Mr Ian Russell

Customer Business.   Manufacturer of State-of-the-Art Antennas

- What made you decide to work with Elbmar? Was there an obvious advantage or anything specific that made us stand out in some way?

There were a number of things that made us decide. Firstly, Elbmar came recommended.   Secondly, Elbmar was competitive on price. Thirdly, Elbmar's quotation was clear and easily understood .   Fourth, Elbmar's MD Kevin Rich was prepared to offer advice and options for our moulding requirements (e.g. steel vs. aluminium tooling, potential for damage with inserts). Finally, we felt comfortable that Elbmar would guarantee and maintain the tool going forward.

- Most people are confronted with some kind of challenge (or opportunity) when they decide to work with a moulder. Did we help you overcome a challenge?

Yes:

1) How to minimise overall tooling costs for two related parts
2) How to include inserts without the design suffering from sinkage marks on part.

- What's your opinion of the service & products you've received?

Excellent. For example:

1) Flexibility and willingness to work to short / tight lead times
2) Personal visit by Kevin Rich to present first-off-the-tool samples and to discuss tool modifications needed.
3) Multiple cycles of tool adjustments without quibbles.
4) Quality: The products meet requirements (finish, colour, dimensions, shrinkage, etc.).

- What stands out about working with Elbmar?

See above, particularly personal attention, care and commitment to deliver a service and products that fully satisfied us.

- What is it that we do as a moulder that you find most valuable?

Price, flexibility and commitment to "getting it right".

- Is there any one thing about our personnel, product or service that you would recommend to other users?

To repeat, it was very important to us that we felt we had a partner who was committed to getting the product right. We quickly developed a good deal of confidence and trust in Elbmar and we consider them one of our best suppliers.