



Choosing a Supplier

When it comes to choosing a supplier, look beyond price alone. Instead, when purchasing capital equipment for your facility, after-sale service and technical support capabilities should be important factors in making a decision.

Verify advertising claims by asking the right questions. Reference those in your organization, or others, who have worked with the supplier to obtain information about staff credentials and training, after-hours support, parts availability and even corporate history.

Staff Credentials and Training

Consider if the service technicians are direct employees of the manufacturer or outside contractors. Have they been through a formal training program, tested and certified? It's also a good idea to ask if the company tracks actual machine install versus promise dates, as well as response time to down equipment.



*John Ovsek, VP Sales & Marketing
Niagara Systems, South Shore Controls*

After-Hours Support

Determine the service support hours. If the company advertises 24/7 service, try calling them outside of normal business hours.

Parts Availability and Documentation

Look for tracking data to prove shipping times. Where are parts shipped from and are they readily available in the United States? Are they common USA made, or specialty unique parts from another country where one is "locked in" with no other alternatives? Also see if the company offers manuals with operating instructions and service information, uses metric or English measurements and develops easy to use software.

Corporate History

Consider how long the company has been in business in North America, its salesperson turnover and check references, preferably user contacts who were not supplied by the manufacturer.

It's also important to visit the supplier's manufacturing and service facility to get a first-hand look at the organization and talk in person with the service staff. If the manufacturer's facility is organized, clean and running smoothly, it likely translates to high-quality products and service.

About Niagara Systems

Niagara Systems, a South Shore Controls, Inc. company, is a designer and manufacturer of industrial washing systems. Founded in 1934, Niagara Systems has become the benchmark of high-quality, long-lasting industrial washers and dryers from small cabinet style machines to large belt and monorail driven systems. Niagara Systems manufactures washers in the United States and sells and services equipment worldwide.

For more information, visit www.NiagaraSystemsLLC.com