

Engineered Coatings Add To a Contract Manufacturer's Success



When it comes to contract manufacturing, relationships matter. Not only must you earn customer trust every day, you must also hope that the companies you partner with help you serve your customers share your commitment to quality and service. And when you find that type of partner, everyone wins and quality and profitability follow. That's the kind of relationship that Firstex Industries, a global metal parts fabrication company, has established with General Magnaplate.

Since 1987, Firstex Industries has provided casting, forging, molding, stamping, CNC machining and other metal parts manufacturing services. Firstex customers know the company will fulfill that order to their exact specifications and quality standards. And when parts require surface enhancement, Firstex customers appreciate – and ask for – General Magnaplate coatings.



Repeatable Results Delivered To Specification

Firstex's relationship with General Magnaplate goes back nearly 10 years. The company specializes in manufacturing metal parts exactly to customer specification. So when a customer tells Firstex what it needs from a protective coating, General Magnaplate must deliver. "We look for quality products with consistent results that conform to specifications," says sales and quality control manager at Firstex.

He describes the results he sees from other coating vendors as "hit or miss," noting they simply don't have the process controls that General Magnaplate applies. With other vendors, he typically encounters some parts arriving without plating or with too much plating on a given end caused by poor racking. By contrast, "General Magnaplate has good checks and balances. Their quality is impeccable."



Nedox's lubricity, corrosion resistance and wear protection properties makes it well-suited for moving parts such as gears and pinions.

Customers Change Their Specifications To Include Nedox

One particular coating is at the heart of Firstex Industries' and General Magnaplate's productive relationship: Nedox®.

When Firstex creates a part with gears, pinions or anything else that moves, they recommend Nedox thanks to its excellent lubricity, corrosion resistance and wear protection. In fact, Firstex has enjoyed great success offering Nedox as a value-added option. Customers often change their specifications to include Nedox with their Firstex orders, knowing they can't find Nedox quality from other coating providers.

Nedox is engineered to offer superior protection against wear, friction and corrosion. In fact, a 0.001-inch coating of Nedox exhibits little or no corrosion after 14 months of continuous exposure to atmosphere and salt water. Nedox can help less durable metals achieve the longevity and performance of chrome and stainless steel. Other Nedox advantages include:

- Elimination of stick-slip and galling.
- Excellent resistance to salt spray.
- Wide operating temperature range.
- Surface hardnesses up to Rc 68 (940 Vickers).
- Chemical, acid and alkaline resistance.
- Self-lubricating, non-porous, non-wetting surface characteristics.

Going The Extra Mile

Firstex Industries' relationship with General Magnaplate goes beyond simply meeting their end customers' surface enhancement expectations. The sales and quality control manager at Firstex also likes how General Magnaplate is easy to work with: "They're very procedural. You send a print, they quote a price and you send an order. They're convenient and competent in what they do." Unlike other providers that were hard to reach, General Magnaplate has gone the extra mile for Firstex. "When we have a hot request, General Magnaplate is more than willing to meet our customer's goals," he notes. "They always peel off days."

When customer satisfaction depends on the quality of your surface protection, it pays to partner with a coating provider that values quality and service as much as you do. Because General Magnaplate and its Nedox family of coatings provide Firstex Industries with quality and repeatable results, Firstex is the trusted choice for customers that demand parts with a top-notch coating applied to precision.