

Case Study

From Web Inquiry to Delivery – 8 Working Days

Challenge

5 Nov. 2025, 1:48 pm: Project Engineer Submits Inquiry to Delta Website

Plant operations down – urgent inquiry via Delta Screens website from Project Engineer at New Rise Renewables Reno (NV) with drawing attachment for a screen inlet basket strainer for a vessel.

5 Nov. 2025, 1:54 pm: Delta Engineer Contacts Project Engineer

Project Engineer is contacted by Delta Screens and additional info is obtained in order to proceed with the quote. They required a 11" OD x 10" long wedge wire basket strainer, a critical vessel component needed on plant site, currently holding up operations.

Stipulation: Urgent delivery of 11/14 needed in order to meet maintenance schedule as current damaged screen was preventing normal operations.

Solution

6 Nov. 2025, 6:39 am: Quotation Sent to Project Engineer

Delta Design Engineer used their expertise with rapid response to create quote and provided to Business Development to send to Project Engineer. Delta Business Development finalized quote, assisted customer set up with agreed terms, delivery and payment option.

6 Nov. 2025, 9:49 am: Detailed Drawing Sent to Project Engineer

Delta Design Engineer completed detailed drawing in record time, which was sent to customer, approved at 12:41pm.

6 Nov. 2025, 12:26 pm: PO Obtained from Project Engineer

PO obtained, in addition to all necessary documentation. Delta production and manufacturing are involved to squeeze this project in production cue for this 1-off basket assembly. Timeline established to meet desired urgent delivery of 11/14.

"At this point in time, we would be wanting the screen with a fabrication/delivery by end of next week if at all possible...our existing damaged screens are preventing operations."

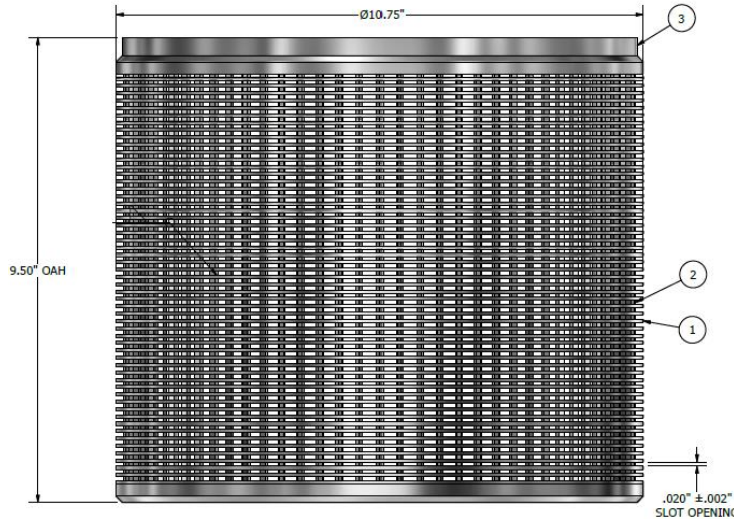
Trevor Stephenson, Project Engineer



"Normal operations have resumed since the installation allowing our facility to conduct operations as planned and needed!"

Trevor Stephenson, Project Engineer

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Solution (Cont'd)

7 Nov. 2025, 9:00 am: Credit Card Payment Received

Work order released upon payment for fabrication.

14 Nov. 2025, 2:22 pm: Proof of Shipment w/ Tracking

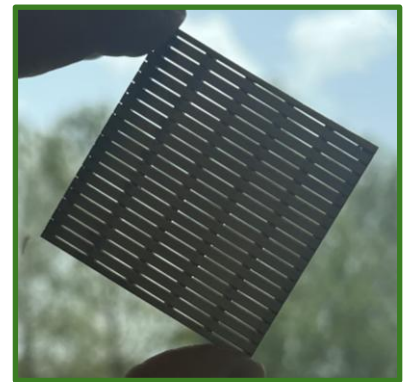
Fabricated basket was shipped on time, as promised.

Result

18 Nov. 2025: Screen Installed, Plant Operations Resume

At Delta, we know what it is like to be an engineer facing a serious problem that threatens operation shutdown. For this new customer, our “Unmatched Responsiveness” kicked in.

Inlet basket strainer delivered as per customer request – in 8 working days. A happy new client who now understands why customers “Demand Delta”.



Wedge wire filters are made with precision gap (slot) size to meet the desired flow requirements and solids particulate filtration and media retention.

We can provide from 0.002” (50 micron) gaps with best-in-class tolerance of +0.002”/-0.001”.