

O-Rings & Kits  
Wipers  
Compounds  
Custom Parts  
Specialty Parts  
Services  
Wear Guides  
Rod & Piston Seals

QUALITY | VALUE | SERVICE

# Services

Services





# Our services give you the edge.

Competition is constantly driving manufacturers to be better, faster and more resourceful. That's why a superior supplier partner is essential if you want to keep an edge over the rest. High Performance Seals' new state-of-the-art facilities offer you the most advanced equipment, services and innovations. We can support you with engineering solutions, material recommendations, CAD, product design and specifications, testing, certification, custom orders and a world-wide network of resources. All that added value can keep you far in front of your competition.

For more information, quick quotations, expert consultation and responsive customer service, call us at 877.796.0123 or visit [www.highperformanceseals.com](http://www.highperformanceseals.com).

## ENGINEERING SERVICES



### DESIGN ASSISTANCE

High Performance Seals has worked with a multitude of industries and different seal applications. When you need design assistance, no matter what project, we've already got the experience to meet any challenge. Most projects are solved with a simple review and application of standard seal design parameters. For complex problems, we'll engineer the ideal solution. Call or e-mail our engineers through our "Ask an Engineer" tool.



### MATERIAL SELECTION

Material selection is complex and crucial. Each grade of material has a unique set of physical and chemical properties that sets it apart from the others. Our recommendations consider the medium, temperature, static or dynamic motion, maximum operating pressure, environmental aspects, material costs and more. We are experts in all materials, including Viton™, EPDM, Nitrile, Silicone, PTFE and more



### COMPUTER ASSISTED DESIGN

High Performance Seals uses CAD software, specifically SolidWorks™, to produce solid models and drawings. Solid models are the preferred medium to accurately communicate requirements. Our SolidWorks system can read numerous CAD formats. We also use SolidWorks Product Data Management to tightly control print and model versions. This software assures that the correct version of the print or model is in use at all times.



### REVERSE ENGINEERING

High Performance Seals uses our advanced non-contact visual measurement equipment to take detailed measurements for our customers. Our staff can then reproduce the part in our SolidWorks CAD system. The resultant solid model can then be used to produce parts for cost analysis, design replication or testing validation. Most geometries can be measured without having to cut the part, however more complex shapes will require sectioning.



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# All-round superior service.

You're in a complex business and you rely on your suppliers on several fronts to go beyond simply fulfilling product orders. In fact, sometimes it's their extraordinary service that makes the difference between you and your competition.

High Performance Seals offers more services at a better level of quality than others for three reasons:

- 1) Our experience of over five decades in virtually every industry and application;
- 2) Our worldwide, decades long established relationships with suppliers and distributors;
- 3) Our new, state-of-the-art facilities, including warehouse, testing lab, engineering services, customer services, software systems and more.

## WAREHOUSE SERVICES



### PACKAGING

Tell us how you want it shipped and High Performance Seals will deliver to your exact specifications. We can bag the parts in your requested quantities. Our Just-In-Time (JIT) kitting saves you assembly time and overhead by grouping parts together – piston seals, rod seals, wipers, wear guides, O-Rings – any combination you require. We can create customer-specific bags/labels, even barcodes.



### PART ENHANCEMENT

Since different part compounds look alike, we can dot them in different colors. It improves quality control by ensuring the correct compound for each application, differentiating expensive parts, and matching correct sizes.



### DELIVERY

Our worldwide resources, new state-of-the-art warehouse and worldwide delivery expertise enable us to pack, ship and track your order from the moment you place it. We deliver to local areas, nationwide and off-shore anywhere. Our international resources facilitate the process. And we'll custom kit, bar code, even set up just-in-time (JIT) scheduling.

## COATINGS



### COATINGS

This process is primarily used in conjunction with an automated manufacturing process. High Performance Seals is capable of powder coating parts with several friction reducing substances. This facilitates automatic assembly and can help with identification. Available coatings include talc, silicone, molybdenum disulfide (Moly), and Teflon® coatings. High Performance Seals also offers wet coatings.



Our Quality Services assure consistently superior product quality and performance. Our ISO 9001 certified quality system includes rigid incoming quality inspections, material certifications, Production Part Approval Process (PPAP) documentation, expertise, adherence to regulatory practices and more. We also offer a host of value added services – and we can accommodate all your custom quality requests.

Our ISO 9001 certified quality system is an international testimonial to our best practices commitment. This certification requires rigid incoming quality inspections, documented material certifications, adherence to regulatory practices worldwide and more. It also demands constant improvements in industry standards and keeps us at the forefront.

## SALES & INVENTORY SUPPORT



### VENDOR-MANAGED INVENTORY

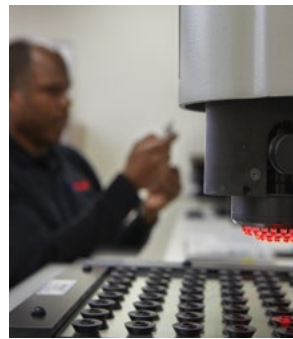
Our Vendor Managed Inventory (VMI) assures you'll always have the parts you need. We can stock your specified parts, often ready for same day shipping. We maintain the inventory levels according to your needs. It also lowers in-process/stock-related material costs. We can also facilitate your sales and purchasing process through our Electronic Data Interchange (EDI) system.



### ELECTRONIC DATA INTERCHANGE

EDI speeds up the ordering process, increases accuracy and prevents errors. It allows us to directly translate your sales request into our management software system. It saves the time of working with customer service as orders are electronically put into our system. And since the system is automated, it prevents human error in the transcription process of your order into our system.

## QUALITY SERVICES



### INCOMING QUALITY INSPECTION

Our new inspection facility ensures all incoming products conform to specified requirements. Micro-Vu Non-contact Visual Inspection Devices automatically measure parts for industry standards or your specifications. Shore A/M Durometers measure hardness, a physical property of rubber materials. Measuring specific gravity quickly verifies the compound type.



### PPAP DOCUMENTATION

The Production Part Approval Process specifies the requirements for a new or changed part. It identifies any production process weaknesses and assures all design and engineering requirements are met. Documentation includes Failure Mode and Effects Analysis, Control Plan, Process Flow Diagram and Part Submission Warrant.



Our customers often need services that require too much additional capital to handle themselves. Our part enhancement services include part washing, part coating, even color coding for more accurate part identification. It saves you costs while it boosts your quality and productivity.

High Performance Seals stocks and ships over 25,000 different part numbers and over 500,000,000 total parts each year, with unprecedented accuracy and timeliness. Our Electronic Data Interchange and Vendor Managed Inventory streamlines and speeds up your ordering process while it helps you control inventory levels and track your orders.

No matter how complex, demanding and challenging your needs, count on High Performance Seals to deliver 100% satisfaction.

QUALITY | VALUE | SERVICE

## QUALITY SERVICES



### REGULATORY PRACTICES

New laws and regulations continuously impact the fluid power and rubber sealing industry. We review new directives to ensure world-wide product compliance. Some common regulatory requests are: Restriction of Hazardous Substances Directive (ROHS); Registration, Evaluation, Authorization and Restriction of Chemicals (REACH); Dodd Frank Conflict Minerals.



### IMDS

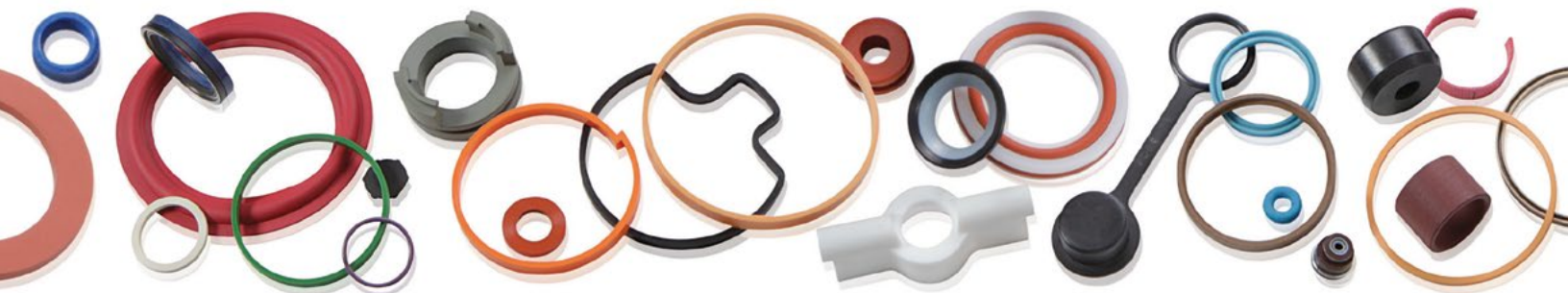
International Material Data Systems allows identification of parts or components that may contain hazardous or dangerous substances, like items specified by the RoHS or REACH directives. Our IMDS certification (#55580) is fully proficient in the setup and submittal of materials and components. Most submissions are through the auto industry's PPAP, but standalone requests are honored.



### ISO 9001 CERTIFIED

ISO 9001 Certification demonstrates our dedication to our customers and industry. The international quality system allows us to speak with customers on the same terms. Our focus on continuous improvement assures the most current "best practices," including warehouse management, information services and delivery strategies. It even assures fair value to customers.

Services



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**LIMITED WARRANTY** High Performance Seals ("Seller") warrants that its products ("Goods") will perform in accordance with their specifications; that the goods will be free from manufacturing defects for a period of twelve (12) months from the date of delivery of the goods to Buyer; and that the goods will be as specified by Buyer in the purchase order. Seller should have the right to elect to either refund the purchase price for any defective goods or replace any defective goods, provided that the goods were used in the manner for which they were manufactured. Seller does not warrant that the goods are fit for any particular purpose. Seller should have no obligation to refund the purchase price or replace goods that are rendered defective by a Buyer or a third party after they leave Seller's place of shipment.

**LIMITED LIABILITY** Seller's liability for its goods is limited to their terms set forth in Seller's express warranty set for above, in no event shall Seller's liability exceed the total purchase order price. Seller is not assuming any liability for any indirect, collateral, special, incidental or consequential losses or damages suffered by Buyer, or by any end-user or other third party, including but not limited to, lost profits, loss of business reputation and/or lost business opportunity, for any possible cause of action or claim arising out of or related to the goods sold to Buyer, even if Seller has been advised of the possibility of such loss or damage.

