



Manufacturers of Tough and Durable Polyprene™ Water & Foam Tanks and PolyBilt Bodies for the Fire Industry

## QUALITY ASSURANCE

Pro Poly is committed in its factories to manufacturing a quality product.

Pro Poly has a total quality assurance system, which is divided into the following departments:

- Engineering tank check before production
- Shell spark check before installation of internals
- Preliminary lid check
- Pressurized water test of completed tank
- Final quality assurance check and audit

## CUSTOMER SERVICE

Pro Poly has its exclusive Pro ·customer™ comprehensive customer service program. The Pro Customer™ has the following goals:

If there is ever any problem in the field, Pro Poly stands behind its products with service technicians and mobile repair units from all of Pro Poly's plants throughout the U.S. Additionally, Pro Poly will effectuate repair within 48 hours after receipt of a warranty repair order.

Our customer service goals also include:

- Same day response for requests for quotes
- Quotation follow-up
- Proposal drawing response within 24 hours
- Engineering turn around within 72 hours
- Production of tanks within 4 to 6 weeks after signed prints



230 NE 25th Avenue • Ocala, FL 34470  
(352) 629-1414 • (800) 864-3817  
[www.propolyamerica.com](http://www.propolyamerica.com)

