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CLIENT

IR Energy is an industry leader in the design and manufacture of energy efficient infrared heating solutions for a variety of commercial and consumer applications. Since 1997, they have been dedicated to delivering the highest standards of quality, performance, service and technical support in the outdoor heating market.

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CHALLENGE

IR Energy was manufacturing components of one of their flagship outdoor heaters in China, and although the parts were considerably less expensive than those originally manufactured in Canada, IR Energy was finding that the move offshore was costing them both in quality and troubleshooting time.

“The quality of our product was losing consistency because of Chinese manufacturing standards,” said Andrew Merritt, Business Development Manager at IR Energy. “There was always something we needed to fix at packaging. The failure rate was higher than we would’ve liked. We saw that China couldn’t be a long term solution for us, so we started looking for Canadian part fabricators.”

IR Energy was also starting to gain interest and orders from large North American travel and leisure chains. With this came the need for absolute perfection in their short-run prototypes. They needed a manufacturer that would work hand-in-hand with them on design, engineering and customization to ensure those prototypes met absolutely all of their potential customers’ requirements.



SOLUTION

IR Energy had been talking to York Metal Products about how York could produce higher quality parts in Canada. When the major leisure chain requested a prototype and test of one of IR Energy’s products, IR Energy knew that they needed to reshore the manufacturing and start working with York Metal Products.

“There are a lot of fabricators in Toronto. Everyone can do a little bit of something, but the total package was what we needed,” said Merritt. “What attracted us to York Metal Products was that we needed a metal spinner, but also a company that could do so much more than just that. York provides engineering expertise to design the product, they have a new 5-Axis laser that can customize heaters for our clients, and they’re interested in helping us be as lean as possible with shorter runs. They produce top quality parts and they can also scale. We know that whether we need 50 or 1000 pieces, York Metal Products can do it. With our customers, we have one chance to get it right, and with York we know the order will be done right.”



IMPACT

With York Metal Products, IR Energy no longer needs to navigate language barriers and time zones in order to work through quality control issues and their lead times have been reduced. York produces a consistent product and they stand behind it. If there are any issues or adjustments to be made, York Metal Products work together with their customers to find solutions.

Many of the assembly issues IR Energy was experiencing have also been eliminated. Working with IR Energy, York was able to simplify and consolidate the design of the heater, reducing the number of components and decreasing the size of the heater’s shipping package.

York Metal Products and IR Energy enjoy a great working relationship. IR Energy can look to York for suggestions and advice and knows York will take the time to sweat the details.

“Working with York and reshoring the manufacture of our heater parts, allowed us to not only bring the heater back to Canada, we upgraded the living daylights out of it,” said Merritt. “Our partnership with York ensures we produce the best possible product. If someone called me and asked about reshoring with York Metal Products, I would say do it. 100%.”

About York Metal Products

York Metal Products (formerly York Metal Spinning) specializes in new product and process development. They simplify even the most complex metal fabrication assemblies through their unique combination of high-tech equipment, an expert team and a start-to-finish value-based approach. Their experienced engineers, technologists and skilled trades are trained in multiple facets of engineering. They work with a number of industries including HVAC, Power Distribution, Emission and Exhaust, Food and Pharmaceutical, and Architectural and Industrial.

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