

Engineering Customer Support

At MiTek Builder Products we pride ourselves on the quality of our customer support. Our engineering department provides quality support to our customers in a variety of ways. Here are a few of the ways our engineering support can be of service to you.

- **Connector Selection**

The most common support we provide is helping you select the proper connector for the connection application that you have. We use our experience and knowledge of the USP product line to offer the best connector option. If we don't have an off-the-shelf solution, we work with you to provide an alternative solution.

- **Customs and Specials**

When a standard part requires modification such as a skew, slope, or inverted flange, our engineering team works with manufacturing to provide you with what is needed. If the connection doesn't fit within the specialty option rules for our special parts, engineering will work to create a custom solution.



- **Support for Field Installation Problems**

USP recommends that all installation instructions are followed and connectors are installed with the proper fasteners. Engineering is here to help to solve your field installation problems when things are not installed according to plan.

- **Continuing Education**

USP engineering teams up with our technical sales reps to provide educational content for engineers, architects, building officials, and construction professionals. Call your sales representative to schedule a session for your group.

- **CAD Details and Drawings**

We offer a complete set of CAD details and product images for customers and engineers to use on their plans. If a detail or drawing is not available, our drafting team can create one to meet your needs.

The list of ways our engineering department is here to serve you can go on and on. Suffice to say that we are here to meet your needs and to make sure that you receive the proper connector for the connection application you have. And to ensure that through the process of determining what that connector is, you receive the best customer service possible.