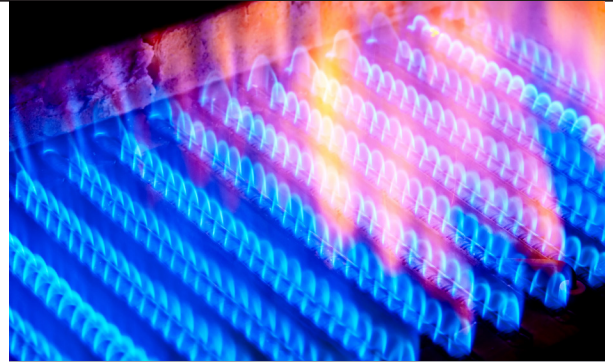


Emerson's quick response helps gas heater manufacturer avoid shipment delays

RESULTS

- Replaced defective competitor's valve with a drop-in model
- Increased production to meet customer's 10-day delivery deadline
- Enabled manufacturer to maintain production and avoid customer shipment delays
- Helped customer manage fluctuations in product demand



APPLICATION

Industrial Gas Heaters

CHALLENGE

A manufacturer of industrial gas heaters and coils for the commercial HVAC and tobacco curing markets discovered a problem with its gas shutoff valves. The mounting threads were cut too deep in the valves, causing installation and operating problems. The company's valve vendor immediately stopped production and would no longer support the product or the customer. This disruption could have caused significant delays in the manufacturer's production schedule and eroded customer relationships.

SOLUTION

The manufacturer turned to Emerson to help replace the defective gas valves. Emerson suggested installing an ASCO™ Series K3A gas shutoff valve. With a similar footprint and specifications, the ASCO valve was a drop-in replacement for the faulty product. Emerson increased production to meet the customer's volume requirements and delivered the valves in less than 10 days. The result: the gas heater manufacturer kept its production running on schedule and avoided any shipment delays to the end-use customer. The company then standardized on the ASCO valve, and now is experiencing on-time product delivery that makes it easier to manage fluctuations in product demand.

Emerson increased production to meet the customer's volume requirements and delivered the ASCO valves in less than 10 days. With the timely delivery the customer can now manage fluctuations in product demand.

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