



General Questions:

Is Tanury ISO certified?

Yes, Tanury Industries is an ISO-9001 certified company. This international standard for manufacturing quality management demonstrates our efforts to ensure optimal performance and maximize customer and staff satisfaction.

How does Tanury ensure quality?

At Tanury Industries, we use established internal standards and processes to deliver consistent and exceptional results for our customers. Keeping our focus on the finished product, we maintain the high quality that our customers have come to expect. Learn more about how quality assurance is integrated in every stage of Tanury's plating process [here](#).

What industries do you serve?

We serve a broad range of industries including the following:

- Aerospace
- Aircraft
- Automotive
- Casino / Gaming Machines
- Chain
- Coins and Medallions
- Electronics
- Eyewear
- Firearms
- Giftware
- Hardware
- High-End Retail
- Home Accessories
- Jewelry
- Lighting Fixtures
- Medical Equipment
- Tools
- Watches
- Writing Instruments

Does Tanury provide architectural finishing?

Yes, we offer a full range of finishing services for businesses who are looking to create highly customized spaces that utilize precious metal coatings for handrails, faucet fixtures, bathroom accents, light fixtures, sinks, and more.



Electroplating Questions:

What is electroplating?

Please read [our article](#) to learn more about the electroplating process.

What type of electroplating services do you offer?

We offer the following electroplating services:

- High-Volume/Large-Capacity Electroplating Hand Line
- Fully Automated Specification Electroplating System
- Computerized 4-bar Hoist Plating System
- High-Throughput Automated Sputtering System
- Full-Service Hoist Barrel Line
- Aluminum and Zincating Capabilities

What finishes do you offer?

We offer a broad variety of finishes in satin, polish, and glass bead styles. Our most popular options include gold (14KT, 18KT, and 24KT), Rose Gold, Almond Gold, Champagne Gold, Silver, Nickel, Black Nickel, Chrome, Copper, and Bronze. See a full list of our offerings [here](#).

How does Tanury's order processing system work?

Please read [our infographic](#) to learn more.

1. Customer Product Received

Your purchase order form must be attached to your shipment. Please refer to [our instructions for how to use a quote to fill out a P.O.](#)

2. Purchase Order Reviewed

We will review your purchase order to ensure that our manufacturing processes are set up to deliver exactly what you request.

3. Work Order/Process Ticket Generated

We create a work ticket per ISO standards detailing complete instructions for your order. At this stage we send pieces to the appropriate pre-finishing department, if requested.

4. Stringing and Incoming Inspection

We inspect all items to ensure there are no damages and that all products are counted. Acceptable parts are then sent to plating.



5. Plating

Your products are plated to your specifications. All products are inspected and re-processed as necessary. If requested, items are sent through X-ray certification at this stage.

6. Final Inspection

We conduct a final inspection of the order to ensure premier finish quality and count accuracy.

7. Shipping and Billing

The shipping department ensures that a work order is paired with the appropriate order and verifies billing details.

8. Delivery to Customer

PVD Questions:

What is PVD?

PVD, or Physical Vapor Deposition, is a unique dry-vacuum process in which parts are coated with materials such as ultra-hard zirconium or titanium nitrides. PVD is commonly used when the visual and functional performance of an item can be enhanced with a durable decorative coating. Industrial applications include automotive, plumbing, hardware manufacturing, medical instruments, and electronics. In 1994, Tanury introduced PVD to the decorative coating market place.

What benefits does PVD offer?

Unique benefits include the following:

- Provides a chemical barrier
- Eliminates nickel sensitivity
- Impervious to saline solutions
- Sterilization
- Proprietary decorative colors
- High hardness
- Improved wear resistance
- Reduced friction
- Multi-metal layering

What PVD services does Tanury offer?

Tanury Industries offers the following PVD services:

- TPVD TiN Coating (titanium nitride)



- TPVD TiCN Coating (titanium carbonitride)
- TPVD CrN Coating (chromium nitride)
- TPVD TiAlN Coating (titanium aluminum nitride)
- TPVD ZRN Coating (zirconium nitride)
- TPVD TiOx Coating (titanium oxide)
- TPVD DLC W-C Coating (tungsten carbide)

Learn more [here](#).

What colors and finish styles are available?

We have over 50 striking PVD finishes to choose from, a sampling of which is found below. Every finish is available in polish, glass bead, and satin. You can see a full list of our offerings [here](#).

- Spectrum (TI-5000, V-52)
- Azur Blue (TI-4000, V-68)
- Purple (TI-4003, V-81)
- Red/Bronze (TI-4002, V-69)
- Radiance (TI-4010, V-80)
- Chocolate (TI-4020, V-84)
- Midnight Black (TI-1200, V-85)

Aerospace Questions:

Is Tanury FAA-certified?

Yes, we have an FAA-Certified Repair Station (Certificate #UUYR063Y) for interior metal finishing. Our technicians are FAA-certified to assemble and disassemble items for the industry.

Does Tanury produce finishes for commercial and private aircrafts?

Yes, we have been a valued supplier in the aviation industry for over fifteen years. Our diverse capabilities allow us to support the aerospace market including OEM, modification centers, and suppliers.

In order to support the aviation industry, we utilize a process to coat aluminum, a key material in aircraft design and manufacturing. For both commercial and private aircraft, we offer finishes that deliver superior performance and a sophisticated appearance. Our finishes provide wear resistance, which is especially important for door handles, thresholds, sinks, galleys and other critical areas.



What finishes are offered for aerospace?

We offer a diverse range of finishes for aerospace applications. Please see our full list of offerings [here](#).

- Gold
- Copper
- Nickel
- Brass
- Bronze
- Chrome & Pewter
- PVD

Shipping Questions:

What methods do you use to ship your products?

We use several common shipping carriers including FedEx and UPS.

How soon before I receive my order?

Tanury Industries operates according to the following standard processing times*

- 6-8 business days unless otherwise noted
- 7-10 business days for multi-stepped process orders
- 12-16 business days for large PVD orders

*Rush requests are handled as needed. Please communicate with the production team on any rush requests and any large orders.

What is the cost for delivery?

Costs are based on the shipping distance, the weight of the package, and the method as well as speed of delivery. For more detailed information about your specific order, please call or email Joe Cota (x3218, joec@tanury.com), Shipping Manager at Tanury Industries.

Where do you ship your products?

Domestic and international shipping is available for all of our products.

What do I do if I change my shipping address?

If you would like to change your shipping address, please call or email Joe Cota (x3218, joec@tanury.com), Shipping Manager at Tanury Industries.



Policy Questions:

What should I do if I have a question about the status of my order?

If you have a question regarding the status of your order, please call or email Marta Ramirez (x3217, marta@tanury.com), Customer Service at Tanury Industries. Please have your PO number ready to give to Marta.

What should I do if there is a problem with my order?

If there is an error with your order, you must initiate a Return Authorization (RA) for the materials that need to be returned to Tanury Industries for re-processing. You will need to list the following: 1. Purchase Order number 2. Invoice number 3. Date of invoice. Please call or email Karol Moreau (x3209, kmoreau@tanury.com), Receiving Manager at Tanury Industries, to explain the situation and obtain your RA. Please be sure to have your product order number available. For more details, see our [contact form](#).

Is there a minimum quantity for an order?

Yes, please review our [rack minimums policy](#).

Customer Service Questions:

Will I be assigned a designated sales representative?

Upon establishing an account with Tanury Industries, you will be assigned a unique customer number and be provided with a designated sales representative.

What can I expect from your customer service?

Tanury Industries holds itself to the highest commitment to its customers. Thus, from start to finish, we hope to deliver uncompromised quality, unprecedented service and fast turnarounds to every client, for every project.

Do you provide a welcome kit for new customers?

Yes, Tanury provides a welcome kit to each new customer. Please see the [Customer Forms](#) section of our website.

I received a welcome kit via email. Must I complete and return all forms?

Yes, Tanury Industries requires each customer to complete all forms that are included in the welcome kit. The completion of those documents helps to ensure optimal service and processing.



How do I fill out a PO?

Please review [our infographic](#).

What should I do if I have special plating instructions?

If your order requires special plating instructions, please include them on your purchase order form.

How do I place a rush order?

If you would like to place a rush order, please call or email Marta Ramirez (x3217, marta@tanury.com), Customer Service at Tanury Industries, with your purchase order number and item specifications ready.

I'm new to electroplating – do you have any resources to help guide me through?

The following materials relating to electroplating and PVD have been compiled on the [Resources page](#) of our website. Also, check out our [LinkedIn page](#) to keep up with industry news and company updates.