



## That's Just Nuts!

For over 100 years customer satisfaction and quality products have been high priorities at Ford Meter Box. Endorsing these values we established a quality system within the company and in 1996 received certification by Underwriters Laboratories, Inc., as a registered firm to the International Organization for Standardization, ISO 9001 Series Standards for quality.

Ford employees take great pride producing quality products, so when we do get a phone call that there is an alleged defect with one of our products, we request to have the product returned to the factory so that we might investigate the alleged problem.

We recently received such a phone call, stating that one of our Coppersettlers was removed from service as the result of restricted water flow. It was requested that the unit be returned to the factory for complete evaluation.

Upon arrival, our Product Assurance Technician inspected the Coppersetter and found no visual defects. The Coppersetter was taken to the Testing Laboratory to observe water flow. As it was laid on the table the technician heard a faint noise and observed that an acorn had surfaced at the bottom inlet service line connection. It appears that this acorn mysteriously ended up in the inlet side of the Coppersetter resulting in restricted water flow. The waterlogged acorn dislodged itself after a period of drying time and extensive handling, resolving any quality issues with our Coppersetter.

It was entertaining to contact the customer and inform them that the Coppersetter was of superior quality and had no manufacturing defects. The flow restriction problem, *well that's just nuts!*



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