FAQ – Heavy Gauge Thermoforming FAQ

What materials do you recommend for industrial applications?

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For industrial applications, we typically recommend:

- **ABS:** Excellent strength-to-weight ratio, ideal for machinery guards and protective housings
- **HIPS:** Cost-effective, good impact resistance, suitable for general industrial components
- **PVC:** Superior rigidity and flame retardancy, perfect for electrical enclosures
- **PP:** Chemical resistant, lightweight, ideal for corrosive environments
- **PC:** High impact strength, optical clarity for sight windows and protective shields

Our engineering team can assess your specific application requirements and recommend the optimal material.

Can you handle custom colors and surface finishes?

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Yes, we offer extensive customization options:

- **Color matching:** Pantone, RAL, or custom color specifications
- **Surface finishes:** Matte, gloss, textured, or patterned surfaces
- **Post-processing:** Painting, UV coating, hard coating, anti-static treatment
- **Decorative finishes:** Hot stamping, screen printing, vinyl wrapping

Provide your color reference and finish requirements, and we'll produce samples for approval before mass production.

What quality certifications do you maintain?

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We maintain the following certifications:

- **ISO 9001:2015** – Quality Management System
- **ISO 13485** – Medical device manufacturing (for healthcare applications)
- **UL Certification** – Flame retardancy testing and classification
- **FDA Compliance** – Food-contact material certification

- **RoHS/REACH** – EU environmental directive compliance
- **IATF 16949** – Automotive quality standards

Additional certifications available upon request for specific industry requirements.

How do you ensure dimensional accuracy?

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We employ rigorous quality control procedures:

- **First-piece inspection:** CMM (Coordinate Measuring Machine) verification
- **In-process monitoring:** Regular dimensional checks during production
- **Statistical analysis:** SPC (Statistical Process Control) documentation
- **Final inspection:** 100% verification of critical dimensions on sample basis

Typical tolerance: ±0.5mm to ±1mm. Precision components can achieve ±0.3mm with optimized processes.

Do you offer secondary assembly and packaging services?

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Yes, we provide comprehensive secondary services:

- **Machining:** Drilling, milling, tapping, counter-boring
- **Assembly:** Ultrasonic welding, adhesive bonding, mechanical fastening
- **Insert installation:** Metal inserts, threaded inserts, custom components
- **Custom packaging:** Foam inserts, branded boxes, protective wrapping
- **Labeling & marking:** Barcoding, serialization, logo placement

This reduces your supply chain complexity and ensures consistent quality.

What is your capacity for urgent orders?

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We can accommodate rush orders depending on circumstances:

- **Existing tooling:** Production can start immediately with 24-48 hour turnaround
- **New tooling:** Expedited mold fabrication available (additional rush fees apply)
- **Overtime shifts:** Weekend and holiday production by arrangement
- **Priority air freight:** Expedited shipping to meet critical deadlines

Contact our sales team for urgent requests – we'll evaluate feasibility and provide rush pricing.

Can you support international shipping and compliance?

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Yes, we have extensive international logistics experience:

- **Global shipping:** Air freight, sea freight, express courier options
- **Customs clearance:** Documentation and compliance assistance
- **Regulatory compliance:** Material certifications for different regions
- **Documentation:** Certificate of Origin, inspection reports, material test data
- **Insurance:** Full shipment coverage available

We've successfully shipped to customers in North America, Europe, Asia, and beyond.

What are your payment and contract terms?

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We offer flexible payment arrangements:

- **Sample orders:** 100% prepayment
- **Production orders:** 50% deposit, 50% upon completion
- **Established customers:** Net 30/60 terms available
- **Payment methods:** Wire transfer, L/C, credit cards, digital payments

Custom payment arrangements available for long-term partnerships. Discuss your requirements during the quotation phase.

How do you handle product warranty and after-sales support?

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We stand behind our products with comprehensive support:

- **Quality warranty:** 12 months for manufacturing defects
- **Technical support:** On-call assistance for implementation issues
- **Corrective action:** Free replacement of defective parts within warranty period
- **Documentation:** Complete records and traceability for each batch
- **Continuous improvement:** Feedback mechanism for product optimization

Customer satisfaction is our priority. We investigate all quality concerns promptly and thoroughly.

Can we visit your facility and observe the production process?

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Absolutely. We welcome customer visits and factory tours:

- **Production observation:** See our thermoforming equipment and processes firsthand
- **Quality lab:** View testing facilities and inspection procedures
- **Equipment tour:** Understand our technical capabilities and capacity
- **Process transparency:** Meet our team and discuss manufacturing details

Please schedule visits in advance. We typically accommodate tours during business hours with 48 hours' notice. Video conferencing tours also available.