

We're More Than Just a Manufacturer



DELMHORST.
INSTRUMENT CO.
WHEN ACCURACY IS THE POINT.™

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Introduction

In many different industries, controlling moisture is a constant concern. Making sure that the moisture content of an object is at the right levels is an integral part of the quality control process, helping to ensure that goods are of the best possible quality.

Some of the industries that frequently encounter moisture-related challenges in the course of their work include:

Farming: Farmers often need to monitor the moisture content of their soil as well as their baled or unbaled hay. Hay's moisture content has to be strictly controlled in order to ensure the best possible quality. Too wet, and hay can spoil or even combust in the silo; too dry, and it will lose much of its nutritional value as animal feed.

Construction: Contractors have to carefully monitor the moisture content of a variety of materials when they're building or remodeling a structure. In order to comply with ASTM standards, and to prevent structural faults, concrete foundations and subfloors need to be carefully monitored before being built upon. Wooden flooring with excess moisture can buckle or warp, necessitating expensive replacement. These potential problems are also a concern for building and home inspectors who are verifying the condition of a structure that is up for sale.

Woodworkers: From the drying process and acclimation of wood, to the actual manufacture of wooden goods, it is important for woodworkers to know the moisture content of their lumber at all times. Failure to control moisture in wood can result in finished products that possess a musty, unpleasant odor, or even structural faults/weaknesses.

Restoration/IAQ Specialists: When structures are damaged during floods or suffer from mold problems, it is vitally important to track moisture throughout the building to ensure that once remediated, mold doesn't come back and that moisture-compromised building materials have all been taken care of.

These are but a few of the industries that have to overcome challenges that are specifically posed by moisture. The question here is, "how can you overcome similar challenges?"



How Moisture Meters Help

When the professionals need to monitor moisture, they rely on specialized devices called moisture meters. Using these devices allows professionals access to reliable information about moisture content in whatever they need to measure.

For example, when a farmer needs to measure moisture in hay, whether it's in the windrow or in a bale, they use moisture meters such as the FX-2000 with extended-length probes to get a moisture reading from deep in the hay pile or bale. Armed with this information, the farmer will know if the hay is ready to harvest and store, or if it is at risk of losing its nutritional value.



Construction crews and contractors employ moisture meters to verify the %MC of flooring, structural lumber, and the RH of concrete to ensure that the construction job can proceed without the risk of buckling, warping, or other problems.

Lumber producers use moisture meters to monitor the content of a batch of wood in the kiln to make sure that it is sufficiently dried before shipping out products to woodworkers. In turn, woodworkers use moisture meters to verify that their wood is acclimated before creating products to be shipped out to different areas of the country. Doing so can identify problems in lumber and prevent damage to their reputation.

Of all the industries to use moisture meters on a regular basis, restoration and Indoor Air Quality (IAQ) specialists are perhaps the most reliant on these devices. Using thermo-hygrometers in tandem with pin and pinless meters, these experts can quickly identify areas of a structure that are heavily compromised by moisture, allowing them to focus their remediation efforts where they're most needed in order to prevent further damage.

By employing moisture meters, professionals can identify and manage moisture-related issues much more quickly and reliably than they could with a simple visual inspection. With the right moisture meter, it's possible to detect hidden moisture pockets deep inside of an object that a simple sight and touch test would never reveal.



Finding the Right Moisture Meter

With the utility of these remarkable devices being firmly established, how should you go about finding the moisture meter that's right for you?

First, you should examine the list of features that the moisture meter has, such as its %MC measurement range. Naturally, different kinds of meters will have different uses, to learn more, you can check out our Moisture Meters 101 guide.

However, there's more to picking the right moisture meter than just getting one that has all of the right features built in (although that should be a major consideration). Sometimes, the manufacturer of your moisture meter is just as important a consideration as the actual features of the product you get.

When making your moisture meter purchase, it's important to go to a trusted, reliable manufacturer with a proven record for excellent product quality and service. In other words, it's important to get your moisture meter from Delmhorst.

What makes Delmhorst a great choice for your moisture meter needs? Read on to find out... First and foremost, Delmhorst is dedicated to providing top-quality services to its customers.



What Sets Delmhorst Apart

Every product we make comes with the support of our U.S.-based team. Unlike many other companies, when you call Delmhorst's support line, you'll be put through to a person who lives in the U.S.

The fact that our support staff is from the U.S. helps to ensure that they will understand your questions and needs, because they're a part of the same culture. With foreign-based support, even if they're "English-cognizant," cultural barriers can keep such support staff from understanding what you mean, leading to inconsistent service and unresolved problems.



Beyond having a U.S.-based support staff, Delmhorst offers a number of other services to help ensure that our customers are always satisfied with their moisture meter product, including:

The Delmhorst Warranty

Every moisture meter made by Delmhorst is backed by a one year guarantee from the initial date of purchase. Any optional electrodes that you order are covered under a separate 90 day warranty as well. If you find that there are any defects in the material or workmanship of your meter, we'll repair or replace it for you as necessary.

Any moisture meter manufacturer worth their salt should have at least a one-year warranty against defect, but we offer many other services that go above and beyond the scope of our warranty.

Repairs/Replacement

If you find that your Delmhorst meter is not working, we offer speedy repair and replacement services to get your meter (or a new one) back to you ASAP. If your meter is under warranty, simply fill out our return form and ship the product back to us, where we can repair or replace the meter as needed.

If your meter isn't under warranty, we still offer repair services. If you like, we'll even send you a quote for the cost of repairs before we try to service the meter. If the cost of repairing the meter is too high (being more than the cost of a new one, for example), we'll notify you right away. This way, you won't get stuck paying a big repair bill on something that you could replace for less.



Digital Product Manuals

It's a problem we've all faced before: you buy a brand-new piece of equipment, and in your rush to use it, you misplaced the manual. Everything from your TV's remote control to your kids' handheld gaming systems come with these useful instructional documents, but they always seem to disappear when you need them.

With a Delmhorst moisture meter, however, that won't be a problem. If you ever lose the owner's manual to your Delmhorst product, you can re-download the PDF of the manual from our website and have the detailed information you need at your fingertips once more.

Online Training Courses

If you're part of a business, it's important to get the newbies up to speed with any new piece of equipment as quickly as possible. This is part of the reason why Delmhorst offers online training courses in the use of our products.

From the humble BD-10 analog-display pin-type meter to the pinless TechScan moisture meter, you can give yourself and your fellow workers a comprehensive understanding of how to use each of our products and ensure reliable, accurate results.

Online Correction Tables

When you're working with moisture in different types of materials, or even in different species of wood, it is important to be able to make corrections for the material being measured. As you may already know from our Moisture Meter 101 guide, different materials will react to a moisture meter's measurements differently.

For example, if you took two pieces of wood, one being made of balsa wood and the other being made of oak, and both had the exact same amount of moisture in them, you would get two very different readings because of how the material itself responds to the moisture meter's scanning method.

While high-end meters can make these corrections for you, in a meter that doesn't have built-in species correction, you need to use a correction table to find out the real %MC measurement of a given wood sample.

With Delmhorst, getting a hold of your species correction table is as simple as logging onto the internet and looking up the correction tables on our website. This way, you'll always be able to get the accurate reading you'll need.

If the wood you're testing is an exotic species that isn't on the table, contact us by phone or by e-mail and we'll help you. We have extensive experience and information on many different exotic wood species.



Consultations and Advice Before You Buy

When you're making a moisture meter purchase from Delmhorst, you get the chance to talk to a live moisture meter agent before your order is finalized. Our technicians will gladly help you pick out the moisture meter that best fits your needs by discussing the details of how you want to use the meter, how much you want to spend, and what kinds of functions would best help you work efficiently.

For example, do you need a rugged device that will last through heavy use and be able to take the occasional drop? Or, do you need the ability to take and store readings for later reportage? How about the ability to make wood species corrections on the fly?

Your needs and challenges will be the basis for what you need from your moisture meter. Going over what you need and want from your moisture meter before committing to a purchase can save you time and money down the line, and even make using your moisture meter for your work easier.

By consulting you about which moisture meter product is best for you before you buy and providing service and support (both online and over the phone) after the sale is complete, Delmhorst works to make moisture meter ownership simple and painless for all of our customers.

Of course, we don't expect you to simply take our word for it. Read the next section to see what Delmhorst's customer have to say about our products and our service...



How Delmhorst Makes the Difference for Customers

Over the years, Delmhorst has helped thousands of clients with their moisture meter needs. Here are but a few examples of how Delmhorst has delighted customers in the past, and how we can serve you when you use our products:

Rob Lyon—Restoration in NYC

From the customer:

Hey Paul, Just wanted to stop and let u know that I have been using your products with my own company back in Pennsylvania and now using them here in NYC with a restoration contractor in Hicksville, Long Island. Thanks again for making the BEST [moisture] meters!!—Rob Lyon



New York City can be a tough market. In order to be competitive, you need the best meters and the ability to meet the needs of some very demanding clients. When doing restoration work in a high-rise building, fast and accurate measurements are a must.

Rob found the quality and functionality he needed by ordering his moisture meters from Delmhorst.

Mark Adams—Meter Help/Info

From the customer:

Tom, Thanks so much! I will check the meter when I get home this evening. I appreciate this information immensely! I'm also very impressed with your customer service!!! You can be sure I'll contact Delmhorst if I need a replacement meter — or any other meter for that matter! Thanks again.—Mark Adams

Mark had a problem with his meter, but couldn't identify it. When he contacted Delmhorst looking for more information, Tom Laurenzi, our company President, responded personally to identify the problem and help Mark. In a time where more and more companies are forcing customers to call India for any kind of support, one of our owners made the effort to help a client personally!



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Bill Peredina—J-Lite Replacement

From the customer:

Hi, I just wanted to drop you a quick note to express my thanks for your wonderful customer service.

A few weeks ago I had called your service number and spoke to Mike (didn't catch his last name) about a sick J-lite meter I had. We tried a few diagnostics over the phone without success. Mike informed me that the meter's warranty had just expired but assured me Delmhorst would take care of the problem. I received my meter last week and it works perfectly.

Thanks so much for standing behind your product and also thank Mike for taking the time to help me out over the phone.—Bill Peredina

When a simple over-the-phone diagnostic didn't help Bill's moisture meter, we went the extra mile, taking the meter back and fixing the problem: even though his warranty had just expired. Rather than quibble with this valued customer over a day or two on his warranty period, we did what we felt was right.

Here at Delmhorst, you're more than just another number: you're a person, a friend, someone we want to help and take care of.

David Lucas—Species Correction Info

From Tom Laurenzi:

David, Thanks for your inquiry. If the botanical name is Melanoxylon, use Douglas Fir. If botanical name is Auriculiformis, use Black Walnut. If your species is neither of these, let us know the botanical name and we will look further.

From the customer:

Sweet, that is what I call great customer service. Thanks a million.—David Lucas

Here, the customer had a question about which species correction to use for a species that did not yet have a listing in his correction tables. When David needed an answer about which species correction to use, he was able to get one quickly from the Delmhorst support team.

If we don't have a ready-made answer for your questions, we'll do our best to find an answer for you!



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Lynn DeGeorge—New Probe

From the customer:

Tom, new probe seems to be working correctly... many thanks. And, Delmhorst instruments are not only reliable but Delmhorst stands behind both its products and repairs without question... a breath of fresh air in today's marketplace.—Lynn DeGeorge

For Delmhorst, helping customers when their products don't seem to be working correctly is a matter of course. Where some manufacturers might try every trick in the book to avoid correcting a problem, we'll tackle it head on and do the best we can for you.

Edwin Hermosilla—Servpro of Studio City, CA

From the customer:

I couldn't live without [the NavPro] in this industry. It's the best tool I have.—Edwin Hermosilla

Many of our customers leave feedback just like this about their experiences with their Delmhorst moisture meters. With rugged and reliable tools, professionals can get the best results possible.

Overall, Delmhorst maintains a commitment to making you, our customer, satisfied. Each and every one of our moisture meters come with the full support of the Delmhorst team, which is something you cannot get anywhere else.

We work hard to make sure that all of our customers are delighted by the quality of our product and the level of customer-friendly support that we provide even after the purchase is complete. Here at Delmhorst, we cherish having a mutually-beneficial relationship with all of customers, big and small.

Time and time again, we've successfully delighted our customers, especially those who have had a problem. Here, we promise you that we'll work just as hard to make sure that you're happy with your purchase because we're more than just a manufacturer: we're a group of people who value others and appreciate your challenges and needs.

We look forward to earning your admiration, the same way we've done for countless other moisture meter buyers over the years.



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Thank You and Contact Us!

Thank you for taking the time to read this. It is our hope that after reading this, you'll be impressed with our dedication to serving our customers and providing top-notch products.

If you would like to place an order for a moisture meter today, please contact us right away! Our technicians are ready, willing and able to help you get the perfect moisture meter to meet your needs. We can even put you in touch with a distributor that you can trust.

Remember, when it comes to getting that perfect moisture measuring device, you need more than something with a lot of bells and whistles; you need a product from a company that stands behind their work 100%. Get a great moisture meter from a company that will support you well after the sale is over by placing your order with Delmhorst today!



Feel free to give us a call or email for answers to your questions about what kind of meter to use for your project, and where to purchase. And remember, we value our customers and look forward to your feedback.

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