

CASE STUDY

Water and Wastewater Pumping Company

Challenges

Our customer faced significant urgency to supply rotating wear ring seal assemblies to an end customer, who's primary supplier abruptly ceased providing essential parts. This created a critical situation as the customer had substantial outstanding orders and was unable to meet current demand without a rapid replacement for these crucial components.

Solutions

To address the urgent need for components, Calix quickly developed a new supplier capable of producing high-quality alumina seal faces. This new partnership was crucial not only for their ability to manufacture these challenging parts, but also for consistently performing the finished grinding with precision. This ensured the seal faces met the exact specifications while maintaining the critical properties of the alumina ceramic material, allowing the end customer to resume production and fulfill their outstanding orders.

Result

Calix successfully delivered prototypes for approval, quickly transitioning to supplying production volumes. This enabled the end customer to fulfill all major orders without any delays, directly addressing their urgent demand.

"Our supplier fell through and we were in a huge bind. Calix stepped in and got us prototype samples quickly and were able to manufacture a customer wear ring for us in time to save many orders. They continue to meet their ship dates. Thank you Calix"

Sheila Ford
Purchasing Agent

