

# Gas-Fill Takes Center Stage for Manufacturers

>> Edgetech's Technical Service team provides peace of mind as customers prepare IG for testing

When asked what a typical day is like for an Edgetech Technical Service team member, David Hill had a hard time answering the question, "It just varies so much," he said. "From assessments and line layouts, to quality appraisals and general manufacturing questions, it changes every day."

But one concern is becoming increasingly common: gas retention. As manufacturers are preparing their insulating glass units for certification to meet ENERGY STAR® requirements in Canada and the U.S., many are taking a shot in the dark when it comes to gas fill and retention rates.

"Gas fill is definitely a pain point for customers looking to certify," said Hill, who has worked in Edgetech's Technical Service department for three years. "When they are unsure of how their units are performing prior to testing, they are risking significant time and money, especially if they need to start the testing process all over again. Everyone wants to be prepared and we're there to provide peace of mind."

Edgetech's Technical Service Team employs Gasglass technology, an Edgetech 360® product offering, to measure Argon or Krypton fill levels on-site.

**Gasglass Hand-held v2** enables precise measurements ranging up from 50 percent Argon fill without compromising the integrity of the unit.



But the team's assistance doesn't end with just telling customers their fill levels. They have the experience, expertise and resources to help correct fill levels.

"We have experience and resources regarding just about every type of equipment used in the industry today," Hill said. "When we identify a gas-fill problem using Gasglass, we are often able to recalibrate equipment immediately to correct the issue. Or, if we don't have an immediate fix, we'll do the research and help develop a plan of action to meet the needs of the customer."

The Technical Service team strives to develop personal relationships with their customers, and to visit each site at least once a year for quality appraisals.

"We are assigned to specific customers so they have a direct line to Technical Service when assistance is needed," Hill said. "It's nice to have a one-on-one relationship. We are able to be very hands-on and become intimately familiar with each customer's equipment and needs. It's a true value-add that complements all of the Edgetech 360 offerings."

## Up-and-Running 360® Style

Current Edgetech customers reap the benefits of Technical Service daily, calling on Hill and the team with questions and concerns, and for quality appraisals.

But, new customers also see the immediate effects of the 360 advantage as Technical Service is heavily involved from the beginning – learning the customer's manufacturing process and helping them improve quality and efficiency, and providing training. The first step is for the team to visit the plant, meet with



David Hill, Technical Service Team Member, helping a customer learn how to apply Super Spacer.

production personnel and gather information, including the current layout, how many IGs they would like to produce in a shift, how many workers they have and measurements of the space.

The technical service team then goes to the drawing board and develops line layout recommendations. Because budget is almost always a concern, line layouts are often presented in good, better, best scenarios, and existing equipment is re-used whenever possible.

According to Hill, "This is where the one-on-one relationship begins because we strive to make recommendations that are in the best interest of the customer from day one, and

minimize what they have to buy. It's about forming trust and ensuring that this new relationship will be one we will still have in 10 or 20 years."

Once the line layout is chosen, Technical Service is there for the installation and then the training begins. Usual topics covered in training include equipment usage from proper glass washer temperatures and detergents to spacer application, gas fill and sealing.

## Enhanced Training

Edgetech is also working on new training programs to further enhance the customer experience. Mike Burk, who previously served

as Technical Service manager, has taken on a new role with the company as manager, workplace learning and performance. Burk will use his extensive industry experience and background in training to develop programs to augment Edgetech's already industry-leading support to drive customer quality, capacity and efficiency through ongoing training programs.

Look for upcoming news about Edgetech's continuous improvement initiatives at [www.edgetech360.com](http://www.edgetech360.com).

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