

# Elkhart Products Corporation



**Elkhart Products Corporation**

[www.elkhartproducts.com](http://www.elkhartproducts.com)

"I don't hear about any service issues until after they are completely taken care of because the response time of McShane's is so quick. That makes a huge difference for us."

-David Symons,  
Commodity Manager,  
Elkhart Products Corporation

*McShane's provides quick service for manufacturing facility*

## • THE CHALLENGE

Elkhart Products Corporation (EPC), in Elkhart, IN, is one of the world's largest manufacturers of wrought copper tube fittings for the plumbing, air conditioning, and refrigeration industries. From its start in 1940, EPC has grown into a 222,000 square-foot facility with more than 275 employees.

One of the key elements to the work completed at EPC is labeling each part that is manufactured and shipped out the door to clients nationwide. EPC came to McShane's with the hopes of finding a device that could handle the task of printing each label efficiently and cost-effectively.

"We actually knew we wanted a Canon system of some sort," David Symons, Commodity Manager at EPC, explains. "McShane's was very knowledgeable and helpful when we began the process of looking for equipment."

## • THE SOLUTION

After reviewing the usage EPC would have with the equipment placed in its facility, McShane's proposed implementing a black & white Canon imageRUNNER, which is a powerful multifunction device that prints at a speed of 95 pages-per-minute.

McShane's also suggested that EPC acquire the system on the Three Year Optimum Program, which will allow EPC to upgrade to newer technology within three years.

Neal Petermann, Account Representative for McShane's, says, "The imageRUNNER suits Elkhart Products well. They needed a system to handle one primary task with reliability and speed."

## • THE BENEFIT

In addition to the benefits of reliability and speed, the company also required equipment that would output the highest quality labels possible because of the detailed, customized bar codes on each individual label. The device has proven to be the perfect fit.

Ed Slack, Label Specialist in the Boxing Department at Elkhart Products, explains, "I can't have anything wrong with the quality on the bar codes or it will hold up our entire process. This machine produces excellent quality that never falters."

In an environment like EPC, it is vital that the system runs smoothly each day; therefore, customer service is extremely important. McShane's recognizes the urgency at EPC and ensures a quick response time when service is necessary.

"Service is excellent," Mr. Symons says. "In fact, I don't hear about any service issues until after they are completely taken care of because the response time of McShane's is so quick. That makes a huge difference for us."

Mr. Slack adds, "Whenever I call, McShane's is here as soon as possible."

Thanks to quick service and a workhorse Canon imageRUNNER, every product that leaves the door of EPC is packaged with high-quality labels. As EPC continues to grow, McShane's looks forward to providing more solutions for the company.



**Canon**  
imageRUNNER®



[www.mcshanes.com](http://www.mcshanes.com) • (800) 837.1400 (ph)  
1844 45th St., Munster, IN 46321  
3310 Hickory Rd., Mishawaka, IN 46545