

# New England Door Closer Announces the Purchase of Papadon

Warren Buffet once said, “It’s far better to buy a wonderful company at a fair price than a fair company at a wonderful price.”

New England Door Closer is proud to announce the purchase of Papadon Parts from Don Youlden and have his wonderful company and impeccable reputation for service excellence join forces with ours. As many of you know, Don was a Von Duprin factory representative as a member of Bullard Associates for 31 years and founded Papadon Parts at the conclusion of that career, an endeavor he’s committed the last 15 years to.

Adam Longley, Jared Longley, Neil Scully and Karen Scully loaded up and ready to go back to West Springfield with the inventory and Don’s wishes for success.



“I’m thrilled that Papadon Parts is going to New England Door Closer,” explained Youlden. “Like Papadon, they are a company that puts a strong emphasis on customer service and business ethics. In fact, I can’t think of a better match for Papadon than New England Door Closer.”

The purchase makes New England Door Closer your one-stop shop for all things Von Duprin. Papadon’s massive inventory of parts for devices both past and present enables New England Door Closer to become one of the nation’s largest Von Duprin service distributors.

While the transaction means that Don will be formally retiring from the hardware industry, he will still remain a daily presence at New England Door Closer. Adam Longley, president of New England Door Closer, and Neil Scully, exit device technical service specialist, are personal protégés of Don’s and have been under his ‘tutelage’ for a combined 40 years. “I started teaching Neil when he actually had some hair,” Youlden quipped, “and we all know that was a long, long time ago.”

The acquisition is the culmination of a love and respect that began decades ago. Papadon Parts and New England Door Closer were family businesses that were run as family businesses. As a result, both became very close both personally and professionally. Often, phone calls were made out of concern rather than commerce. When one member of the New England Door Closer family was affected by illness, Don called every week just

to see how this person was feeling. Likewise, when Don went two days without answering his phone or returning his messages, New England Door Closer contacted the Ingersoll-Rand factory representatives near Boston who went to personally check on the Youldens. It turned out that it was just a problem with the phone system. These are the types of feelings that brought about this addition to the New England Door Closer family.



In fact, the whole transaction took just a matter of minutes. No legal teams, no bankers and no lawyers-just two family businessmen armed only with a notepad, a pen and a mutual respect for one another. The deal was signed, sealed and then celebrated with a buffet lunch at the German restaurant down the street. The rest of the day was spent visiting as friends, boasting about children and grandchildren and talking about all the other things that good friends like to talk about.

“I can’t think of a better way for New England Door Closer to mark it’s 60<sup>th</sup> anniversary than by bringing Papadon Parts on board,” says third-generation president Adam Longley. “When it comes to the door hardware business, there is no finer or more highly respected name than Don Youlden’s. When I was just starting out as a salesman here years ago, Don took the time to teach me all the ins and outs of Von Duprin. He was always so patient with myself and the others on our staff at the time who weren’t that familiar with the line. He’s truly one of a kind and the hardware world is going to miss him. I’m honored that his legacy and commitment to the industry will live on here at NEDC.”

Papadon Parts’ inventory will be available from New England Door Closer beginning on April 3, 2006. While it will take some time to organize the thousands and thousands of items and tripping over boxes will be a common occurrence, systems have already been implemented to begin shipping parts immediately. If you have any specific questions about Von Duprin parts or about the acquisition of Papadon Parts, you can contact Adam or Neil toll-free at 1-800-628-1071. You can also email inquiries to [alongley@nedoorcloser.com](mailto:alongley@nedoorcloser.com) or [nscully@nedoorcloser.com](mailto:nscully@nedoorcloser.com)



We’d like to thank Don and Betty Youlden for extending this wonderful opportunity to us and for all they’ve meant to us these many years. We also look forward to welcoming Papadon Parts customers who are new to NEDC and showing you the many ways we can be of service. To our existing Von Duprin parts customers, we hope you enjoy this exciting new dynamic which means lower pricing and faster delivery.