

Emerson's Rapid Product Delivery Strengthens Equipment Maker's Customer Relationship

RESULTS

- Supplied pilot valve/proximity sensor solution
- Provided higher flow rates than the competition
- Delivered the products in less than two weeks



APPLICATION

Industrial Valves

CHALLENGE

An industrial equipment manufacturer received an order for 104 automated knife gate valve assemblies with a three-week delivery deadline. The end-use customer had a tight timeline due to a scheduled plant shutdown. To automate the assemblies, the equipment manufacturer needed reliable pilot valves with superior flow rates that could be delivered within 14 days. Without rapid delivery, the company was in jeopardy of losing the order.

SOLUTION

The equipment manufacturer believed Emerson's product reliability and service levels would ensure it could fulfill the customer's order. The company chose ASCO™ Series 562 and Series 362 pilot valves to automate the knife gate valve assemblies. The highly reliable spool valves met the customer's specifications and had higher flow rates. Greater flow was important since it allowed the knife gate valve to operate smoother and more efficiently. The equipment manufacturer also selected the TopWorx™ GO™ Switch to provide position monitoring for the knife gate valve. The GO Switch proximity sensors were the ideal companion for the ASCO valves. Both the ASCO and TopWorx products were delivered in less than two weeks.

The industrial equipment company met the end user's tight deadline and strengthened its customer relationship.

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