

KAISHAN COMPRESSORS HELP MARYLAND- BASED MANUFACTURER PREVENT THOUSANDS OF DOLLARS IN DOWNTIME, PRODUCTION LOSSES



CLIENT

Custom Thermoelectric

LOCATION

Bishopville, MD

THE SITUATION

Custom Thermoelectric manufactures thermal electric devices and also does CNC machining. Products include liquid cold plates or water blocks that circulate liquids to remove heat from electronic devices. One of the compressed air system's critical end-use applications was a semiconductor dicing saw that needed a lot of air.

As the business grew, the company added a second one, overwhelming the capacity of its 10-HP rotary screw air compressor, which was more than 20 years old. When they began using the saws and the CNC machines simultaneously, one of the dicing saws shut down.

THE CHALLENGE

The shutdown did not only cost the company production time. It also lost parts and raw materials as well as products in various stages of completion. They knew they needed more capacity. As well as redundancy. But most of all, that the company wanted service it could rely on.

"It's no good having a compressor that takes three days for someone to get to you to come and service," Andy Masters, vice president and part owner, said. "We can't be shut down," he said. "Just losing one day is thousands of dollars' worth of production."

THE SOLUTION

The company worked with Baltimore-based mechanical services consultant, Tate Engineering. And after reviewing proposals from several suppliers, the company selected a 20-HP Kaishan KRSB belt-drive rotary screw air compressor.

The new unit doubles Custom Thermoelectric's capacity, incorporating a storage tank larger than the secondary receiver they had previously. It also adds dryers and particulate and coalescing filters that improve air quality. All in one space-saving package. Tate had worked with Kaishan in the past and assured Masters that the company provides the best after-sale support in the industry.



CUSTOM THERMOELECTRIC SELECTED A 20-HP KAISHAN KRSB BELT-DRIVE ROTARY SCREW AIR COMPRESSOR FOR ITS OPERATIONS.

THE RESULTS

1 "AN EXCELLENT PURCHASE"

Getting the new compressor was "an excellent purchase," according to Masters. "It functions great. It does what it's supposed to do, and you don't need to think about it."

2 "FANTASTIC" CONTROLS

The panel displays are much more user-friendly and intuitive than the mechanical controls on the previous device. "I could just go in there and set the pressures on the display," he said. "And I was just like, 'This is fantastic.'"

3 QUIETER

It's also quiet, much better than the "screamer" they had before. "You can stand nearby this thing and talk," he said.

4 PROACTIVE SERVICE

And service has also surpassed expectations. "I just had a warranty issue on the Kaishan about a month ago," Andy said. The tech came by and said he had a hose repair, and Masters asked the tech if he had confused him with another customer. But the tech told him it was a warranty issue—that Kaishan had proactively ordered the hoses to be replaced before they became a problem. "That just reinforced that Kaishan was the right choice for me."

IT ALL ADDED UP FOR CUSTOM THERMOELECTRIC:
NO DOWNTIME. NO LOST PRODUCT. GREAT, PROACTIVE SERVICE.
NO SCREAMERS. FANTASTIC CONTROLS.
ALL IN ALL, AN "EXCELLENT PURCHASE."

