



The Dalco Distributor

A quarterly newsletter published for customers and vendors of Dalco Enterprises, Inc.

Dalco's Once Upon a Time "Paper Chase"

During Dalco's first fourteen years in business (1959-1973), disposable paper products were merely something we consumed, not something we distributed. At that point in our industry's history, there were typically two kinds of distributors: janitorial supply companies like Dalco and those distributors who only brokered paper and food service products. Moreover, ironically perhaps, in Dalco's formative years, our management and sales force didn't envision "much of a fit" between janitorial cleaning supplies and towel and tissue paper products.



By 1974, however, after a sustained surge in sales growth, management decided to "test the waters" by distributing a leading national paper product line. For the next ten years, paper product sales at Dalco were marginal at best. Then, in 1984, Dalco "switched horses" and took on the Crown Zellerbach paper line. Dalco's vendor sales representative was, and still is, Chuck Schultz. Today, eighteen years and several company name changes later, Chuck is still "helping to make things happen" day in and day out at Dalco. Retrospectively, going back to 1987, Crown Zellerbach was bought out by James River Paper. In 1997 James River acquired Fort Howard Paper, amending the two names to "Fort

James". Most recently, in November of 2000 Fort James was acquired by Georgia-Pacific (GP), thus becoming the world's number one producer of towel and tissue paper products, with over 600 affiliate locations and 85,000 employees throughout North America and Europe.

Founded in 1927 in Augusta, Georgia (home of the Masters Golf Tournament), Georgia-Pacific was originally Georgia Hardwood Lumber Company, a wholesaler of hardwood lumber. By 1938, the company operated five sawmills in the south. Between 1941 and 1945, Georgia Hardwood was the largest supplier of lumber to our U.S. Armed Forces, receiving the Army-Navy "E" for outstanding service in the war effort.

In 1948, the Georgia Hardwood Lumber Company changed its name to Georgia Pacific Plywood and Lumber, adding two new mills in the northwest part of the country. After continued internal growth and various other lumber acquisitions in the late 1950's, the newly renamed Georgia-Pacific Corporation entered the pulp and paper business in 1957.

Over the past four and a half decades, through ongoing expansion and more key acquisitions, GP, along with being the nation's largest producer of structural wood panels and the second largest producer of lumber and gypsum wallboard, has become a global giant in the manufacturing of disposable paper products. Dalco is proud to count GP among their major vendors. Familiar North American con-

sumer name brands produced by GP include Quilted Northern, Brawny, Coronet, Vanity Fair, and Dixie. Last year, with GP leading the way, Dalco's collective "towel and tissue" sales reflected almost 400,000 cases in distributed product, making Dalco Minnesota's largest single distributor among janitorial supply companies in the state.

Presently, throughout Dalco's four regional branches, paper towel and tissue lines have become an integral part of our overall product mix.

If you are not already taking advantage of the quality and competitive pricing of Dalco's various paper product lines, we urge you to contact your local Dalco Account Manager. Don't forget to ask about Nibroc, Dalco's new, exciting private label option.

Much to Dalco's complete satisfaction, the once upon a time "Paper Chase" has come full circle.

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Dalco Directions

by Rod Dummer, V.P. Sales

Imagine having over 500 years of experience from one supplier at your disposal? Believe it or not, day in and day out that's exactly what you get at Dalco. From our veteran sales force, seasoned branch managers, capable customer-service representatives, expert equipment repair personnel, and our dependable delivery drivers, such overall service is hard to duplicate anywhere.

In an industry of seemingly non-technical products, things can still be quite complicated with the various cleaning challenges you face daily in maintaining your facility. We understand that. Dalco distributes over 12,000 items from over 300 different manufacturers, each with unique features and characteristics.

Water based or solvent based gym finishes, cotton or synthetic wet mops, walk behind or ride on scrubbers, roll or folded paper towels. Those are just a few of the choices that our customers have to understand and make. Additionally, there are various types of floor surfaces in your facilities, each requiring different maintenance products, cleaning methods and procedures.

Like a good general contractor, an



experienced janitorial supply distributor can make the significant difference between success and failure with your particular housekeeping program. With budgets today being reduced, square footage being added, and labor costs increasing, stretching your annual "cleaning dollar" continues to be a challenge.

At Dalco, we pride ourselves in being much more to the end-user than a product and equipment resource. Our ongoing legacy to our countless customers is to provide you with well trained, experienced personnel, who have the expertise to

help you get the most value out of your cleaning dollar investment.

I encourage you to take advantage of this legacy. Whatever the cleaning question, we can help you find an answer. Whatever the cleaning problem, we can help you find a solution. This includes training and educating your staff which can be done on-site at the time and location of your choice or, you can take advantage of the regular free training seminars we offer at the Dalco TEC (Technical Excellence Center) located at our headquarters in New Brighton.

I urge you to contact your Dalco Account Manager today. We will help make your program the success you strive so hard to achieve.

It's Dalco Trade Show Time!

ST. CLOUD
September 19, 2002

TWIN CITIES
September 26, 2002

We look forward to seeing you there!



Rochester Account Managers Host Seminar and Cook-out for Rochester Schools Staff



Dalco Account Managers, Gary Schoenfelder and Jim Sinn, aided by 3M Manufacturer Rep, Greg Meyer, recently hosted a Preventive Maintenance seminar complete with a free lunch for the Maintenance staff of Rochester Schools. Pictured above at right, Art Pavlish, Director of Buildings & Grounds for Rochester Schools, chats with Dalco's Dean Crockett who served as the instructor for the day. Below, Greg Meyer, from 3M, at left, gives Jim Sinn a hand grilling hamburgers for the hungry group. At bottom, Gary Schoenfelder played host at the buffet line.



Batteries - Autoscrubbers and Burnishers . . .

Courtesy of Johnson Wax Professional Customer Technical Support

How do batteries work? Very simply, the battery does not actually store electricity. It converts electricity into chemical energy. The chemical energy is stored in the battery until it is connected to an external circuit. Then, the chemical energy is transformed back into electrical energy, which runs the machine. Batteries contain cells inside a hard plastic or rubber case. These cells are made up of negative and positive plates, which are separated by a plastic or rubber separator filled with electrolyte. Each cell has the proper specific gravity or chemical balance and should produce slightly over two volts. Thus, 6-volt batteries use 3 cells and 12-volt batteries use 6 cells.

Battery Inspection: Look for corrosion. Safely clean off any corrosion to posts, cables, or battery casing, using manufacturers' recommended procedures and proper protective equipment, before examining the electrolyte level. We don't want any contaminants to fall into the battery once the caps are taken off. Also check the battery mounting assembly and be on the look out for any cracks in the case or swelling of the case. *(Continued on page 7)*

The Clean on the Go PBF Portable Bucket Fill



Spartan Chemical Company is an international manufacturer of a full line of specialty products for commercial, institutional, and industrial accounts. Dalco is an authorized Spartan distributor.

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ALL-N-1



Kimberly-Clark

Basic Carpet Care

Courtesy of Mike Elms, Chemist, Multi-Clean, Inc.

The key to good carpet care can be summarized very easily: “VACUUM, VACUUM, VACUUM and spot”. Good routine maintenance can make the carpet look better, reduce expensive cleaning and extend the life of the carpet.

Daily foot traffic can bring in lots of soils such as sand, dirt, mud, and de-icing salts, that, when left in the carpet, will become very abrasive to carpet fibers and cause them to deteriorate very quickly. By using walk-off matting near entrances and vacuuming to remove these abrasive soils, carpets will maintain their appearance much longer. You cannot vacuum too much or too often. This is true for both commercial and residential carpets.

The other important part of the equation to keeping the carpets looking good is removing carpet spots and stains quickly. Time is a spot's best friend. The longer a spot remains on the carpet, the better odds it has of becoming permanent. It is very important that maintenance and housekeeping personnel be trained to keep a lookout for carpet spots, report them and/or remove them quickly. By not reporting the spots when first noticed, the odds of removing them is reduced.

There can be many different types of spots including beverage stains (coffee, tea, pop, wine, beer, etc.), ink, food stains (meat, gravy, mustard, ketchup, etc.), motor oil, lipstick, urine, vomit, de-icing salts and of course, the famous “unknown stain”.

There is no such thing as one carpet spotter that will effectively remove all stains from all carpets. Most spotting kits will contain several different types of spot-ters, which, when used appropriately, should be able to remove most stains.

Another key to spotting a stain successfully is that once a stain has been removed from the carpet, the affected area should be rinsed or extracted with fresh water and dried quickly. This will reduce the chance that the stain will reappear or that the spot will re-soil quickly.

By following these basic steps, you can make carpets look better, reduce expensive cleaning, and extend the life of the carpet.



**Dependable,
scrim-reinforced wipers . . .
Now available
in a new dispenser box!**



Georgia-Pacific

What's New in the Industry . . .

Foam Scrubbing Technology (FaST), developed by Tennant Company, can help you to increase scrubbing productivity up to 30%.



One sure way to increase productivity in your cleaning operation is to dramatically reduce - even eliminate - the costly, time-consuming dump/fill cycles that are part of today's conventional auto-scrubbers. The FaST™ scrubbing system does just that, extending your scrubbing time up to 400% longer, thereby shortening the completion time on jobs and opening up operators' time for other tasks.

When you shorten the time spent scrubbing, you immediately start saving. With FaST™, the savings come from a reduction in labor costs as well as reduced detergent waste and shipping cost. By moving from less productive, conventional detergent programs, to FaST™ Foam Scrubbing Technology, you can achieve significant savings.

Simplicity is also inherent to FaST™. With the FaST-PAK™, detergent measuring is eliminated so there is no messy mixing. Operators simply install a FaST-PAK™ cartridge containing enough cleaning solution to last for weeks. Because less solution is used than with conventional systems, it is better for the environment and for your bottom line.

FaST™ technology is incorporated on proven, popular, reliable Tennant scrubbers. In addition, FaST™ machines are flexible. They can be operated as a conventional scrubber (for applications of restorers, clear water rinsing, etc.) simply by switching off the FaST™ system.



The patent pending technology uses Engineered Self-Collapsing Foam to more effectively deliver cleaning detergent to soils, while significantly reducing water use.



Floors cleaned with FaST™ dry more quickly than floors cleaned with conventional scrubbers because FaST™ uses less water. Consequently, floors are safer to walk on sooner after they have been cleaned.

For more information about FaST™, contact your local Dalco Account Manager.

Compact, conveniently located, and easily installed,

the FaST-PAK™ cartridge accurately meters FaST™ concentrate for optimum cleaning performance. The FaST-PAK™ connection to the machine is simple, no-touch, and leak free, eliminating the need for measuring and mixing chemicals.





See inside for everything you need to train your cleaning staff to work safer, smarter and more effectively.

The POWER to Work Smart

A Dalco Profile Chuck Panzer

Some thirty years ago, when long-time Dalco Twin Cities Account Manager, Don Kennedy was then doing his thing within the company's National Chain-Accounts Division, he became instrumental in hiring (much to the misgivings of a former Dalco Sales Manager) an especially green, decidedly shy, hippie-looking twenty-one year old sales apprentice by the name of Chuck Panzer. Urging management to take a chance, Kennedy saw potential in young Panzer that in time would prove to be more than a little prophetic. . .

Initially, "Prince Charles", who's notorious hair style, suddenly, at the insistence of our highly skeptical Sales Manager, was shorn away more like one of the Beatles than a disciple of the Beat Generation, worked in concert with Don Kennedy. Together, they set up in-store housekeeping programs around the country for a major discount chain. Two years later, however, Kennedy left Dalco for almost six years, severing the umbilical cord of his young protege.

Nevertheless, when Don returned to the company in 1979, as a member of the general sales force, even he was amazed how the ensuing years had transformed his one-time understudy. The once highly constrained, almost timid, Chuck Panzer had miraculously emerged from his cocoon like a dazzling spring butterfly. Confidence. Self-assurance. Enthusiasm. Humor. Creativity. Assertiveness. Leadership. Chuck had taken Dalco's National Chain-Accounts Division to a new level of achievement, and that was only the beginning. . .

As Ted Stark, Jr., Dalco's CEO and principal owner told us, "Chuck has truly been one of the key reasons for our historical success as a company. He and his supporting cast have

always had the capacity to make big things happen."

Laurie Velve, who has worked for Chuck for over seven years as his inside Senior Customer Service Representative, says, "Chuck is the greatest boss anyone could have. He allows independent and creative thinking to get the job done. He thinks outside the box. He is also a very generous manager. Furthermore, he is extremely dedicated to the customer and is always willing to go the extra mile to meet their needs."

Of Chuck's many outstanding attributes, humor may be his most redeeming quality. Jeff Marschinke and Scott Callahan, who have been selling under Chuck (twenty-two and seventeen years, respectively), suggested that Chuck is, "As light on his feet as Fred Astaire and as quick with a quip as Johnny Carson". This sentiment is echoed by Laurie Velve and Deb Meldhaus, Corporate Accounts newest Customer Service Representative.

Recently we sat down with Chuck and discussed his thirty years at Dalco. "The business," he said, "has evolved dramatically since the early 70's. At



*Chuck Panzer,
Vice President of Corporate Accounts,
in his much "younger days"*

that time, virtually everything was resilient tile. There was very little carpeting. Automatic floor machines and program maintenance systems were coming into vogue. By the mid 80's," Chuck continued, "more and more carpeting came into play. Advanced technology started impacting our industry with the advent of battery powered carpet extractors and high speed burnishing equipment. Today, customers are far more knowledgeable and sophisticated about their cleaning needs. In turn, Dalco's major manufacturers have gotten much better at helping to assist the end user. Chemical Dispensing Systems, for example, have made a significant

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Coupon: One free dispenser with purchase of 2 cases.

contribution to the end-user in terms of product safety and cost effectiveness.”

Chuck also emphasized that the success of Dalco’s National Chain-Accounts Division (now called Dalco’s Corporate Accounts) has achieved, has been the direct result of his overall staff. “No one person,” he said, “does anything of consequence alone.”

To escape the everyday demands of making a living, Chuck enjoys “getting back to nature”. A one time “wannabe” Forestry major at the University of Minnesota, Chuck decided that he loved the outdoors too much to share it with a career. Even so, as much as he loves to hunt and fish, it takes a back seat to his fervent passion for nature itself. “To have nature wake up all around you at dawn,” he said, “deep in the middle of peace and quiet, is the greatest feeling in the world”.

Chuck and Molly, his wife of 28 years, live some 30 miles north of the Twin Cities, where “nature” is not too far out their back door. Chuck and Molly have three children: Tony (23), Michelle (20), and Frank (14). They have expanded their “family” during the past few years, becoming deeply involved in providing foster care to children with special needs.

After all these years, Don Kennedy still takes pride in indirectly hiring Mr. Panzer. “Chuck,” he said, “is the only person in my many years at Dalco that I can actually say I hired. Based on the incredible sales numbers he has generated over the years, I think I should at least be entitled to a finders fee”.

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[For information about online ordering, contact your Dalco Account Manager.]



Black Mop Syndrome

*Courtesy of Johnson Wax Professional
Customer Technical Support*

The problem of mop heads becoming darker or discolored is not new to the healthcare industry. In fact, numerous calls are received from mop manufacturers, laundry personnel, and surfactant manufacturers regarding this problem.

It is suspected that this is a reaction between the quaternary in the disinfectant and the chemicals used in the laundering process. The use of fabric softeners, which are also quaternaries, will exacerbate the problem.

To combat Black Mop Syndrome, used mops should be thoroughly rinsed after each use and allowed to dry. It is difficult to clean a dirty, dried mop. As well, using a high alkaline presoak to help pretreat the mops will prove useful in loosening the entrapped soils. Changing laundry detergents from an anionic based detergent (anionic solutions form insoluble residues with cationic quats) to a nonionic based detergent may also aid resolution. And lastly, using oxygen bleach will help return the mops to their original color.

Batteries - *continued from page 3*

Maximizing Battery Life: This involves maintaining the proper electrolyte level and avoiding charging a battery too frequently. Generally, batteries have a given amount of recharges to their life. This varies greatly from one battery to another, as does approximate run time.

For example purposes, let’s see how you can under-utilize the potential of a battery. Let’s say that a particular battery has a cycle life of approximately 300 recharges and an approximate run time between charges of 3 hours.

If the battery is used for one hour every day and charged every night (not using the extra 2 hour capability), it will last 300 days. But, if the battery is recharged every third day, using all three hours of capability before recharging, it will last 900 days.

The moral of the story, don’t recharge the battery if you don’t have to. On the other hand don’t get caught with a dead battery which halts production.



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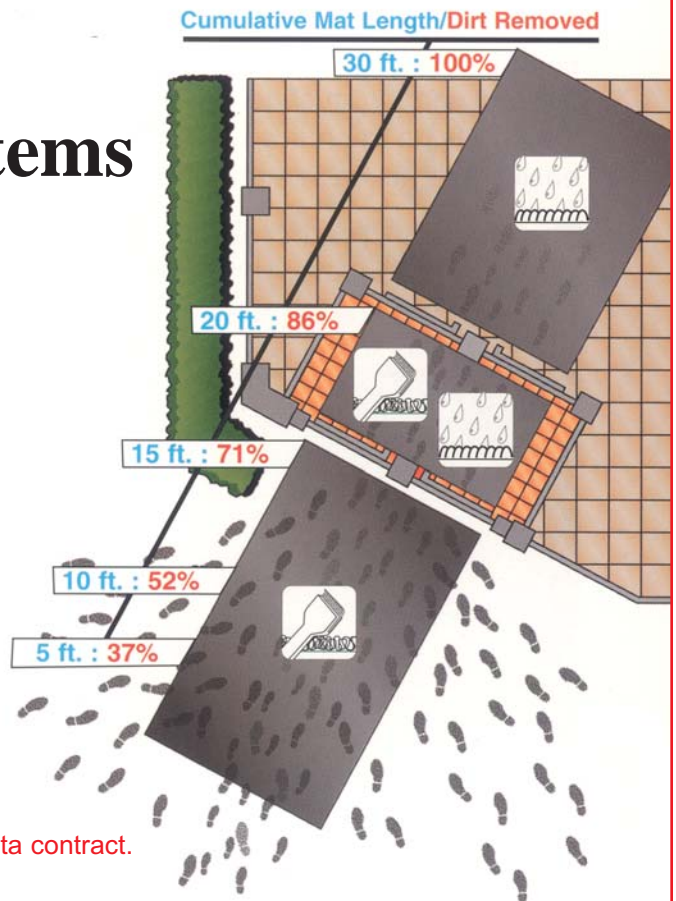
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