A GREAT TIME WAS HAD BY ALL!

George Chase, Chairman of the Board

It is not often when you host an event you get to enjoy it. But the Amerimulch® Customer Tribute IX recently held in New Orleans was an exception. I thoroughly enjoyed spending time with our old friends and meeting more new ones. Our Post Tribute Guest Survey indicates our guests were very happy over all, with some suggestions for making our next tribute even better.

As the holidays are fast approaching, we are grateful to you, our most valued friends and customers for choosing Amerimulch as your colorant partner. We realize we have to work hard every day to earn your business and your trust.

We wish you the warmest Holiday Season filled with love and laughter of family and friends.

Happy Holidays
A special thanks to Rick Stoneking for his great photography.

WELCOME RECEPTION
The welcome reception was held outside in the Mark Twain Courtyard. It was a beautiful venue overlooking the river and we were lucky enough to have a full moon as well. The weather was perfect and everyone enjoyed listening to a jazz quartet.
TECHNICAL SESSIONS
The technical sessions began on Thursday - great presenters and valuable information. We brought back our panel discussions, and the introduction of the Amerimulch® Ball Cage for great prize raffles!
LADIES EXCURSION
The ladies excursion was a luncheon cruise on the Creole Queen which took them to the Chalmette Battlefield by way of the Mississippi River. It was narrated by a costumed reenactor who recounted the fascinating history of New Orleans while cruising to the famous battlefield at the Jean Lafitte National Historical Park.
Everyone enjoyed a delicious New Orleans themed dinner, in a beautiful banquet room overlooking the river.
PIONEER AWARD
We honored our very own Rick Stoneking with the Pioneer Award.

POKER TOURNAMENT
The Amerimulch Customer Tribute Poker Tournament V was held in another window-filled banquet room overlooking the river. Players vied for the “poker bling,” and a former champion was crowned - Roger Seale - Congratulations Roger!
The 2017 Customer Tribute was last month in New Orleans. If you missed it, it was a great time. We announced all the equipment technology advancements that we will be making this year during one of the presentations. We covered new developments we are currently rolling out and what the future might look like with our systems.

Here is a quick snapshot of the technological advancements with the Marksman system.

1. A new and improved exterior antenna has been added to extend the range a signal can be received to at least 600 feet. This will help with less dropped signals in the yard and reaching the main office that could be further away.

2. Remote viewing is available and can been seen by multiple devices (cell phones, tablets, etc.) without interruption.

3. Email capabilities have now been added to the Marksman system to improve on communication capabilities. Operators can email production reports directly from the system and email the equipment team for any support or assistance that might be needed.

4. A new reporting data sheet that is much easier to read and understand is now available.

5. The final advancement is the ability of our equipment team to remote access your equipment without interruption. Our equipment team (ET) can troubleshoot any problems you might be having with the system remotely. An ET member can now see what the technician is doing on the screen and assist where needed. If the same problem pops up again, he knows what it is, and can fix it.

So what does the future hold? There will be videos available on the Marksman screen for training new employees on system safety, system operation, system maintenance, and much, much more.
Happy Holidays

Amerimulch® would like to thank our valued customers for making our success possible. Your trust and loyalty allow us to continue to improve and bring you the highest quality products and finest customer service in the industry. From our family to yours, we wish you a joyous holiday season and a peaceful, prosperous, and healthy New Year.

Spring will be here before you know it, and Amerimulch will be here to serve all of your mulch colorant and equipment needs.
Didn’t there used to be a slow time of the year? It seems as though when the coloring stops, the process begins of repairing or replacing the equipment that needs attention.

Routine equipment maintenance ensures a smooth running and efficient machine. Most everyone knows what to do and when it should be done, but it can fall by the wayside when the season gets busy. Inspect your machine daily. Know how it looks and sounds when it is “healthy” so you can identify a problem before it is too late. Recognize squeaks, leaks, rattles, and high-wear items before they become a problem. Be sure you have all your safety guards on your equipment and they are properly installed.

A particular point of interest that can be overlooked is your colorant manifold. In the cold weather months, ice can destroy most components in your manifold. When freezing conditions are expected, be sure to fully drain all water from the system. It is also a good idea to use windshield washer fluid or antifreeze to protect from ice damage. Spray bars and nozzles will collect water and colorant so inspect daily and flush with fresh water at every shutdown.

In 2014 we introduced our Spitfire Refurbish Program and we still have this program in place. The Spitfire Pump System tends to be overlooked during the maintenance process. Because the units do not have grease fittings or fuel filters that need to be changed, one can understand why they tend to be neglected. It is common and recommended to have the hose and rollers changed as they can wear over time and can change how the pump operates. To inquire on getting a Spitfire evaluation, please contact our service department or your regional sales manager. Now is the time to get these things completed.

Greg Thompson or David Cornachione from the Amerimulch equipment team can be reached at 888-556-3304 for details before the 2018 season begins.
RECOGNIZING A LIFETIME COMMITMENT TO AN INDUSTRY

Scott Thompson, General Manager

Upon receiving Rick Stoneking’s official notice of retirement early this year I had to take pause and recognize the fact that I believe he really means it this time. You need to first understand that Rick has “officially” been retiring for at least the last six years. Now that we understand he is indeed going to retire at the end of this year, we have put into motion all pieces required to provide the same level of service he has worked hard to establish over his career. It has also lead us down the path to reflect upon all the equipment modifications and improvements that have materialized under Rick’s direction.

I think many of you taking the time to read this piece will reflect upon the following list of system developments and introductions with some fond memories of Rick. Many of you I am sure received the very first model, and then the first revision, and then of course the second revision, and well you get the idea. The following list is a small example on how Rick has left his fingerprints all over our industry.

• The Original 5000 Auger Coloring System
• Dry Colorant Injection Systems
• The Color Mill Series
• The “H₂No” Atomization System
• The Transitional Screen Deck on the Color Mill Series
• The ColorFrom Series
• Marksman Technology

I know the list provided does not come close in covering all of Rick’s accomplishment and certainly not all the relationships forged along the way. I am sure that is what we will all miss the most along with his classic sayings. His last task will be to bring the remaining equipment technicians, Dave Cornachione and Gregg Thompson, up to speed. He has told me he hopes that is done so well no one even notices he has moved on. While that will be hard to imagine, I can see Rick walking out the door one day not so far off and saying, “Like a prom dress, I’m off!”

Please join us in wishing Rick all the best life and retirement have to offer.
IPEMA Certification – Working Hard to Establish Trust

The International Play Equipment Manufacturers Association (IPEMA) is a non-profit, membership, trade association. In addition to membership for manufacturers of public play equipment and surfacing materials, IPEMA also provides a product certification program for public play equipment and surfacing materials. IPEMA’s surfacing certification program can be a useful tool to add credibility to your product and set your business apart from the competition.

IPEMA’s certification program is one of the most thorough playground equipment and surfacing programs internationally. In the interest of public playground safety, production processes are reviewed to ensure compliance to product standards. IPEMA engages a third-party validator to test and review surfacing products for compliance to certain ASTM standards, including ASTM F1292 (Section 4.2) and ASTM F2075.

Promote Your Product with a Logo that Means Integrity

By demonstrating that your surfacing products meet strict quality and safety standards through IPEMA Certification, you gain credibility in the marketplace. Choosing to offer a certified surfacing product means that you are committed to adhering to standards developed specifically for your product.

Through IPEMA Certification, participants can promote their company and products through the ipema.org website. Individuals who are interested in verifying certification can generate certificates of compliance. Also, certification seals are made available to participants for use in their own marketing and promotional materials.

Want to Learn More?

Visit the ipema.org website to get started. Interested parties can access the surfacing certification procedural guide and license agreement to review the requirements related to certification. To begin the process, those interested must set up an online profile. Contact IPEMA Certification Associate Angie Troutman at certification@ipema.org or call 717-238-1744 for more information.
Habit #5

SEEK FIRST TO UNDERSTAND
THEN TO BE UNDERSTOOD \(^1\)

Listen before you speak

* I listen to others without interrupting.

* I raise my hand when I want to speak and I will wait to be called on.

* I don’t blurt out.

* I try to understand other people’s views and feelings, even if they are different from my own.

\(^1\) Information taken from the book - The 7 Habits of Highly Effective People®

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