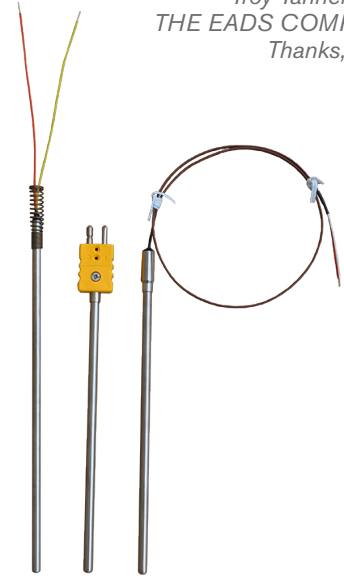


*Submitted by
Troy Tanner from
THE EADS COMPANY
Thanks, Troy!*



Product Thermocouples
Application Temperature Monitoring of Extrusion Presses
Industry Other

Challenge The customer had several small diameter dual point thermocouples that are used in various locations through one area of the process which required weld pad temperature measurement for heaters, dies, etc. They have been locked into a contract supplier for several years and were not satisfied with the level of support and service. The maintenance shop was given the freedom to look for alternate solutions. The local representative (the EADS Company) and SOR needed to offer a solution that would be reliable and cost competitive in order to unseat the incumbent supplier. Additionally, we needed to meet a fairly tight window of time that would get the product on site for an upcoming turnaround.

Solution Leveraging a strong relationship with the customer, the local representative was able to get a look at the entire list of thermocouples, totaling 6 different configurations. With the assistance of the temperature team, we demonstrated how we could assist the customer and they agreed to provide us with samples for the purpose of presenting a proposal. SOR promptly delivered a proposal, along with complete drawings of each configuration. Confident that we had the expertise to provide them with a quality product in a reasonable time frame at a competitive price, the customer awarded the order to the EADS Company.