

# RELIABILITY, QUALITY AND TRUST

Custom Fittings are leading manufacturers and stockists of stainless-steel hose fittings, tube fittings and adaptors. They supply industries that range from Oil and Gas to Aerospace, manufacturing and distributing worldwide hose end fittings, connectors and adaptors.

Over the course of 35 years, they've built a reputation for quality solutions and outstanding customer service. Essentra Components has played an instrumental part in their success, by providing the caps they need to protect their products and their reputation.

## THE CHALLENGE

Custom Fittings have a duty of care to their customers, which they take seriously. Damaged internal and external threads, and flanges, can result in leakage, and depending on the application, it can also result in a dangerous environment. To keep their customers safe and minimise loss of revenue, it's critical, then, to protect those components with caps at every stage of the parts' journey, including packaging, distribution and storage.

## THE SOLUTION

For 35 years, Essentra Components have worked with Custom Fittings to ensure they have a range of caps at their disposal. As Custom Fittings has grown, so, too, have their needs. Essentra Components have been there for them every step of the way, providing reliable, hassle-free service with a depth of solutions.

Today, Essentra Components provide them with a full range of BSP, JIC, metrics, flange, and B-seal caps, in blue, red and opaque white colors to match their branding. No one else is able to offer them their color choices, straight off the shelf. The quality of the caps ensure they stand up to the job. This in turn creates customer satisfaction, which is the main measure of success.

**CUSTOMER**  
Custom Fittings

**INDUSTRY**  
Equipment manufacturing, producing hydraulics, hose and pipe fittings

**PROJECT**  
Thread, seal and flange protection

**SOLUTION**  
Protection caps

**"We appreciate when a solution works – that's why we always work with Essentra. They offer a range of caps that do an outstanding job of protecting our fittings."**

— Mark Crowther, Director,  
Custom Fittings





**Custom  
Fittings**

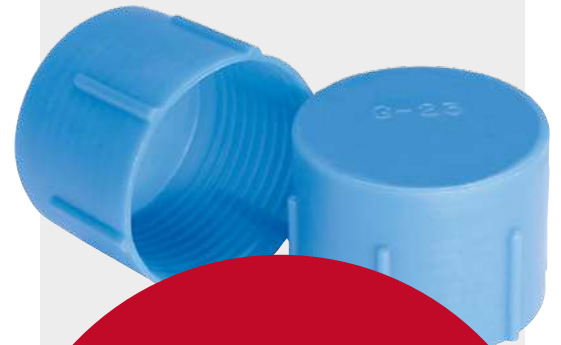
## RESULTS

By protecting their fittings with Essentra Components' caps, Custom Fittings are ensuring that no time or money is lost due to damage and returns.

**Customer Satisfaction:** Essentra Components' caps enhance the service that Custom Fittings provide to their customers. The protection provided by the caps help make customers' jobs easier, inspiring them to remain loyal to Custom Fittings.

**Value:** Essentra Components offer a complete range of caps in different materials and types, right off the shelf, and in the colors that match their branding. There's no need to spend additional budget on bespoke solutions.

**Reputation:** Providing their customers with protected fittings, ensuring that the component is ready to go, has played an important part in building their reputation. Consequently, the industries Custom Fittings serve have expanded to include Oil and Gas, Pharmaceuticals, Food and Beverage, Hygienic and Aerospace and Defence.



**"Essentra Components' caps are an integral part of Custom Fittings' manufacturing process, helping to deliver consistent satisfaction across our international customer base."**

— Mark Crowther, Director,  
Custom Fittings



## ONGOING SUPPORT

Due to a strong relationship, Custom Fittings has the reassurance that Essentra Components will always take care of their needs when it comes to helping to protect their fittings. If they ever have the need for a custom solution, Essentra Components can take care of that, too, with the same hassle-free service they're used to.

To find out how the experts at Essentra can help your business, call **800 847 0486** or email **[sales@essentracomponents.com](mailto:sales@essentracomponents.com)**