



Delivering MORE than H₂SO₄

NorFalco delivers much MORE than just sulfuric acid.



WE DELIVER SOLUTIONS to our customers that make it easier to order, receive and use sulfuric acid.

NorFalco is a Responsible Care® company.



MORE than H₂SO₄ means ...

We want to be your long-term supplier of choice by being safe, reliable and by delivering MORE than H₂SO₄.



At NorFalco, MORE than H₂SO₄ means:

- Reliable and secure supply
- Safe deliveries and Responsible Care®
- Technical support delivered to your site
- 24/7 Customer Service support
- Dependable multiple-plant sourcing
- Consistent quality
- Multi-modal logistics system
- Extensive terminal network
- Experienced sales force
- You work directly with the producer
- A reliable acid supplier for over 25 years

MORE than H₂SO₄ means ...

Technical Service Solutions

Are you interested in better safety? Free compliance training? Avoiding production disruptions? NorFalco's technical team can assist you in a number of ways:

- **Regional safety & technical seminars**
- **Customer facility safety inspections**
- **Compliance training** to help meet OSHA, DOT, or Canadian TDG/WHMIS
- **Handling system design** racks, showers, pumps, filters, gaskets, hoses, piping etc.
- **Storage tank design**, inspection and maintenance specifications and procedures
- **Security** advice and guidance
- **Accident investigation** support
- **Material compatibility** advice
- **Safe handling** procedures
- **Emergency response** information, training and support
- **HAZOP** assistance
- **What do you need?** Ask us

Customers say ...

"NorFalco's technical support and product stewardship are key to maintaining our quality."

Paul Mikitik
General Chemical Performance Products LLC

MORE than H₂SO₄ means ...

Logistics & Supply Solutions

Are you looking for a safe, reliable supply? NorFalco's five plants ship over two million tons of sulfuric acid per year by road, rail and marine, safely delivering over 33,000 shipments annually. Let us put our know-how to work for you:

- **Safe, Leak Free Deliveries** – Our award winning tank cars and well-trained truck carriers perform!
- **Quality Focus** – NorFalco's dedicated Quality Manager ensures consistent product quality and a quick response to any inquiries.
- **Where Is Your Order?** – Our automated tracking system advises customers on the location of each tank car while enroute.



MORE than H₂SO₄ means ...

Customer Service Solutions

We are constantly trying to make life simpler for you.



One call does it all

NorFalco's "one-call" Customer Service Center handles all orders and support requests. Everything with just one call.

What about after-hours requests?

For unplanned after-hours emergency requirements call the special 24/7 NorFalco After-Hours Customer Service line at (416) 517-2333.

Vendor Managed Inventory

If you are interested in VMI ... call us!

Customers say ...

"NorFalco shares East Penn's understanding of safety, and can take the lead."

Dan Breidegam
East Penn Manufacturing Co., Inc.

MORE than H₂SO₄ means ...

Administration Solutions

We are constantly looking for new ways to make your work easier.

Tired of paper work?

Electronic Receipt Settlement (ERS) is a paperless invoicing system. Payment options include check or Automated Clearing House (ACH). A number of NorFalco customers are now enjoying these benefits. Ask us about it and EDI (Electronic Data Interface).

How to take advantage ...

All services are offered free of charge as part of NorFalco's supply commitment. If you are a new sulfuric consumer or simply not happy with your current supplier, call us to speak with an experienced sales representative in your region.

Call Us or Visit our Website

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