"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 tool room can be a seal maker. 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. We are equipped with state-of-the-art capital equipment and infrastructural facilities exceeding USS/600,000 in value as of 2004.

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 his. But there is a catch here. The cost of changing equipment parts is extremely high. The cost of changing the equipment is 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. We modify our designs to fit the customer’s equipment (tailor-made, in other words) 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 due to the intrinsic characteristics of the seal alone – they also come with the experience of making the seal. We do not deal with 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 experience and years of commitment to the profession as reflected by the investment in the business; the sizes and ranges of designs and manufacture, etc.

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 used in the production of our seals, contribute not only to the quality of our products but also to the cost-effectiveness of our operations. 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 sealing systems in a wide range of sizes and configurations, 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 overall performance and reliability that comes with our products. When you consider all these factors, you'll see that our prices are quite reasonable.

"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 only a few can ensure that the product will work as expected. To achieve this, we have invested heavily in research and development, and we have a highly developed customer interaction programme that aims to keep customer's equipment on-line for as long as possible. We think nothing of our engineers spending days and nights on our customer's site, testing and optimizing their sealing systems. Because we understand that the real cost of maintenance is not just the cost of the parts, but also the cost of downtime and the cost of the expertise required to maintain the system.

Surely, not every seal maker can match that record.