



# Circular Solutions

A case study from Algood Caster Innovations

## Customers have requirements, not specs



Everyone can't be an expert on casters. In fact, there are very few people who even want to be. So, when you need a cost estimate or are ordering the casters to complete a project, you're better off giving us your requirements and letting us develop the specs.

Many times, customers feel compelled to provide detailed specifications. That might make sense in competitive quoting situations, where it's important to provide the basis for apples-to-apples cost comparisons. But being able to properly spec a caster and find the configuration best suited to a particular need only comes with years of experience. If instead you give us your detailed requirements, we can develop the specs for a caster that will do the job you need.

Here's a recent case study that illustrates the point.

Tarrison Products manufactures a range of stainless steel products for food service, retail and display applications.

While they rely heavily on European caster suppliers, they frequently turn to Algood for unique projects. Recently they inquired about a caster to fit the post of a food service cart. Naturally we asked about the weight the cart would hold, how high they wanted the wheel to be and for some particulars about the post.

The people at Tarrison responded with specifications. They needed a caster with a 5" wheel, capacity of 200 lbs. and a pressure-fit stem that would fit a 1" round post.

We needed to know more about how and where the cart – and the caster – would be used. Based on that, we were able to specify the ideal caster. It was a 5 x 1-1/4" caster with a 1" expandable stem, a Moldon Polyurethane wheel, ball bearings, thread guards and the option for a brake. Here's how our specifications related to Tarrison's requirements.

- Size – the size of the caster was to meet their weight and height requirements.
- Stem – the challenge is for the stem to fit into a metro style post with a rounded bottom. The expandable stem can be locked into a place with a fitted nut. It eliminates the need for additional drilling and gives the cart a nice clean look.

- Moldon Polyurethane – the cart will be used on a variety of surfaces. The wheel is non-marking to protect interior floors but won't lose its memory – even at full capacity - when used on other demanding surfaces.
- Ball Bearings/Thread Guards – the cart will be loaded with food items in both interior and external settings. The ball bearings will ensure a smooth ride and prevent spillage or wastage while the thread guards will protect the bearings in more challenging environments.
- Optional brake – once the food on the cart is wheeled to its intended location – for example, beside an outdoor barbecue – it could be important for it stay in place.

You can see that each of the component specifications was based on a requirement for the cart's use and aesthetics.

Quoting - and even manufacturing – based on the specification with which we were initially provided could have resulted in a caster that Tarrison wasn't happy with. Letting us develop the specs based on the requirements provided by the customer, allowed us to use our real expertise and find the caster solution to meet Tarrison's needs as well as the needs of their customers. After all customers have requirements, not specs.

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For more information on how Algood Caster Innovations can provide solutions for your wheel and caster needs, call 1-800-254-6633 or email [service@algood.com](mailto:service@algood.com). Visit our website at [www.algood.com](http://www.algood.com).