



Case Study

Better Engineering

Synopsis It's been said that the only thing you need to bring to Gamlet is a problem. This can be no more clearly illustrated than in the following instance, when one of our customers approached us with a problem, and we delivered with a truly innovative solution.

Problem In 2006, one of our largest customers, Better Engineering Manufacturing, Inc., Baltimore, MD, requested that we build a new type of unit, the single largest product ever built for both Gamlet and Better Engineering. This unit was the first of its kind, and Better Engineering depended on Gamlet to get the job done. While we had the ability to build the unit in house, there were a few major obstacles: We had no doors large enough to remove the unit from the building, the unit was too large to fit on any of our trucks, and we could not obtain the necessary permits to deliver the unit to Better Engineering's facility in Maryland. These problems were substantial, but they needed to be overcome in order to satisfy the customer.

Solution The following are just a few examples of how we were able to accommodate: First, we tore out our existing garage door and a portion of our building's brick wall in order to widen the door opening. This allowed us to construct the unit in house, and remove it from the building in order to ship. Secondly, since we could not take the unit to Better Engineering's facility, their crew came up to Gamlet, and for three weeks installed their equipment on the unit in our shop. Lastly, when it came time to ship the unit, we hauled it out of the building and arranged a police escort to lead the delivery truck to the highway en route to Ohio. The gaping hole that remained in our wall serves as a reminder of how Gamlet takes the extra step to satisfy the customer, and that we're ready to do the same for you.



Gamlet
Innovation on all sides

T 866.888.3677 | P 717.854.1790 | F 717.854.8324

190 Carlisle Road | York, PA 17401 | www.gamlet.com