

(FAQ) FREQUENTLY ASKED QUESTIONS ABOUT LGI CIRCULAR SCRAP LIFTING MAGNETS

Who manufactures LGI circular scrap-lifting magnets?

Longji Magnet Co., Ltd. (Fushun, China) has manufactured the majority of LGI magnetics since 2004. Longji is an ISO 9001, CE and CNACL manufacturer with over 34 design and innovation patents in China. The company has over 800 employees and thousands of customers worldwide. Longji has also supplied versions of its products to a major North American magnetic equipment manufacturer. Its magnets are in use throughout the US, Canada and Mexico.

What steps are taken to ensure quality?

Magnets are constructed at Longji's ISO9001 compliant manufacturing facility. The manufacturer electrically and functionally tests its products using documented procedures and specifications prior to shipment. After arrival in North America, magnets are again tested using three distinct industry standard electrical tests (at different temperatures) to verify electrical performance and insulation integrity. Magnets are also periodically destructively tested to ensure magnet insulation adheres to the manufacturer's specification. We ask you to compare this quality procedure to domestic or international manufacturers anywhere.

What types of technical support can I expect?

Longji's capabilities include an advanced R&D center with a diverse engineering staff that includes industrial electricians, mechanical engineers, electrical engineers and applied physicists. This staff is available for custom product development, engineering and product support. General maintenance and troubleshooting support is provided by a local certified electrician who works with your local electrical staff or contractor. Although we do not perform installation, we can provide referrals to companies experienced in circular magnet installation.

What if I have a problem with my LGI circular scrap-lifting magnet?

LGI circular scrap lifting magnets are covered by a manufacturer's one year limited warranty as described in the LGI owner's manual. Defective products are generally exchanged for a new magnet from our stock of available magnets, provided your size is in-stock. Some exclusions and limitations apply.

Do you offer product trials or provide customer references?

Many LGI magnetic products are available for a limited on-site trial (call for details). Numerous customer references are also available.