

## How to do Business with



The Electrolizing Corporation of OHIO takes great pride in our commitment to continuous improvement of service, product quality and delivery performance in order to meet our customers' expectations, every day.

Because your time is valuable and your expectations are high, we want to do everything we can to get your job done right and on time. The best way to meet that goal is to have information from you relating to preparation, production and order processing.

As a service to our customers, we have developed this document for your company to help us expeditiously process your orders. Most importantly, it will help to ensure that your orders are produced to the exact specifications and requirements.

### ***What to expect***

At Electrolizing, we understand your need for fast service. We know that plating is one of the last manufacturing processes prior to having finished parts ready for sale or further assembly.

In the following pages we will explain the information we need to ensure both the timely processing of your order and the quality of the parts you receive. We provide information about becoming a new customer, requesting quotes, processing orders, shipping, and payment terms. Furthermore, we hope to provide a better understanding of the intricacies of our processes and the importance of receiving vital information in a timely manner that allows us to efficiently service your needs.

Electrolizing (ECO) has a team of dedicated professionals to ensure that your orders are processed to the highest quality standards, while meeting or exceeding your delivery requirements. We have provided the necessary contact information to assure that you get answers when needed.

It is our policy, however, that ECO will not compromise quality to meet a required delivery date.

# Contact Us

The Electrolyzing Corporation of Ohio

1325 East 152nd Street  
P. O Box 12007  
Cleveland, OH 44112

- Chrome
- Medcoat 2000™
- Electrolyzing
- Aluminum Anodize
- Titanium Anodize Type II and Type III
- Passivate
- Electropolish

**Centralized phone system: 216-451-8655 or 1-800-451-8655**

We hope that you will find this package informative, if you have any questions or comments please let us know! You can also find us on the web at: [www.electroohio.com](http://www.electroohio.com)

## Here to serve you

Bill Loucks .....General Manager .....[bloucks@electroohio.com](mailto:bloucks@electroohio.com)

Mark Stover .....Quality Manager ... .....[mstover@electroohio.com](mailto:mstover@electroohio.com)

Diane Pressly .....Office Manager .....[dpressly@electroohio.com](mailto:dpressly@electroohio.com)

John Kalinowski .....Tech Sales Acct Mgr. ....[jkalinowski@electroohio.com](mailto:jkalinowski@electroohio.com)

Teresa Glass .....Customer Service/Inside Sales....[tglass@electroohio.com](mailto:tglass@electroohio.com)

# GETTING STARTED

## Setting up your account

Our payment terms are COD.

ECO accepts payment by VISA, Master Card, American Express, or check prior to shipment or COD via UPS. For credit card payment please complete and sign the form attached. This form will need to be filled out each time you place an order. We do not keep credit card information on file.

To apply for NET 30 terms, please send us three (3) vendor references and one (1) bank reference with addresses, phone and fax numbers. Remember to send a signature authorizing us to receive credit information.

We will send out your credit references via fax and, depending on how quickly your references come back, we may be able to give you NET 30 terms prior to completion of your first order.

We expect payment within 30 days of receipt of material. A 2% late fee will be added to the invoice for accounts exceeding 60 days, at 90 days your account will be referred to collections, either condition will turn your company into COD only terms.

ECO takes every precaution to process parts in accordance with GMP. However, in the event of damage to parts processed by ECO, ECO limits its liability to the cost of the part or two-and-a-half times the cost of processing, whichever is less, for any damage that is the direct fault of ECO. ECO must be notified in writing of any discrepancies resulting in a request for credit or rework within ten working days after the receipt of your order. All discrepant parts must be returned for rework, credit, analysis or confirmation.

In the event that a problem arises due to the fault of ECO, ECO will rework parts, if possible, at no cost to your company. The original invoice should be paid and a zero invoice will be sent after the rework.

For any questions about payment or setting up NET 30 terms, contact our Office Manager Diane Pressly at [dpressly@electroho.com](mailto:dpressly@electroho.com) or you can fax your references to: 216-451-4729.

## Requesting a quote

We can assist you with your decision regarding the best metal finishing processes for your product and the related requirements for each process. It is our policy to provide a detailed quote for every job prior to beginning the processing of your parts, whenever possible. We will also quote on a time and material basis.

All orders and parts at our facilities go through a contract review prior to being released to operations. We ensure that all specifications and print requirements can and will be attained.

We have found that many customers are not fully aware of the implications of the specifications that they are requesting or the related information that the plating company needs to meet that specification. Often the specification states that the "Purchaser will provide the following information," but frequently the information is not supplied with the PO or drawing. In order to prevent this situation and consequent delays, we will supply all the necessary information to guide you through the determination of specification requirements relating to the process and parts testing.

## ***Requesting a quote (continued)***

Parts testing may entail specific destructive and non-destructive testing requirements. This information is critical when requesting a "Certification of Conformance" that all requirements are met up front. Often times the specification will state that the customer should select the testing method. The information supplied will help assist you in determining if certain destructive and non-destructive testing can be waived. Furthermore, it will help determine if the testing can be performed on your parts or on coupons, and if there are any other tests that may be required.

The more information we know up front to determine the proper chemical processing of your parts, the easier it is for us to return a complete and thorough quote.

All purchase orders will be checked to see if they have been quoted. If a quote does not exist or is not current, your order will be placed on hold until a contract review is done and a quote is processed. You will save valuable time by getting your parts quoted prior to sending a purchase order and parts, referencing the ECO quote number on the PO.

Before you send parts to be processed, please fax or email your drawing and attach any specifications that apply to: Teresa Glass via fax: 216-451-4729 or email: [tglass@electrohio.com](mailto:tglass@electrohio.com)

If your print calls out a specification, please fill out the attached Request for Information that pertains to the process we will be providing. If you need assistance in filling out this form you can contact our Technical Sales Account Rep John Kalinowski by calling or via email: [jkalinowski@electrohio.com](mailto:jkalinowski@electrohio.com)

Information you must provide for a quote:

- Part name and number.
- Any specification call-out and a copy of the specification.
- A copy of the print.
- Process (example Passivate Type II)
- Contact information
- Material of the part
- Hardness
- Baking requirements
- Masking requirements
- Coating requirements relating to coating of slots, holes, inside diameters
- Racking locations
- Thickness requirements
- Dimensional requirements relating to holding coating thickness in key areas
- Spec waiver sheet if applicable
- What will be on your parts when we receive them i.e. oil, machining coolants, clean, scale, etc.
- Is a Certification required?

# IMPORTANT INFORMATION YOU NEED TO KNOW

## ***Parts must be received in a clean condition***

The foundation of quality plating starts with a clean surface condition. Our quotations normally state that all parts must arrive in a clean condition ready for plating. Unless we have quoted additional cleaning for your parts, you should send your parts to ECO in clean condition, ready to plate. An MSDS should accompany all purchase orders revealing what substances are on the surface of your parts, or this information must be annotated on either your print or your purchase order. At ECO, before any parts are processed an investigation is conducted to determine the current surface condition of a part and what needs to be done to achieve an acceptable surface finish. For orders arriving not ready to plate, a cleaning charge will be added to your purchase order. We will need approval from you before proceeding, so your order will be placed on hold until you approve the cleaning charge.

If there is any change to the surface condition on subsequent orders, ECO should be notified.

## ***Baking***

Some substrate materials require baking to relieve stress from prior manufacturing operations before plating. Some materials are more susceptible to hydrogen embrittlement and may require baking before and after plating. A basic generic guide has been supplied to help determine if your parts require a pre or post bake. A more detailed waiver form has been supplied to specifically outline the bake requirements. By informing ECO of your pre- and post-bake requirements on your PO or by making a predetermination that a heat-treating operation on your parts prior to sending them to ECO for plating will meet the pre-bake requirements, ECO will be able to process your parts more efficiently and provide for a faster turnaround of your parts.

### **Pre-Bake General**

All steel parts having an ultimate tensile strength of 150,000 psi (33 Rc hardness) or above depending on the plating process, which are machined, ground, cold formed, cold straightened, or surface hardened, shall be baked at a temperature that will produce maximum stress relief without reducing the material hardness to less than the specified minimum.

### **Post-Bake General**

All coated steel parts having an ultimate tensile strength of 160 ksi (36 Rc hardness) and higher shall be baked within four hours after plating in accordance with customer specified requirements.

## ***Your Purchase Order***

Your purchase order overrides the print.

If the print calls out Passivate and Chrome plate for example, and your purchase order states Chrome plate, we will only chrome plate your parts.

Purchase orders must accompany your parts with the following information provided at a minimum on the PO or contained within current revision level of the drawing or specification that ECO has on file for your part:

- Part name and number.
- Any specification call-out and a copy of the specification if not on file at ECO.
- A copy of the print to revision level noted on the PO.
- Process (example Passivate Type II).
- Contact Information.
- Material of the part if not on the drawing.
- Hardness if not on the drawing.
- Baking requirements.
- Special packaging requirements.
- Specific dimensional testing with supplied gauges if applicable.
- Spec waiver sheet if not on file at ECO.
- Price (as quoted).
- Certification required (all information is taken from your purchase order for the certification).
- Shipping requirements.

Purchase orders combined with drawings and specifications on file at ECO that do not contain the information above will be put on hold and valuable time will be lost. Your order will also be put on hold if we have not sent a quote. This information is only required so that we can provide you timely, quality parts at the agreed upon prices. If any of the above information is not available in written form, a revised purchase order drawing or specification is required before processing can begin.

If there are questions that need to be answered, or more information is needed, you will be contacted from our sales, quality or engineering departments. We need all information in writing before proceeding with your order. This will ensure the proper and timely processing of your order.

### ***Inspection***

- ECO performs visual inspection upon receiving your parts according to our sampling plan and will advise you of any incoming defects before the surface finishing process starts. Furthermore visual and thickness inspection is carried out at various stages of the surface finishing process. ECO verifies coating thickness to customer specifications only. If any dimensional thickness coating to specific areas on the part is required or if you require any added inspection, additional charges may result.
- You must specify additional inspection requirements at the quoting stage, or on your purchase order.
- If your parts require 100% inspection or need to be sorted, an additional charge will be communicated to your company.

## ***Drawings and specifications***

- ECO will not process an order without current drawings to the revision level noted on your PO and your current specifications.
- Any deviations to the purchase order, specification or drawing must be done via email or fax.

## ***Reworks***

RMA Return Material Authorization

If you need to return product to ECO as an RMA, please contact Teresa Glass by phone or email [tglass@electrohio.com](mailto:tglass@electrohio.com). Teresa will give you a return material authorization number, which needs to be put on your purchase order. ECO considers an RMA a reject caused by our finishing process. Once the RMA has been returned to ECO for disposition against the original complaint, ECO will complete an investigation to the root cause and determine if the finishing process was the cause of the reject condition. If it is determined that the problem was not due to ECO's workmanship, ECO will re-code the parts from RMA to Salvage. Teresa will contact you with the results of the investigation and discuss the details at that time.

## ***Salvage***

- ECO considers the return of rejected parts that are not ECO's fault to be a "Salvage" attempt. ECO will process the salvage job as best attempt and makes no guarantee that the outcome will be successful.
- A salvage job needs to be quoted. Please contact Teresa Glass by phone or email: [tglass@electrohio.com](mailto:tglass@electrohio.com)

## ***Shipping***

- ECO will ship and package your parts per your purchase order. If your purchase order does not call out packaging requirements we will package as shipped to us and take reasonable steps to ensure that parts will not be damaged, added charges may apply.
- If requesting a Fed-X or shipping company other than UPS, we must have your account number.
- All shipments via trucking companies will be freight collect.
- When requesting UPS we can either use your account number or add shipping costs to your invoice.

## ***Contact Us***

The goal at ECO is to provide quality products and exceptional service in a timely fashion to our customers. Our hope is that this document will make doing business with us easier. Please call us; we want to learn more about how we can earn your business every day.

John Kalinowski  
Technical Account Sales Manager  
800.451.8655