



General Webster Info

Contacts: Tele# 502-223-0025

Blane Hawkins (VP) Ext. 11 bhawkins@cctoolinc.com

Tony Woolums (Q/C, ISO) Ext 17 twoolums@cctoolinc.com

Bobby Edwards (Purchasing, Shipping & Receiving) Ext 25 bedwards@cctoolinc.com

Curt Zahalka (Sales & Mkt., Webmaster, Customer Service, New Product Development & Process Planning)
Direct 800-766-1233, czahalka@cctoolinc.com

ISO: Webster is ISO 9001/2000 Audits are done twice a year. All manufactured products (finish goods) are tested 100%, checked for non-conformance and logged for identification and trace ability. ISO creates a better control of monitoring and measuring devices. All manufacturing equipment and material used in manufacturing is tagged as per ISO standards. Outline of ISO procedures are available.

Quality Control: All manufactured Pumps and Valves are 100% tested and inspected. All piece parts that are manufactured in house are random sampled by lot size and inspected for conformity. Gauges and test equipment are inspected, calibrated and tagged on a regular basis.

U/L: Most of our products are U/L. Regulating Valves File# MP778, M, R & V Series Pumps File# MP779, Oil Safety Valves File# MH10129. We are audited about every 30-60 days

Returns: See the Return Procedure Sheet. Warranty Return Goods Requests can be E-mailed to webster@cctoolinc.com Webster has a limited 3 year warranty...three years from mfg. date and two years from date of installation, whichever period expires first.

Pricing: New pricing changes on March. 1st.

Deliveries: Typically 6-10 days on any non-stock items. Shipment Summary report available.

Problem Issues and Corrective Action: **A)** Issues from customers about Pumps having low flow and low pressure. 1) We have reexamined our oil used for testing and have decided to have our oil supply viscosity @ or around 37ssu. 2) The thickness of our Intermediate and gear plates used on our pumps will be ground to reduce the clearance between the gear and gear plate. 3) Apply an added viton gasket to the regulator assemblies on some of our R & V series pumps allowing less bypassed oil and more oil flow through the nozzle. 4) Modified the nozzle assembly on non-cutoff type pumps. This change has increased the flow characteristics and created a more consistent pressure setting. **B)** Issues from customers with Oil Safety Valves and possible leakers. 1) The impregnation of the aluminum casting will be done after the machining of the valve and prior to the final assembly. This change has eliminated any leak issues.

New Products: 1) Oil Safety Valves for Bio and Waste Oil applications will be available soon. 2) Residential BIO Fuel Pump. Compatible with B100 – B5 soybean or animal fat blends. 3) The availability of a larger variety of Waste Oil Pumps. 4) Broad range of pump and motor assemblies consisting of single and three phase, 50 and 60cy. In a variety of voltage ratings.

Website: www.websterfuelpumps.com Contact Information, Product Information, literature Requests, Links, Troubleshooting, Order Tracking and more are available online.

Thank You,

Curt Zahalka
Sales/Mkt. Mgr.
Webster Fuel Pumps & Valves

Capital City Tool, Inc.
219 Hahn Road, Frankfort, Ky. 40601
Tele:502.223.0025 or 800.766.1233 Fax:502-223-4629