

## SURFACE SOLUTIONS: Polishing for the Finest Finish

### THE CHALLENGE

**Pelco Tool and Mold** came to **Bales** with a challenge. The custom plastic injection mold manufacturer was building a tool for a new customer, one that needed its highly visible parts — tumbler cups for the food and beverage industry — to have a very precise finish.

Fortunately, polishing steel molds to assure the finest finishes on visible parts is a **Bales** specialty. We've been providing diamond polishing since our founding in 1978; it's how we initially made our mark in the industry.

Like **Bales**, **Pelco** has been around for decades. The company needed a partner that would support its reputation for designing and building high-precision, multiple-cavity tools.

### THE SOLUTION

With **Pelco** — as we do with all our customers — we started by listening.

“We told them what we were looking to obtain, and **Bales** developed a procedure that would enable us to get there,” says Rick Hale, Plant Manager at **Pelco**. “We needed the mold to produce parts with a crystal-clear finish.”

What **Bales** recommended was polishing the mold to a #2 diamond finish, which not only assures a blemish-free part but also offers the added benefit of reducing friction and optimizing performance.

### THE RESULT

**Bales** was able to provide the precise finish that the customer required — both aesthetically and functionally. As always, **Pelco** found the **Bales** team stands by their work.

“Their timing is exactly what they say it will be,” Hale says. “They are very easy to work with. They stand by their quote 100 percent of the time, and the delivery is within the time frame given.”

**Pelco** has retained the tumbler customer ever since. Subsequently, they have awarded the ongoing business to **Bales** — because our team delivers quality they can count on.

“**Bales** continues to give us the correct finishes, allowing our tools to run just as the customer needs.”

In developing exactly what **Pelco's** customer required, we made both the parts — and **Pelco** — shine.

No matter what level of finish you require, **Bales** will deliver the right solution, on time, with the highest of standards. For more information about our finishing and coating solutions, visit [BalesUSA.com](http://BalesUSA.com).



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**We Finish What Others Start.**