

Reliable products require reliable supply partners

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Even if a well-oiled production operation functions without a hitch, that doesn't mean you should stop searching for innovative products and solutions. The Backer Elektro company in Hlinsko (CZ) understands this perfectly. This manufacturer of heating elements knows that it can save on costs with flat gaskets from Angst+Pfister.

The story of manufacturing heating elements in the Czech town of Hlinsko started back in 1943 when the electro-technology corporation ESA was founded. This company produced electrical household appliances such as cookers and irons with resistor coils manufactured onsite. A decisive factor behind the company's future boom in the production of heating elements was its acquisition of a license from the Swiss company Maxim AG in Aarau. ESA has been part of the Backer Group under the name Backer Elektro CZ since 2001. The Backer Group itself belongs to the Swedish firm NIBE Industrier AB, which operates 17 manufacturing plants in Europe. Of those plants, the operation in Hlinsko alone produces around 1.5 million complete heating

elements annually, making it the largest manufacturer of heating elements in the Czech Republic. In addition to heating elements, Backer Elektro also produces electric continuous flow water heaters, hot water tanks, laundry dryers and infrared heaters for bathrooms.

If your well-oiled production operation is running smoothly and customers are not complaining or requesting something new, change might seem unnecessary. This is exactly how the technicians and purchasing department of Backer Elektro viewed their own efficient production of heating elements for boilers and electric water heaters. That changed, however, after a sales engineer from Angst+Pfister contacted the company.

Technology is the determinant

The plastic head of a heating element must be optimally sealed off from both the hexagonal flange made of metal and the fastening screw. In both cases, the gasket is composed of a specific punched section of SBR sheet stock, which must be able to resist against mechanical contaminants and moisture entering the head. The delivered gaskets must be packed correctly and must not exhibit any deformations whatsoever so that they can be attached to the heating elements on the assembly line within seconds.

Angst+Pfister service

Initially, Backer Elektro was not very actively seeking to switch suppliers of the gaskets for its heating element heads. But its technicians and purchasers were nonetheless open to ideas from Angst+Pfister, whose longstanding experience with seals and ability to proactively solve even much more difficult tasks, coupled with a strong international position and numerous valuable references, ultimately paved the way for the two companies to work together. After an examination of seemingly negligible cost factors and an analysis of gaskets made from sheet

stock, Backer Elektro came to the conclusion that changing suppliers was not only feasible, but would also be extremely advantageous. The technical quality of the samples delivered and the excellent communication with the sales engineer from Angst+Pfister convinced the company to switch to the new supply partner. Today, after more than a year of cooperation, the employees at Backer Elektro are very satisfied with the change. The results of the cooperation are a significant increase in the quality of the manufactured components, reliable logistics, impeccable communication and considerable financial savings. An extra advantage for Backer Elektro is that the company can access the service and expertise provided by Angst+Pfister at any time. Thanks to its decision to switch to Angst+Pfister, Backer Elektro has been able to further solidify its already good position with its customers.

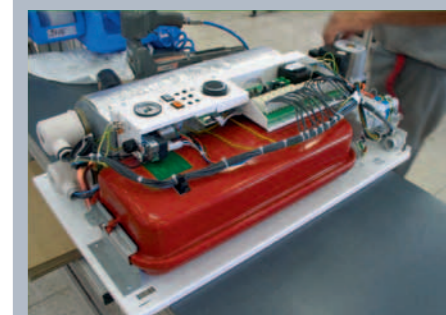
Expertise for the benefit of customers

Excellent knowledge of materials, customer- and solution-focused consulting, and profound manufacturing technology know-how – engineering is the connecting link between all of Angst+Pfister's product lines. Our specialists pass their knowledge on to customers in the course of order fulfillment. Virtual design and development of components using CAD/CAE tools are just as much a part of our engineering portfolio as our technical expertise. Thanks to these services, Angst+Pfister customers receive more than just parts; they obtain components perfectly tailored to their requirements.

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Positioning of heating element in boiler



Installation of heating element in end-product



Heating element head with gasket



Disassembled heating element head with gasket from Angst+Pfister

