

Before the Dip:

CUSTOMER COMMUNICATION BEFORE GALVANIZING

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Every Galvanizer Has Had This Problem

Material arrives with a problem built in

A design or fabrication decision made long before it reached us

We process it, and now it's ours

Explaining it afterward just sounds like an excuse

A customer burned more than once blames galvanizing

Not just the galvanizer, the whole process



The Blame Game

Who's responsible, on paper

A123 puts design and fabrication on the designer or fabricator

Technically true, incomplete in practice

“Customer's design, customer's problem” is bad policy and bad service

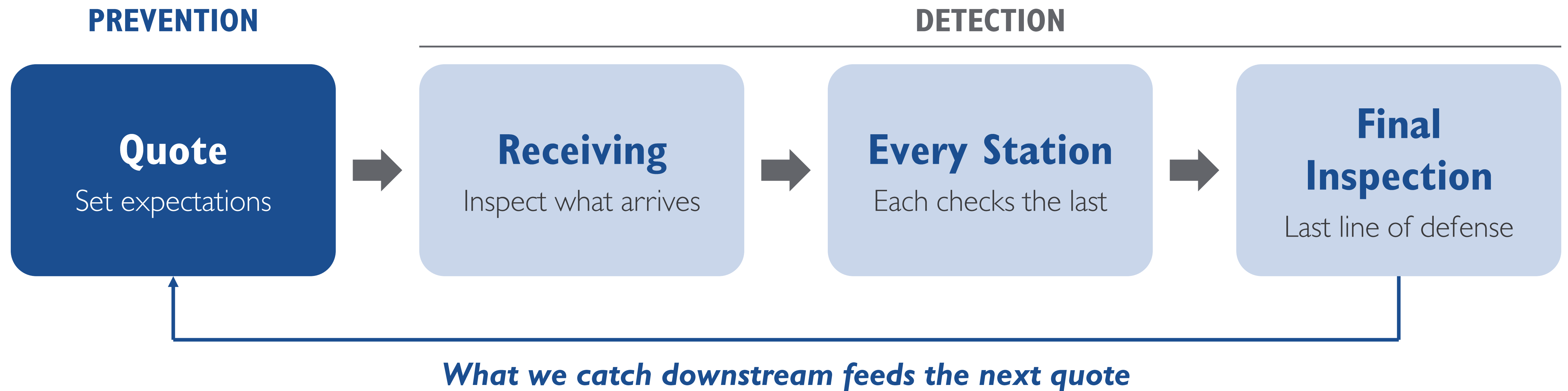
The galvanizer should speak up first

We understand the process. Many customers don't



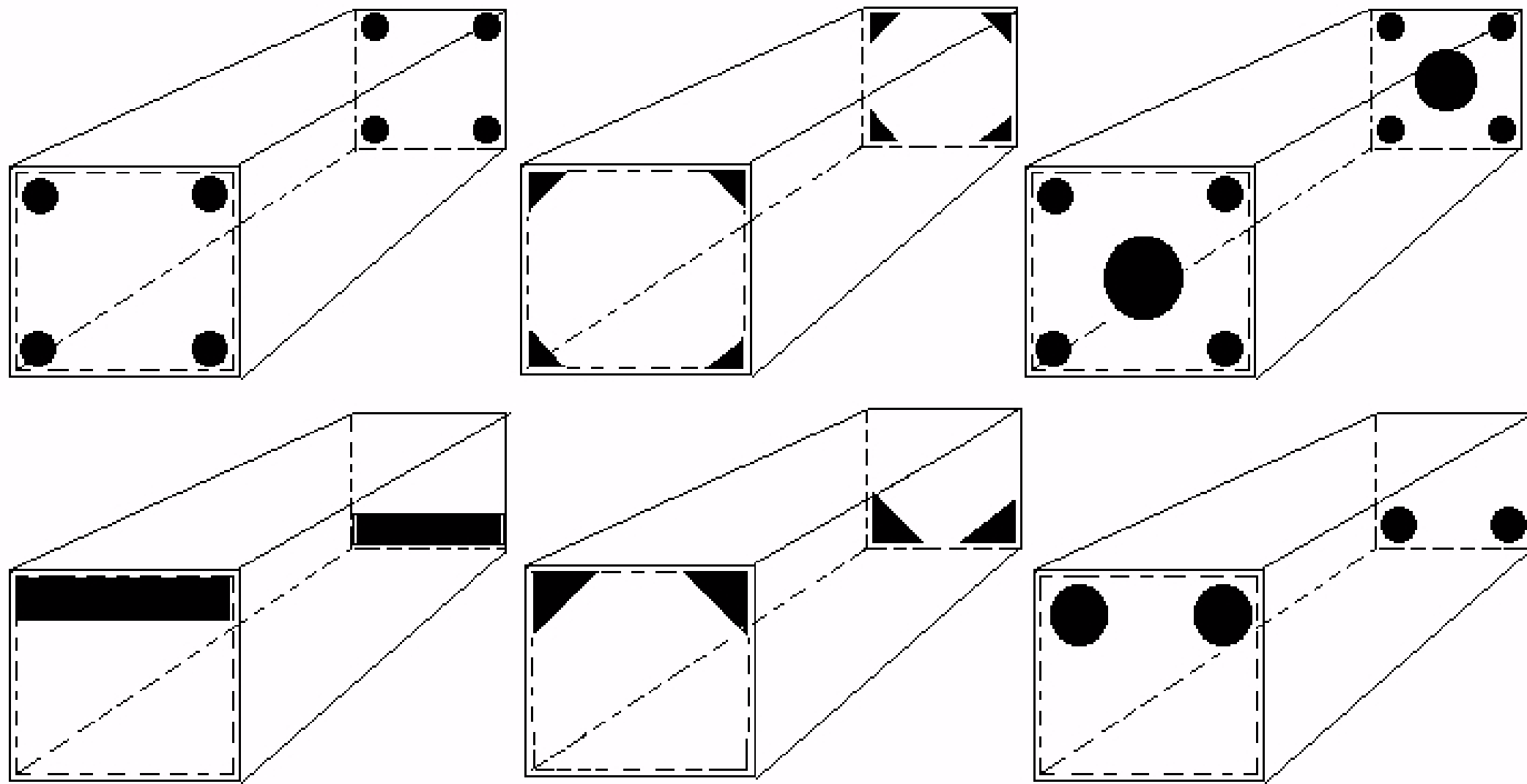
The customer doesn't care whose decision caused it.

Four Lines of Defense



The earlier the catch, the cheaper and easier the conversation.

Venting & Drainage



Tell them up front: Every enclosed space needs vent and drain holes sized and placed for our process. Trapped moisture can flash to steam in the kettle. This is a customer quality & galvanizing safety issue.

Hole Size & Placement



Tell them up front: Holes that are too small or in the wrong place trap air and zinc, leaving bare spots, heavy runs, and blowouts.

Lifting Points & Kettle Limits



Tell them up front: Know our kettle size and lifting capacity, and provide lifting points that will hold the load. Welded nuts and washers have to be built for the weight.

Distortion Risk



Tell them up front: Thin, asymmetric, or long fabrications, and assemblies with handrail already welded on, can warp at bath temperature. Flag it at the quote, not after the kettle.

Reactive Steel & Dissimilar Metals



Tell them up front: Steel chemistry influences coating thickness and appearance. Set expectations on thickness, coloration, and dissimilar metals up front, so it's education now, not an excuse later.

Surface Contaminants



Tell them up front: Paint, markers, stickers, weld slag, spatter, and anti-spatter sprays don't come off in our cleaning process. Tell them before they mark it, not after it's galvanized.

The Quote Conversation

Design & fabrication

Venting, drainage, hole size, lifting points, kettle limits

Steel & materials

Distortion risk, reactive steel, dissimilar metals

Surface condition

Paint, markings, stickers, weld slag and spatter

Special handling

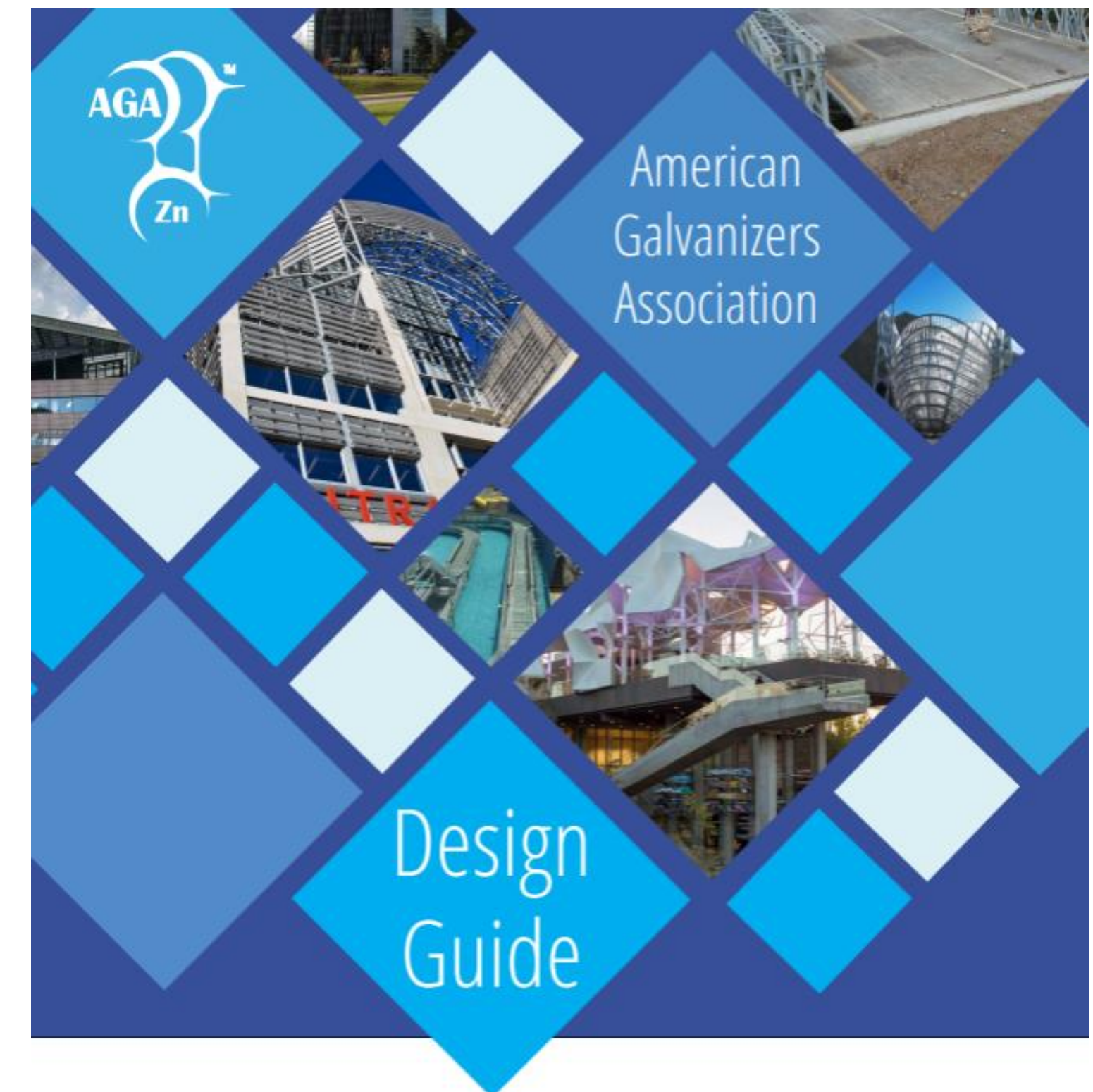
Threaded and moving parts, masking, identification and paperwork

After galvanizing

Paint or powder coat, handling and storage

Leave something behind

The AGA Design Guide: third-party backing they can keep



The Design of Products to be
Hot-Dip Galvanized After Fabrication

Inspect It on Arrival



Look for: Pre-existing damage, paint and markings, missing or wrong vent holes, lifting points that won't hold, and paperwork that doesn't match the load.

The Receiving Call

Hold it

Questionable material doesn't move forward

Call before processing, with photos

Show them what we see

Give them options

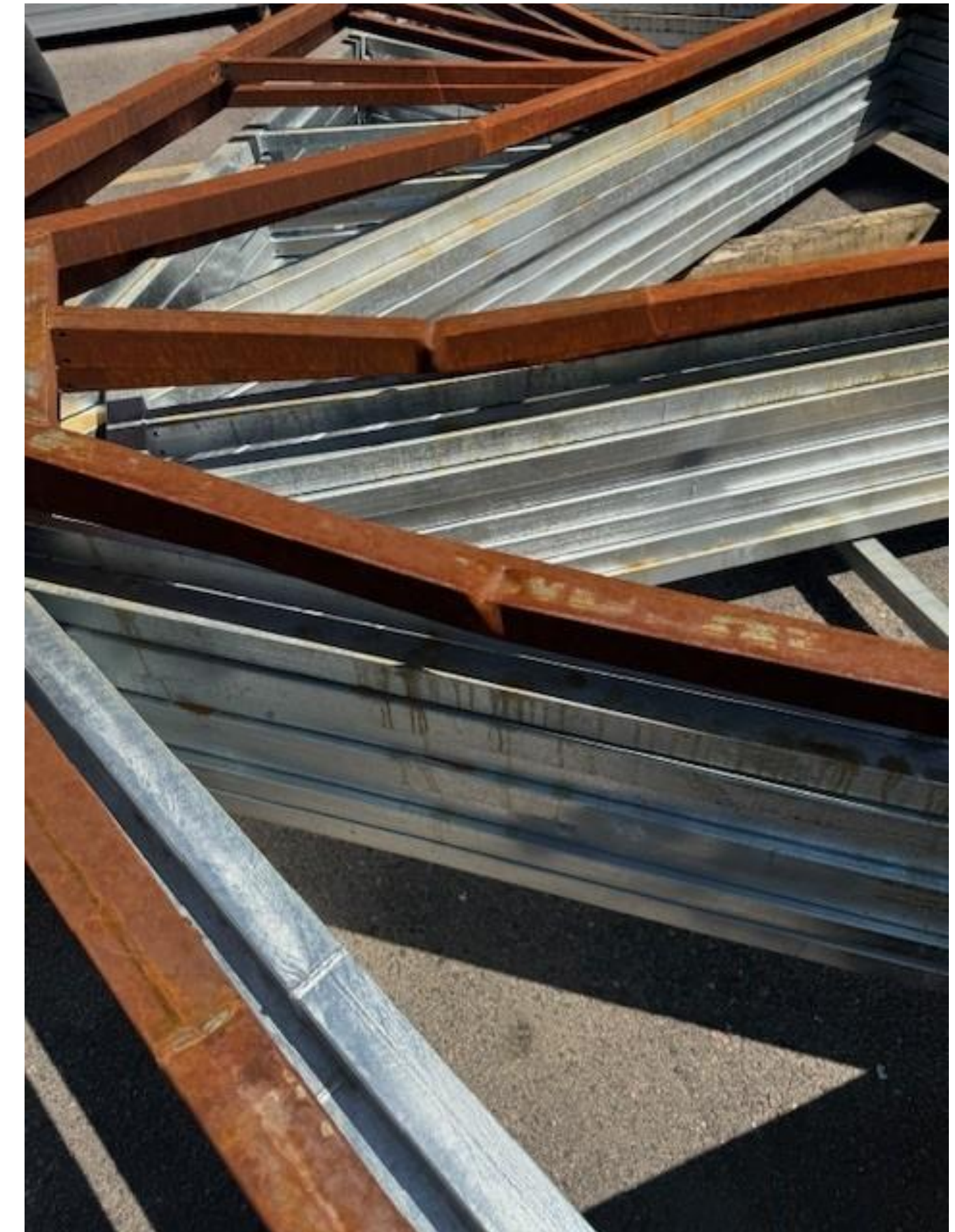
They fix it, we fix it for a charge, or they proceed as-is

Written authorization is the last resort

When they choose to proceed with known risk, document it

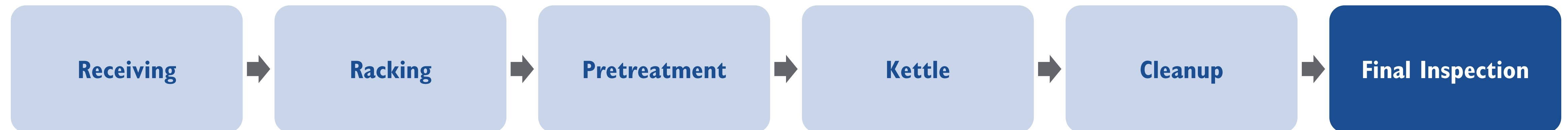
Know who makes the call

A clear path: who decides, and who contacts the customer



Caught on arrival: a five-minute call instead of a claim.

Every Station Is an Inspection Point



Each station checks its own work and verifies the one before it.

Know what good looks like

Visual standards, photos, and training at every station

Authority to stop it

Any station can hold material, with a clear path for who decides next

Cleanup dresses, it doesn't hide

Bigger issues get rejected, not ground out

When It Still Slips Through

Lead with ownership, not explanation

An explanation sounds like an excuse, even when it's true

Respond fast

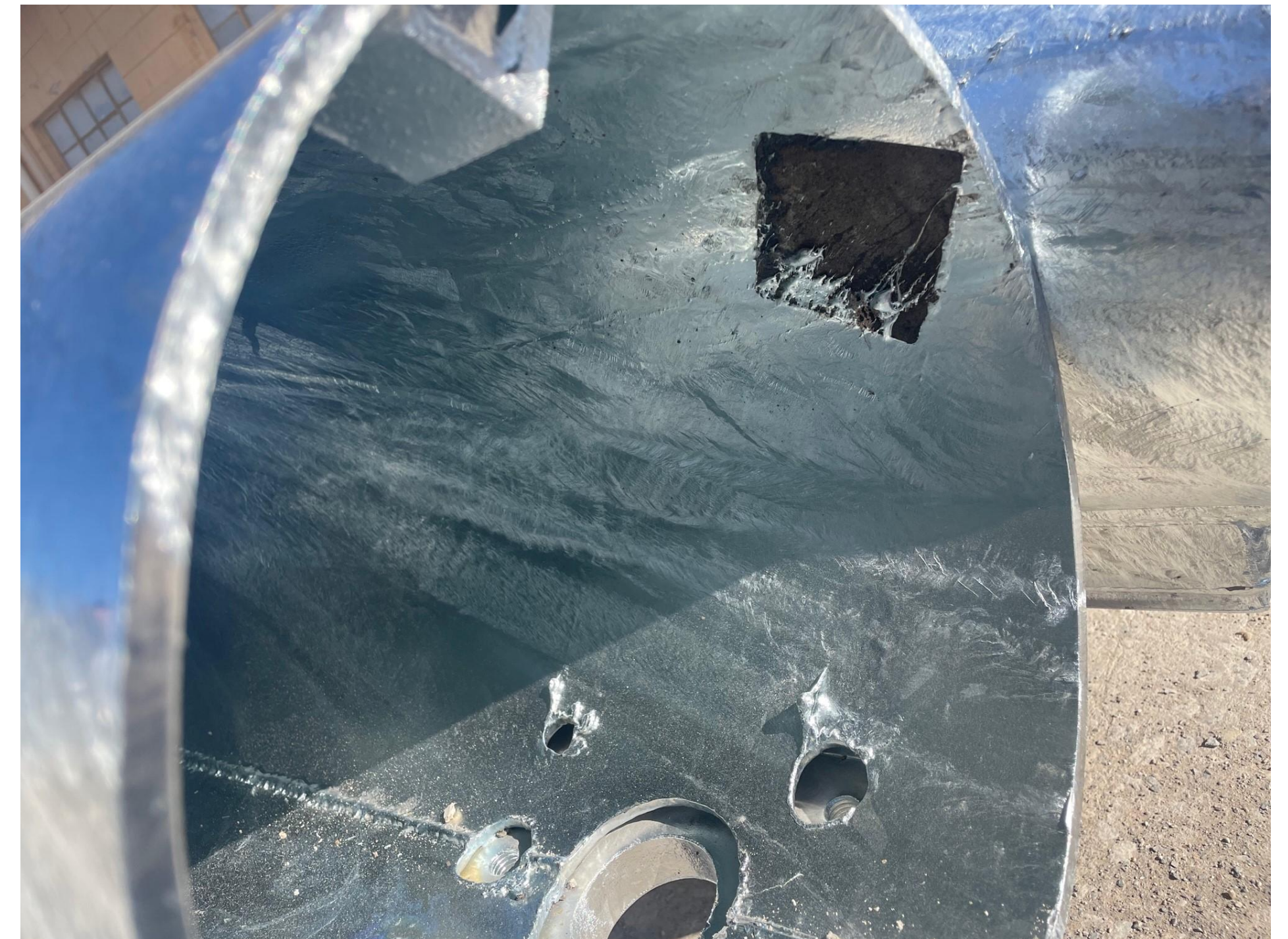
Agree on the path forward before acting

“We,” not “they”

Internally and with the customer

Ask which line should have caught it

The quote? Receiving? Which station?



Repeat Customers: Closing the Loop

Document every catch

Photos and notes from receiving and the floor

Bring it back to the next quote

Specific examples, not general reminders

Same issue twice gets a different response

A plant tour or shop visit, not another waiver

Some customers change when they feel the cost

It's fair to charge for prep work they should have done



Sometimes a customer needs to see the process in person.

Takeaways

1

Have the design and fabrication conversation at the quote

2

Inspect every load on arrival, and hold anything questionable

3

Call the customer before processing, with photos and options

4

Make every station an inspection point, with authority to stop it

5

Don't quietly run bad product, even if “the competitor will”

6

Close the loop: what we catch feeds the next quote



Thank You

Questions. And what's worked for you?