

CUSTOMER CASE STUDY

How A&R Laser LLC Found a Partner They Could Actually Trust

When Robert at A&R Laser LLC needed to relocate his shop and keep things running, GCODE-CNC came in with a better price, less downtime, and a level of hands-on support he hadn't found anywhere else.

COMPANY

A&R Laser LLC

LOCATION

La Puente, CA

INDUSTRY

Custom laser cutting & fabrication

PRIMARY WORK

Custom fabrication — lighting, commercial & more

\$25k

Saved vs. the original distributor quote

~1 Week

Back up and running, vs. a projected two weeks

Weekend

Move completed to minimize lost workdays

THE CHALLENGE

A \$30,000 quote, weeks of downtime, and nobody willing to work on a weekend

A&R Laser LLC is a small, word-of-mouth shop that takes on custom fabrication work across a range of industries, from lighting components for commercial spaces to one-off jobs that most shops won't touch. When Robert decided to relocate the business to La Puente, he reached out to his distributor to handle the move and reinstallation of his laser machine. The quote came back at \$30,000, with an estimated two weeks of downtime. They also wouldn't provide services on weekends. For a small operation built almost entirely on referrals, that much time offline puts real pressure on client relationships and the business as a whole. On top of the cost, nobody was willing to do the move on a weekend, which meant the downtime would cut directly into the work week.

THE SOLUTION

Referred to GCODE-CNC — a better price, less downtime, and a cleaner install

The distributor referred Robert to Ivan at GCODE-CNC. Ivan quoted the job at \$5,000 and was willing to do the move over a weekend, keeping the impact on workdays to a minimum. They were back up and running within the week. Beyond the move itself, the quality of the install stood out. The laser machine was designed to automatically trigger the dust collector through an integrated connection, something the distributor had said simply didn't work. Ivan rewired it and got it functioning the way it was supposed to. It resulted in a far better installation than Robert had experienced before.

THE ONGOING RELATIONSHIP

When something went wrong, Ivan was the first to have an answer

The cooling system alarm. A few months into using the machine, an alarm triggered on the laser's cooling system. Robert reached out to the distributor and contacted the manufacturer overseas. With the manufacturer, each question back and forth took a full day given the time differences. They eventually recommended hiring an HVAC company to come inspect, which would have meant more time and more cost. Robert called Ivan. Ivan believed it was likely a faulty heat sensor rather than an actual cooling problem, and was confident the machine wasn't truly overheating. Robert ordered a replacement sensor, installed it, and the machine ran fine. Ivan had a working answer before anyone else had even responded.

The dust collector motor. The dust collector started running loud. Something was off. Robert sent photos to the distributor, they looked at them and said everything appeared fine. The manufacturer agreed; nothing looked wrong on paper. Ivan came out and spotted what the others had missed: the fan motor had been installed in reverse. He corrected it, and the machine ran the way it was supposed to. It was the kind of thing you only catch when you're actually there, willing to dig in and figure it out.

RESULTS

A shop that runs better and a number Robert can actually call

- Relocation completed for 83% less than the original quote, with significantly less downtime than projected
- Cooling system alarm diagnosed and resolved before the distributor or manufacturer had a working answer

- Dust collector motor issue identified and corrected on-site, missed by two other parties reviewing the same photos
- Dust collector auto-trigger wired and fully functional, a feature the distributor had written off as not possible
- Ongoing support with no charges for quick calls or drop-in check-ins

"It's difficult to get into contact with the head technicians at these big companies. Questions take days to get answers and you're going through layers of people. You can call Ivan anytime of the day, he'll pick up and enthusiastically find an answer."

— Robert Beil, Owner, A&R Laser LLC

"Working with GCODE-CNC feels like talking to a friend who wants to help you out. Ivan wants to be a part of your work, he's even stopped by on his own time just to check in and see if we needed anything."

— Robert Beil, Owner, A&R Laser LLC