



Machine Shop Learns the Hard Way That Not All Electrostatic Gun Brands are Equal

CUSTOMER

CNC (computer numerical control) machine shop

GRACO EQUIPMENT

[Pro Xp Manual Electrostatic Spray Gun](#)

CHALLENGE

When it comes to electrostatic paint spray guns, the difference in brands is much more than just a logo or a price tag. Purchasing a spray gun is an investment in finish quality, durability and customer service.

One CNC machine shop learned this lesson the hard way. They purchased four electrostatic spray guns because of their low sticker price.

Because of the high solids paint used to coat military equipment, at least one gun broke every week. It took six weeks or more to get service or parts.

Frustration built, not only for the machine shop, but also for the distributor who supplied the shop with replacement guns while waiting on parts and service.

This continued for over a year on all four electrostatic spray guns. The manufacturing engineer couldn't handle it anymore. Their local distributor tried to rectify the situation by setting up a meeting with a Graco account representative.

The manufacturing engineer vented his frustration. "At this point, I don't even care if the quality isn't as strong. We just need to be able to get the parts we need on time," he said.

SOLUTION

The Graco representative suggested trying a Pro Xp85 Air Spray Manual Electrostatic Gun for a few weeks.

"I will know after a week," responded the manufacturing engineer. "None of our guns can last that long."

RESULTS

After a month, the machine shop reported no issues or repairs needed with the Graco Pro Xp. The painters liked the gun better than the other models and reported a high quality finish.

Over the course of the next few months, the CNC machine shop replaced all four guns with Graco Pro Xp Manual Electrostatic Spray Guns.

In the end, they learned an expensive lesson about the value of partnering with the right brand. At least they found one that provides the durability, quality and service they needed all along.

