

Choosing an Air System Vendor: Technical Leadership



When it comes to offering the latest technology, is your prospective scrap vendor a leader, a follower or not even in the race?

This week, the focus is on technical leadership. Though it's important to choose an air-conveyed waste system vendor that can offer the latest technology, it's even more important to select a vendor that can grow with you. This means choosing a vendor with the capability to develop the technology you'll need in the future as your operation expands and changes.

How can you tell whether a prospective pneumatically-conveyed scrap collection system vendor has the technical depth needed to meet your changing needs? Ask the following questions of each vendor:

- Can vendor technicians connect to your system via phone line or VPN connection and monitor the performance of your entire system and its components?
- Can vendor technicians remote in to evaluate the performance of the entire system, zero in on a component that isn't functioning properly and make adjustments to improve performance?
- Is your vendor able to provide controls that require little or no human intervention, from simple push button and pilot light controls to total hands off systems that use your facility's Ethernet network as the backbone of system communication?

- Does your vendor proposal include a way for you to monitor system performance no matter where you are? Can you get status updates and system alerts delivered to your mobile phone via email or text message?
- When there's a problem and your system needs troubleshooting, can the vendor's technicians turn system components on and off under controlled conditions?

Listen carefully to each vendor's answers. If you get vague answers, responses in technical lingo you don't understand or assurances that those technologies aren't necessary, be very cautious. Chances are good that the vendor doesn't offer those capabilities.

If you want a system that offers the best value in the long run, choose your vendor wisely. G.F. Puhl leads the pack on controls technology, blower design and system integration. Our in-house engineering team is unrivaled in the industry and has pioneered many technical innovations that reduce downtime, expedite repairs, increase convenience, and enhance quality of life for maintenance personnel. G.F. Puhl innovation delivers more than you expect and is more affordable than you might think.

Need a second opinion on the technical capabilities of a vendor proposal? Just give us a call at 615.230.9500 or email us at sales@gfpuhl.com.