



# KEEPING PRODUCTION MOVING: HOW API INTERNATIONAL REPLACED A DISCONTINUED PART WITHOUT MISSING A BEAT

Client: U.S. Manufacturer  
Industry: Industrial Equipment  
Project: Custom Part Replacement

## AT A GLANCE

- **Problem:** Long-time supplier dropped a critical component with no notice
- **API Response:** Quote and first-article sample in days
- **Production Delivery:** Full batch on-site before inventory ran out
- **Outcome:** Zero downtime, customer pricing held steady, dependable supply secured



SPEED



QUALITY



RELIABILITY

## CUSTOMER FEEDBACK

"I've been working with API for the past 25 years. When our original vendor walked away from this part, API stepped up right away. They delivered a quality component and the service to match—exactly when we needed it."



API International manufactures and distributes flanges, expansion joints, valves, pump connectors, and custom-machined fittings. With nationwide warehouses and a full-service machine shop, we deliver the parts you need—when you need them.



- Website
- Line Cards
- Newsletters
- Socials

## CHALLENGES



For more than two decades the client relied on a single vendor for a key component. Without warning, that supplier stopped producing the part and offered no explanation. A stock-out loomed, threatening lost production time and delayed customer orders.

## SOLUTIONS



The client contacted their long-time API International sales rep. Our engineering team reviewed the drawings, annual usage data, and target price the same day. A first-article sample was machined in our in-house shop, shipped overnight, and quickly approved by the client's QC team. We scheduled priority production and expedited delivery so replacement parts arrived before existing inventory ran out.



## RESULTS



1

### ZERO PRODUCTION DOWNTIME

Operations stayed on schedule.

2

### STABLE PRICING

The client held firm on customer pricing and protected margins.

3

### RELIABLE INVENTORY

A fresh stock of high-quality parts is now secured for future builds.

4

### STRENGTHENED PARTNERSHIP

API now supplies more than triple the parts we did when the relationship began 25 years ago.