



Thanksgiving Serendipity

Background

In the summer of 2019, Flexaust, a leading industrial hose manufacturer was gearing up for a major expansion with establishing a new manufacturing facility and distribution hub in the Southeastern United States. After evaluating several potential locations, the company selected an existing structure in North Carolina which fit their needs and set out to renovate the new location into their latest manufacturing facility to begin production in the first quarter of 2020.

Challenges

Equipping this new facility required hundreds of feet of bus duct, dozens of bus plugs, and other power distribution equipment, all needing to be sourced in time to meet this tight project timeline. First turning to the original equipment manufacturers of electrical power distribution equipment, a major problem was soon discovered: the OEM's lead time couldn't meet the timeframe necessary to open this new facility. A very critical and costly delay if another solution was not found. Needing another solution – fast. Chris, the lead electrician at Flexaust began to explore other options. Turning to Surplus Record, the largest directory of new and used industrial equipment, Chris quickly made a breakthrough. A potential vendor, EMSCO, was listed as an available supplier of Square D I-Line II 800 amp aluminum bus duct.

20 %

Of EMSCO'S service requests are emergencies

17,0000+ 

Products listed on the website



250,000 square feet of warehouse space

Solutions

Securing the vital power distribution equipment for the North Carolina project began with a single email to EMSCO. Chris reached out and was quickly connected with Carter Sanders, a member of EMSCO's sales team who confirmed within minutes the availability of the required bus duct and informed Chris that the refurbishment and delivery of the bus duct could be achieved within weeks, not months as the OEM's had originally informed him. Conversations quickly evolved into how EMSCO could help meet the full electrical power distribution needs for this new facility and soon Chris not only had a quote for the required 480 feet of bus duct, but dozens of bus plugs, panels, and safety switches; the full needs of this new facility met by a single supplier and on-time and under budget than sourcing new.

During the sales process, it was discovered coincidentally that Chris would be visiting relatives in Minnesota over the Thanksgiving holiday, and upon learning this, a tour of EMSCO's facility in Minneapolis was quickly arranged. Upon his arrival, he was surprised to discover the vast inventory of over 25 miles of bus duct, thousands of bus plugs, and countless other inventory of power distribution components. Quickly realizing the potential of this new supplier, an order was placed not just for the initial outfitting of the new manufacturing facility in North Carolina, but for upgrades and expansion of existing manufacturing facilities in Las Vegas and their home base of Warsaw, Indiana.

In His Own Words

"We are very impressed with EMSCO's customer service and the quality of the refurbished busway we have purchased. At the beginning of our expansion process, our company was looking for a solution for power with flexibility in our facilities. Working with EMSCO allowed us to work within the budget and get professionally refurbished busway and plugs at a fraction of new pricing without compromising quality. We now have EMSCO furnished busway and plugs in our North Carolina and Las Vegas facilities as well as in our home base Warsaw, Indiana facility! This busway allows us to expand and grow so much easier and with less labor cost than running traditional pipe and wire, which for us is so important since we do serve and maintain our remote facilities from Warsaw.

Huge thanks to Carter Sanders for taking a day before our initial purchase to allow us to tour their facility, see our first busway purchase actually in process of the refurbishment, and being extremely professional and prompt with any additional purchases we have made over the years. EMSCO has been a great partner to Flexaust as we continue to expand and grow!"

- Chris Petit, Lead Electrician at Flexaust

Conclusion



On-Time Delivery



Customer Service



Large Inventory

Expertise, complete solutions, generous warranty policy, and customer service are aspects of the business that stand out to prospective customers. They work alongside people, substituting parts or looking elsewhere and outsourcing when needed. What starts from a simple sourcing mistake can turn out to be a great business partnership!