

Arma Coatings of Wichita Knows Who to Call on Saturday Night

RESPECTED SPRAY FOAM APPLICATOR TRUSTS SPRAY EQUIPMENT & SERVICE CENTER WHEN MINUTES COUNT

SITUATION

Arma Coatings of Wichita, Inc. prides itself as the area's go-to applicator for residential, commercial, and industrial building spray foam projects. For more than 18 years, owner and project manager Shawn Wardell has spared no effort to build a reputation of quality and dependability. Today those clients include agribusiness giants like Cargill, meat-packers, nuclear power plants, and petrochemical facilities, along with a broad assortment of regional construction contractors and business owners.

For manufacturing operations, that can often mean working around very challenging off-hour timetables. Wardell and his team are accustomed to late-night shifts through the week and even weekend evenings to avoid disrupting their clients' production lines and instead helping to ensure on-time, on-budget, and to-specification performance.

CHALLENGE

Working around a client's intensive product schedule puts extra pressure on Wardell, his equipment, and his reputation to perform without fail at nearly any hour of the day or night. When a spray equipment or material issue does come up—and it will—even on a late weekend night, Wardell must trust that an urgent call results in prompt action.

For the last 15 years, Wardell makes sure that call is made to Spray Equipment & Service Center, Inc.

OUTCOME

On Service

"I've been in this business long enough that I know more than most technical guys. We repair our own equipment. If I'm in the middle of nowhere, I can't afford downtime. For next-day service, I call Spray Equipment. I know I should expect that service from any vendor



these days, but 99 percent of vendors don't do it. Spray Equipment is the 1 percent."

On Support

"I have John's [of Spray Equipment & Service Center] cell number. I have Drew the tech guy's cell number. I even have Jevon's cell number. I've got all their cell numbers. They know if I call, I have an issue I can't solve myself and need help now. I know they sell painting systems to aircraft companies and other large manufacturers. But I also know that they'll drop everything and treat me like they treat those guys."

On Trust

"I trust Spray Equipment. I trust their expertise, their knowledge of the products, and their service. They know their products inside and out. Nine times out of 10 they can immediately tell you where to look to solve an issue and what to do next. They're great guys. I like doing business with them."

On Growing the Business

"When I'm working out of town on a 30-day job, I'll work 16 hours a day so I can be home in 15 days. I don't mess around. That's why I rely on Spray Equipment. If I need a part, Spray Equipment helps make sure I'm up and running the next day.

"Their honesty, integrity, and willingness to go the extra mile means a lot to me. I look forward to many more years of association with them." ■

For more information:

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