



Do you hear that?

Industry

Medical Devices

Application / Products

Wiper seal with ERIKS PerMo surface treatment

Challenge

Getting dental work done is never fun. Add the annoyance in the form of a persistent squeaking noise coming from the dental equipment and it's enough to drive a person mad. Now imagine you're the manufacturer of the dental device that's making that squeaking sound?

This is exactly the situation that a major dental equipment manufacturer found themselves in. The unwanted noise was found to be caused by the wiper seal within the tools pneumatic cylinder. This issue was responsible for numerous customer returns and replacements, hurting the company's reputation with its customers. In addition, the manufacturing process was being negatively impacted due to the need to test each cylinder during the manufacturing process and again after final assembly before the product was allow to be shipped.

Solution

After several attempts by the manufacturer to resolve the issue failed, the company reached out to the seal experts at ERIKS to investigate the issue and recommend a permanent solution. The knowledgeable and highly experienced team from ERIKS worked closely with the customers own product team to understand the customer's specific application and the root cause of the issue before develop a solution. After gathering all of the critical information, the team from ERIKS recommended treating the current seal with the ERIKS PerMo treatment to reduce surface friction.

Results

The customer was thrilled with the unbiased approach used by the ERIKS team to resolve this long running issue. Because the ERIKS solution did not involve the company to re-engineer their existing design, the ERIKS solution was quickly implemented saving them valuable time and money.

knowledgeable

responsive

unbiased

innovative

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