on time, Vulcan's representatives are up front.

"They are honest with me, and they tell me the truth from the get-go," he said. "They are a service company, and they know the value of taking care of the customer. They get their prices back to me very quickly, and their tube delivery is fast, quick and efficient. They are very easy to work with, and they have never missed a delivery for me. They have bent over backwards to help us out."

### One-stop shop

Vulcan's manufacturing capabilities make it a one-stop shop for all your finned tube requirements. Vulcan is unique in that it manufactures four different types of finned tubes under one roof.

Vulcan's welded helical solid or serrated finned tubes and welded longitudinal finned tubes are typically used in applications such as heat exchangers, heaters, boilers, tank heaters, heat recovery units, etc. The company also offers fabrication services such as bending, butt-welding, X-ray and stress relieving to make hairpins, U-tubes and other configurations. Vulcan's custom designed finning machines can fin pipe or tube with outside diameters ranging from 1 inch to 12 inches and lengths up to 100 feet long.

Vulcan's aluminum L-foot finned tubes are typically used in air-cooled exchangers, fin-fan units, radiators, etc. They also offer other related items such as turbulators, tube supports, tube ferrules, plugs, shoulder bolts and gaskets. Vulcan maintains a large inventory of 5/8-inch finned tubing commonly used in gas compressors.

### Quality means everything

A job worth doing is worth doing right. At Vulcan, quality is top priority. The company's

quality assurance program requires constant monitoring of the production process to ensure that your order will meet Vulcan's standard specifications. The Vulcan team maintains full traceability on all materials as they move through production, and your order will ship out with Vulcan Heat Labels identifying its size, grade, heat number and other vital information. Upon request, Vulcan can supply welding procedure specifications (WPS) and procedure qualification records (PQR) to support its fin attachment welds. In addition, they can also supply partial data sheets on any ASME code fabrication work as well as positive material identification (PMI) when required.

### "We are competitive because we have to be"

Stay lean, stay hungry. Since inception Vulcan Finned Tubes has lived by this creed.

"The only way you will succeed in this industry as a startup is if you know your trade, you're not afraid to get your hands dirty and you truly have a passion for what you do," Soulant said.

Vulcan has all of these qualities.

Vulcan has been able to stay lean because



Vulcan's 30,000-square-foot facility and custom-designed machines can tackle any job, large or small.

Soulant is deeply involved in the day-to-day operations of the business. He knows the finning business inside and out, and with the help of his father designs and builds all of the machinery. When needed, he is capable of running any machine on Vulcan's floor. Being lean translates directly into savings for the customer as well as a higher level of responsiveness needed to meet emergency turnaround requirements.

Vulcan is driven by a hunger—a hunger to continually improve its quality, increase production capacity, add product lines and satisfy its customers.

For more information about Vulcan Finned Tubes, call (713) 466-8823; or for emergencies call (281) 435-5467 or visit the company's Web site at [www.vulcanfinnedtubes.com](http://www.vulcanfinnedtubes.com).



## Service...

## when you need it *most*.

Vulcan's sales staff is available 24 hours every day to meet your emergency needs. If emergency circumstances warrant, our shop staff can begin your job immediately and continue working around the clock to meet your turnaround delivery needs.





- Welded helical solid finned tubes



- Welded helical serrated finned tubes



- Welded longitudinal finned tubes

- Aluminum L-foot finned tubes
- Pipe, fittings and flanges
- Bending services
- Turbulators
- Tube supports
- Tube Ferrules
- Shoulder plugs & gaskets



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