

DISTRIBUTOR PROFILE

NORTHWEST PUMP

Since 2009, **Northwest Pump** has served as a key partner to Sullair customers in the Pacific Northwest region of the US. With a full line of Sullair oil free and oil flooded industrial air compressors, aftermarket parts and a service team, Northwest Pump is truly a one-stop-shop for industrial customers in Washington, Oregon, Montana and the northern half of Idaho.

Ease of doing business and a customer-first mentality are what the company has prided itself on since its founding in 1959. This mentality continues to ripple through the organization to this day, as family members of the original company founders continue to be involved in the business.

Northwest Pump was founded as a petroleum distribution company with branches in Portland, Seattle and Spokane, WA. After firmly establishing itself and earning a reputation of providing excellent customer service, the company experienced tremendous growth. Northwest Pump branched out to Honolulu and Anchorage in the 1990s, followed by CA and AZ following its acquisition of Shaw & Little Inc.

Northwest Pump then expanded its services beyond petroleum distribution to the sales and service of industrial equipment sales in the 2000s. When deciding who to partner with for air compressors, the decision was easy.



“We’re committed to providing the highest quality products and service in all of our businesses,” said Mark Mathews, President and CEO of Northwest Pump. “That is why we’re selective about the lines we choose to represent.”

It’s not uncommon for the Northwest Pump team to see old Sullair compressors still running. In fact, the team recently encountered a customer with a pair of Sullair compressors nearly 40 years old.

It is then no surprise the Northwest Pump team often hears customers describe Sullair compressors as reliable. This is driven by not only the product quality but Northwest Pump’s in-house service team who keeps the compressors well-maintained.

Today, most customers look beyond comparing compressor specs and think long-term. One example is Columbia Pulp’s facility in Starbuck, WA, who uses wheat farmers’ waste straw to create pulp for paper products and bio-polymers for a variety of industrial uses. When building their new facility – North America’s first tree-free pulp mill – Columbia Pulp knew they needed a compressed air system. When they selected Northwest Pump and Sullair, it was because they recognized they weren’t just buying a compressed air system – they were selecting a long-term partner.

“Sullair has a very good name in the industry and service is well supported in this area [Washington state],” said Larry Tantalo,



Project Manager at Columbia Pulp. “We’re going to be here for 40 years, so we want to make sure the folks supporting us will be here too. We know Sullair and Northwest Pump have that kind of reputation and will be here.”

There are many customers like Larry, which reaffirms the need for top-notch customer service.

Bob Mathews, VP of Northwest Pump, added, “Customer service is our business. Whether it’s fixing a shipping issue, chatting about the customer’s family or coming out to a site to see the project first-hand, we pride ourselves on troubleshooting, finding the right solution and hiring a knowledgeable staff that always puts the customer first.”

It is no doubt this customer-centricity has led to Northwest Pump’s long-term success. The company now has 16 branches across eight states: California, Oregon, Washington, Arizona, Idaho, Alaska, Hawaii and Montana. They also recently celebrated their 60th anniversary in 2019. While the bar is already high, Northwest Pump plans to provide even better service in the next 60 years.

Companies who use compressed air systems have a lot on the line each day and having the right compressor partner can make all the difference.

Many Sullair customers can attest that Northwest Pump has done just that for more than 10 years.