"Oh no! Not another seal Company !" - Customer statement

Okay, we admit; the field is getting crowded with Mechanical Seal manufacturers. Everyone with a lathe machine and a ... The overall result has been to make the average seal buyer wary of (and even hostile to) yet another seal maker.

Let us face it. Not everyone knows a lot about many aspects of Mechanical seals: theory, design, environmental, manufacturing, quality and other inputs that have to go into it all. (Quite a few don't know even how these things work!).

We at General Seal have over three decades of actual hands-on experience in maintenance of rotating equipment fitted with Mechanical Seals: theory, design, environmental, manufacturing, quality and other inputs that have to go into it all. (Quite a few don't know even how these things work!).

Surely, not every seal maker can match that record.

Does that makes us just another seal making company?

" We are satisfied with our present seal suppliers, so why bother to change to a new brand / design / system involving new learning process and inventory-related problems?" - Customer statement

Okay, we admit; habits die hard ! When things are apparently going smoothly and budget is routinely made available to sustain current levels of expenditure on spare parts, there is no arguing about change!

Let us face it. Every maker prefers to display his own designs; he expects customer to change the equipment parts to meet the design criteria of the old design already paid for. No cost-conscious customer would want a brand change-over in a situation like that.

We at General Seal have over the years saved our customers valuable time and money by offering tailor-made Mechanical Seals so that no modification of the original equipment is ever called for.

All this is achieved at extremely economic costs even while meeting or exceeding OEM performances.

So our customers don't have to throw away old parts already paid for; they, in fact save money on inventory, on equipment modification, on re-orientation training, and, best of all, on purchase costs.

Surely not every seal maker can match that record.
"We wish to buy from the best international brands for our plant; cost is no criterion for this." - Customer statement

"We are constrained to place order on the lowest quotations; performance criteria and guarantee enforcements are responsibilities of other departments." - Customer statement

Okay, we admit; there is wide variation in the prices quoted for a given sealing system. All these differences are not just because of differences in quality or expertise of the quote providers. Some are due to low-priced look-alikes that have to be made to perform by a dedicated technician in the technical department.

Let us face it. The best rotating equipment is only as good as its sealing system. And price of seal alone is no criteria for indicating technical excellence. To know the merits of the seal, you have to look at the customer interaction programme that has been developed. This includes not only regular follow-ups but also personal visits to keep the customer's equipment on-line. It requires a well-trained technical expert who can provide systematic and comprehensive advice. This involves study of the shaft dynamics, touching areas like deflections, run-outs, and the like.

We at General Seal have been at this business since 1980. Over the years, we have pursued a policy of continuous investments in plant and machinery and infrastructural facilities, building some of the most modern facilities for seal manufacturing in the world. Advanced machinery systems and equipment, and raw materials from different parts of the world ensure that we can provide the best products available. This is reflected in the investment in the business; the sizes and ranges of designs and manufacture, etc.

We think nothing of programming our CNC machines for a batch of ONE! Such total commitment to our customers' cause has been repaid by the near-total loyalty of our customers. We design and manufacture seals in single arrays and multiple arrays in sizes from below 10 mm to over 165 mm (till date). And all this is done without charging the earth!

So if you still find someone paying fancy prices for sealing systems, well, it is not for the seal alone but also for the technical support and after-sales service. Our programme for after-sales service has been enabling us to offer the most realistic prices to our customers while exceeding customer expectations on performance.

Surely, not every seal maker can match that record.

"Every seal maker claims the earth while offering his product, but when seal leaks, he blames the maintenance of equipment and disappears from the scene." - Customer statement

Okay, we admit: all look alikes need not perform alike! Most manufacturers can make a product (any product!) look exactly the same but cannot provide the same performance. A good manufacturer understands that the customer can get his money's worth from the investment. Because they simply don't understand maintenance procedures.

Let us face it. Not every seal manufacturer can claim decades of cumulative experience in maintenance of rotating equipment. A more systematic response involves study of the shaft dynamics, touching areas like deflections, run-outs, and the like.

We at General Seal have a highly developed customer interaction programme that aims to keep customer's equipment on-line. Our after-sales service is well-planned and executed with the help of experienced technicians. All this has enabled us to offer the most realistic prices to our customers while exceeding customer expectations on performance. Surely, not every seal maker can match that record.