

Q: What can I expect when I work with Prolean?

You can expect what all of our customers expect: quality parts, timely delivery, and exceptional customer service. We love what we do, and we think it shows!

Q: What type of parts does Prolean make? What services do you offer?

We manufacture custom metal and plastic parts from bar or tube stock to the highest standards of quality and precision. We provide CNC turning and milling, sheet metal fabrication as well as injection molding.

Q: What industries do you serve?

We are involved with almost every industry imaginable. We serve aerospace, energy, medical, dental, automotive and many others.

Q: What type of inspection equipment do you have?

In addition to standard equipment like optical comparators, plug gages, ring gages, thread gages and optical CMM which allow our Quality Assurance Team to verify First Article and complete in-process inspections more efficiently.

Q: What is the smallest part you can make? What is the largest part you can make?

The short answer is “it depends.” Things like your needs, part complexity, the type of manufacturing, and many other factors are at play. In general, we can machine parts with minor outside diameters (ODs) as small as 2mm (0.080”) and major ODs as large as 200mm (8”). If you’re looking for help nailing down those factors, our experienced engineers can review your part and provide insight and assistance.

Q: How quickly can I expect to receive your quote for my part?

In most cases, we will respond with your quote in 12 hours. The best way to help ensure a quick quote is to provide as many accurate specifics as you can.

Q: What information do you need to quote my part?

In order to provide a meaningful quote, we only require the following information:

- A fully dimensioned print, drawing, sketch in either PDF or CAD format
- All required raw materials
- Any necessary secondary operations, including heat treating, plating, anodizing or finishing specifications
- Any applicable customer specifications, such as First Article Inspection, material certification, and required outside process certificates
- Expected quantity or quantities
- Any other useful information, such as target pricing or required lead times

Q: What is your standard delivery lead-time for prototype parts? For production parts?

Every part is unique, so it's impossible to designate a meaningful "standard delivery lead-time." However, Prolean team is ready and willing to quickly review your part and provide you an estimate.

Q: Do you accept credit cards for payment?

Unfortunately we are now only accept wire transfer for payment.

Q: What is the smallest quantity you make? The largest?

No quantity is too small or too large. We make parts in quantities ranging from one piece to over 1 million, Whether proof-of-concept, prototype, or full production, we're ready to deliver quality parts on a timely schedule.

Q: Where are your customers located?

We've served our customers throughout world wide in America, Europe, Asia for 5 years. We ship their product via their choice of FedEx, UPS, or DHL.

Q: Can you help me engineer my part?

Designing parts is outside the scope of Prolean as a contract manufacturer, but we can offer some guidance with Design for Manufacturability (DFM). With DFM, we can suggest ways to optimize your design to lower cost while retaining functionality.

Q: Do you offer First Article Inspection reporting and material certification?

Yes, we offer FAI and material certification for parts we make. Please let us know your specific QA reporting needs with your RFQ, and we will incorporate it into your quote. Additional charges may apply.