

# GREAT LAKES CASE & CABINET



*Invest in Solid Engineering*

# customer SERVICE *is #1*

Always here, 8 to 8!



GREAT LAKES  
CASE & CABINET  
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[Home](#) [Products](#) [Solutions](#) [Resources](#) [Drawings & Specs](#)

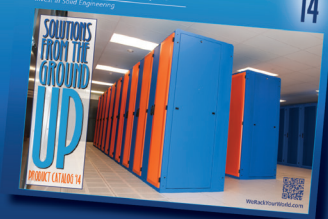
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[GL Manufacturing](#)  
[GL International](#)  
[Order Tracking](#)

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[WeRackYourWorld.com](http://WeRackYourWorld.com)

At Great Lakes, we believe customers deserve everything we have to offer — 100% of the time! Quality products, policies, and services allow us to provide a great customer experience to every person we encounter.

## CUSTOMER SERVICE

Great Lakes customer service and technical support is available 8am-8pm, allowing us to quickly respond to all inquiries and questions. We offer first-class customer service from the moment the phone rings:

- You will ALWAYS be greeted by a friendly person--NEVER a machine
- Many customer representatives have worked with Great Lakes for more than 20 years
- Never an extended wait for a response to e-mails or phone calls

## GREAT ENCLOSURES

- Designed and manufactured in the USA using 100% North American Steel
- UL Listed and RoHS II Compliant
- A serial number can be found in the inside bottom of each enclosure; serial numbers will allow Great Lakes to view when and what product was ordered (including accessories), as well as what distributor originally ordered the product



## CONFIGURED ENCLOSURES

Configured enclosures are ALWAYS assembled to the customer's specifications. Configuration services include:

- Installation of purchased GL accessories at no charge! Enclosures that are configured with GL accessories ship within 24-48 hours.
- Installation of customer supplied parts (e.g. patch panels, PDUs, etc.)
- "Rack & Stack" Program: enclosures can be preconfigured and available for immediate shipment; customer specific part numbers assigned to the configuration



Enclosures often need knockouts removed, electrical components mounted, or other unique equipment installed. Great Lakes is able to make those modifications at the warehouse so that your enclosure arrives completely ready for deployment.

- Certified electricians on staff
- Saves time of the data center manager/contractor
- No mess created from on-site modifications

## CUSTOM PRODUCT

Great Lakes is able to provide custom solutions for a number of applications

- No minimum order quantities
- Custom colors and graphics available
- Lead time of 6 weeks or 10 working days from sign off when using Great Lakes' premium Fast Track Service





## INVENTORY

- Stocked inventory of standard product allows shipping within 24-48 hours after receipt of order
- Customer supplied parts can be stocked for future configured orders
- Custom enclosures that are continuously ordered in large quantities can become part of standing inventory



## PACKAGING

Enclosures are traditionally wrapped in clear shrink wrap for easy customer inspection; however, product can be packaged to customer requests that include:

- Heavy duty crates
- Bulk packing of smaller products and accessories
- Blanket wrapped for white glove services



## DISTRIBUTION

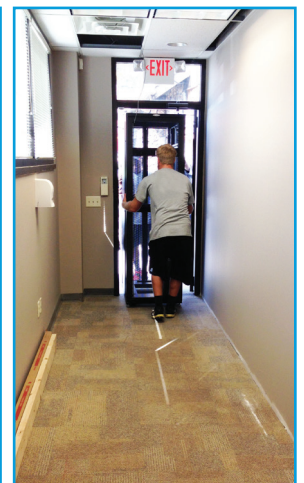
With three shipping facilities in the US, Great Lakes is able to provide the fastest shipping possible

- Distribution in Reno, NV to reduce lead time in the central and western US
- Distribution in Naples, FL to reduce lead time to the Southern US, Caribbean and Central America
- 20 states (and a portion of Canada) fall within a 500 mile radius of Edinboro, PA where the majority of product is shipped from Great Lakes' eastern distribution facility; drastically reduces freight costs
- Full time traffic managers ensure product arrives on time and free of damage

## SHIPPING AND DELIVERY

Use Great Lakes "Pre-pay and Add" shipping option for the best shipping coverage in the industry! The customer has 72 hours after delivery to inspect product and ensure it is free of damage; one call to us and we will take care of the rest, including complete product replacement! Delivery options include:

- Drop shipping – always at no additional charge!
- Liftgate service
- Inside delivery to a specific room or floor
- Removal of packing material before entering the facility, or removal after inside delivery



## WEBSITE

Easy to access and navigate, the Great Lakes website provides many resources including:

- Technical Drawings
- Product Specification
- Visio Shapes
- Revit files for BIM
- Order Tracking

# We Rack your World!

TM

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