

## PRESIDENT'S MESSAGE

by Michael Hopsicker, President & CEO

It gives me great pleasure to introduce the first edition of RMI's newsletter - Keeping the Flame! Now you may be thinking "oh great, another thing to read", because we know you are constantly bombarded with advertisements, trade rags and emails. But our goal is to communicate a little better about what is new at RMI and hopefully entertain and add additional value to your day.



There is plenty you can expect in these issues including new product introductions, a spotlight on RMI employees, technical insights from our Technician's Corner, manufacturer info and News and Notes about RMI. We are especially excited about our section on featured customers and a segment titled "What's Wrong with This Picture?" Here you can both hone your installation skills as well as potentially profit by sending in pictures of some of the head scratching installations that you encounter in the field. Anyone sending a picture of an installation that gets published will get a \$150 credit applied to their RMI account.

So please take time to read this newsletter and send us your comments or observations. This is the product of many hard working individuals on the RMI team. **We hope you enjoy it!**

## >>> INTRODUCING NOVO



RMI is proud to introduce our new brand of premium outdoor kitchen appliances, NOVO. Built on decades of outdoor living industry experience & performance-driven innovation NOVO is in-stock and available now. Please contact your RMI sales representative to discuss dealer opportunities and visit our website at [www.novogrills.com](http://www.novogrills.com) to learn more.

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## Upcoming Events

- 6/11 - 6/13: NEHPBA Annual Meeting
- 10/18 - 10/20: Hardscape North America

## Did You Know?

RMI can stock your service van and stock room with a full line of heating and cooling parts:

- Pipe & Fittings
- Fuel Oil Burners
- Nozzles & Filters
- Controls
- Circulators
- PPE
- Tools

... AND MORE! 





## TECHNICIAN'S CORNER

by Eben Waugh, RMI Technical Support

**Spring Cleaning!** It's already June and if you haven't started, now is the time to get your propane installations maintained for the coming year.

**Clean and Paint** any propane tanks to provide a safe and long lasting professional looking installation. RMI can provide Sumter Coatings paint and tools. Gallons of enamels, primers, aluminum, mastics are available.



**Decal your tanks and installations** with the required labels and warnings. 4-in-1 placards, 1075, hazard class, propane and no smoking decals are available. Maintain compliance and legibility of your signage.

**Test the cathodic protection** on your underground tank accounts. We have half cells and testing kits and also anode bags if your tank's cathodic protection needs to be upgraded. If you need training on cathodic testing RMI's Technical Support Representatives can help.

**After last winter get your tanks straight and level.** RMI has Dandi-Blocks for both horizontal ASME tanks and vertical DOT or ASME cylinders and Fisk tank lifting jacks for leveling and supporting up to 1,000 gallon ASME tanks in hard to get to locations.



PROpane



## Employee Spotlight

**Eben Waugh is a new member of RMI's tech support team.**



Eben brings more than 25 years of experience in the propane, hearth and HVAC industries to his new role as Technical Support Representative.

Eben has previously worked for major propane marketers in various management, installation, service and delivery roles. He also has experience as a CETP trainer, proctor and skill evaluator. Eben holds a Bachelor of Science degree in Business Administration / Management and is a Penquis Leadership Institute graduate.

Eben can be reached in our technical service department at 800-628-5044 or by email at [ewaugh@raymurray.com](mailto:ewaugh@raymurray.com)



## Featured Customer

**Ideal Block / Waltham, MA** - In 1923, Leo Burgoyne had a vision for his family and newly formed company. Named after the machine used to produce the product he sold, Ideal manufactured concrete blocks for homes through-out the Boston area.

Proudly entering its 100th year in business as a fourth generation family-owned company, Ideal continues to serve the landscape & hardscape trade in the Northeast with pavers, retaining walls, supplies and so much more.

Ideal has been a long-time RMI customer & now features our NOVO brand of grills in their outdoor kitchens offerings.



**CONGRATULATIONS ON 100 YEARS FROM RMI !!**



## RMI NEWS & NOTES

### RMI CELEBRATES ITS 50TH ANNIVERSARY IN 2023!



In 1973 Mr. Ray Murray founded Ray Murray, Inc. and began distributing gas equipment including Sherwood regulators and valves, copper, brass, cylinders and other propane equipment products. The company started operations from Mr. Murray's home in Stockbridge, MA. As the business grew Mr. Murray was joined by his three sons Jim, Ray and John Murray.

The company expanded rapidly with the addition of new employees and new products. This growth required several moves and facility expansions, culminating in the construction of RMI's current headquarters in Lee, MA in 2001. Over time the business evolved from primarily propane and compressed gas equipment with the addition of hearth and outdoor living products.

Always forward looking, the Murray's formed a partnership with Mike Hopsicker to facilitate a planned transition of the company ownership. Prior to RMI, Mike was the CEO of Agway Energy Products, one of the largest marketers of propane, heating oil and HVAC services in the Northeast.

Mike joined the company in May 2005 as President, CEO and a minority partner gaining majority ownership in 2014 and 100% ownership of RMI in January 2021. Continuing the evolution of a family business, Mr. Hopsicker's son, Jeff Hopsicker, joined the RMI Board of Directors in 2019.

RMI's history of growth and expansion includes the successful acquisitions of respected industry names Diversco-Prochem (NJ) in 1989, McTier Supply (IL) in 2006, NRG Distributors (MI) in 2007, Best & Langston (NC) in 2015 and most recently MASDA Corporation (NJ) in 2018. These acquisitions added locations, lines and employees to the RMI team.

*Thank you for your business over the past 50 years!!*

### MOPEKA MONITORING SOLUTIONS



Mopeka have truly built a better mousetrap. Utilizing state-of-the-art sonar technology, reliable accuracy is the Mopeka advantage. Bypass unreliable mechanical gauges that can fail or wear out over time.

#### Mopeka can measure when others can't!

- Propane, Distillates, Lubricants
- Bulk Plants & Transports
- Cathodic Protection Monitoring

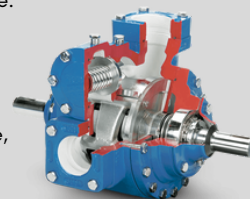


## Blackmer Pioneering History

**Before the turn of the 20th century**, a rotary pump was generally understood to be a "gear pump," consisting primarily of two meshing gears which trapped liquid between the gear teeth and the pump housing creating small sealing cavities that transported fluid as it rotated, forcing the liquid out the other side.

**In 1899** R. M. Blackmer invented a pump design that was an important departure from the old gear principle. In contrast to the flow rate from a gear pump that drops steadily as the gear teeth wear away, the loss from a vane-type pump is practically negligible. As the vanes wear away at the tips, they simply move further out of the rotor slots to self-adjust and maintain the original rate.

**The original** Blackmer pump has fathered a family of hundreds of different pump models including sliding vane, centrifugal and regenerative turbine technology.



**RMI stocks a full line of Blackmer** pumps, compressors, parts & rebuild kits.



## NEW IgniteXL Bold

**Designed to impress**, the IgniteXL Bold Linear Electric Fireplace features flexible and industry unique display options including front-facing, right or left corner and bay installations. This modern, built-in fireplace comes with a patented mirror effect that increases depth, plus advanced controls to maximize customization and enjoyment. Get creative and connect multiple units together for a dramatic statement.

- **Available now** in 50", 60", 74", 88" & 100" sizes
- Up to 80% showroom display credit available!



**Dimplex**





## IMPORTANT RMI CONTACTS

### Customer Service

For product info, to place orders, check order status, file warranty claims and other general inquiries.

- 7am – 5pm EST, M-F
- 1-800-628-5044**
- Orders: [orders@raymurray.com](mailto:orders@raymurray.com)
- Warranty: [warranty@raymurray.com](mailto:warranty@raymurray.com)

### Technical Support

RMI's Technical Support is available as a value added resource for our customers.

- 8am – 5pm EST, M-F
- 1-800-628-5044**
- [technical@raymurray.com](mailto:technical@raymurray.com)

### Online - [www.raymurray.com](http://www.raymurray.com)

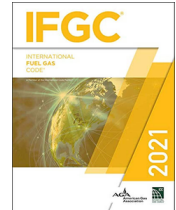
Conveniently check inventory & place orders 24/7 @ [www.raymurray.com](http://www.raymurray.com)

- Click "[Sign In](#)" on top right of homepage to begin shopping.
  - To register for access follow prompts to "Register" for new account. You must have an account number to register.



## WHAT'S WRONG WITH THIS PICTURE?

by Chris Wolfe, Manager of Technical Support & Training



*This propane regulator installation requires additional investigation for safety and code concerns.*

#### 1. The regulator vent is undersized and look where it terminates.

- Per NFPA# 58 2020 edition, 6.10.1.7 (2) states that the vent line must be at least the same size as the regulator vent connection pipe size. The vent size of this regulator is 3/4"NPT and the vent line appears to be 3/8" OD copper.
- 6.10.1.7 (1) states that the discharge shall be directly vented to the outside air.

#### 2. The iron pipe is corroded and penetrates the building below grade.

- Per NFPA#54 2021 edition, 7.2.2 states that if the piping is in contact with an atmosphere corrosive to the piping system, it shall be coated with a corrosion-resistant material.
- 7.1.5 provides information about piping through a foundation wall and what is required.
- IFGC 2021 edition, 404.6 prohibits the installation of gas piping that would penetrate a foundation wall.

#### 3. Is this regulator still within the manufacturers recommended service life?

- Most manufacturers provide a recommended service life of their regulators and should be replaced when they reach this date. Typically 20 to 25 years.



**Have you seen a funky install that doesn't look quite right?**

Email a picture to [cwolfe@raymurray.com](mailto:cwolfe@raymurray.com) and if we use it in a future issue you'll get a \$150 credit to your account.

