

Case Study



"GCS is at the top of the list of sales agencies. They know our business, they recommend the right principals. They go out of their way to ensure we're satisfied. "

Wally Jones, Purchasing
Pentair Water Pool and Spa

Product Knowledge, Relationship Building Results in Long-Time Partnership

It's not often that a supplier stays with the same sales agency for more than 15 years. For Pentair Aquatic Systems, there's been no reason to change. "GCS knows our business, they recommend the right principals. They go out of their way to make sure we are satisfied," says Wally Jones.

The longstanding relationship succeeds because Garnett Component Sales didn't just take on a new customer, they formed a partnership. GCS keeps lines of communication open, learns as much as they can about Pentair's business, and introduces factories that can deliver on Pentair's needs for years to come.

Custom service for custom products

Pentair often requires custom made-to-order products with very precise specifications. Jones says, "He knows how to find the right factories who meet our specific requirements."

Knowledge is power

To help ensure they recommend the right principal, GCS takes time to develop an in-depth understanding of Pentair's business, its products and specialized needs.

As a result he is able to vet principals based on knowledge rather than impulse. His insight ensures suppliers' needs and principals' capabilities align. If a factory doesn't meet Pentair's requirements, he doesn't present them.

It's this level of customer service that, after 15 years, still has Jones saying, "I wish more rep agencies would live up to the way GCS does business."



Customer Profile

Pentair is the world leader in innovative, high-performance, technologically advanced and dependable swimming pool and spa equipment.

Product Sampling

- Automation
- Lighting
- Pumps
- Sanitizers
- Valves
- Safety
- Cleaners
- Filters
- Heaters
- Heat pumps

And a full range of other aquatic products



Garnett Component Sales, Inc.

2824 Penfold Lane | Wake Forest, NC | 27587

WWW.GARNETTCOMPONENTSALES.COM