

Inside View of a Kiosk Manufacturer

How an American Kiosk Manufacturer Creates Quality Solutions
for a Global Marketplace



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Kiosks are finding a place in almost every vertical of service. From government and education to retail, organizations of all kinds are looking for quality self-service solutions. In order to provide a reliable solution to their consumers, these organizations need to find a reliable kiosk manufacturer. While many interactive kiosk providers are able to outsource specific phases of the manufacturing process, a true kiosk manufacturer can provide in-house manufacturing beginning with design thinking all the way through installation. Here's a look at the process, materials, and tools used to create quality self-service solutions.



Design

DESIGN THINKING

Designers use Design Thinking to create custom kiosk solutions that help clients address their market needs. Drawing from a breadth of kiosk design experience, as well as the aesthetic requirements for each project, the designers create a series of conceptual and environmental renders for review. This is a critical step in figuring out what type of lighting or signage is needed to make the kiosk visible and attractive to users.

DESIGN ENGINEERING

Design engineers take the desired concept and create a fully functional 3-D CAD (computer-aided design) model using SolidWorks. SolidWorks is a tool used by kiosk manufacturers to design and modify kiosk designs. From a simple modification on a standard model to a completely custom design, designers and engineers use SolidWorks to create fully functional kiosks. The 3-D CAD accounts for every screw, weld point, component, bracket and hinge throughout the entire unit. Engineers who understand the complete fabrication process will account for all the steps required in building a fully functional design.

Design Thinking is a critical step in figuring out what type of lighting or signage is needed to make the kiosks visible and attractive to users.



Fabrication

Kiosk manufacturers who are ISO 9001:2015 certified have met documented requirements focused on meeting customer expectations and delivering customer satisfaction. Manufacturers should also be UL listed or UL self-certify facilities. UL listing means that UL has tested representative samples of products and determined that they meet UL's requirements based on UL's published and nationally recognized Standards for Safety. "In-house manufacturing allows us to guide our clients from start to finish, creating robust solutions that help clients reach their goals," said Chris Gilder, Meridian CEO.

CUTTING

Engineers export a DXF file from SolidWorks and store the file in a product data management system for the fabrication team to access. The laser and turret punch operator pulls the DXF file from the product data management system for nesting. Nesting is used to determine the necessary size of sheet steel and how to best utilize the sheet to minimize waste. The laser is then used for precise cuts, while the turret punch is used to stamp out more simple shapes of steel.





BENDING

The press brake is used to form pre-cut kiosk parts. The tech then uses the forming dies to bend the pre-cut sheet metal to match the kiosk design prints.

WELDING

Welding is used to strengthen, finish, and seal all aspects of the kiosk.

SANDING AND GRINDING

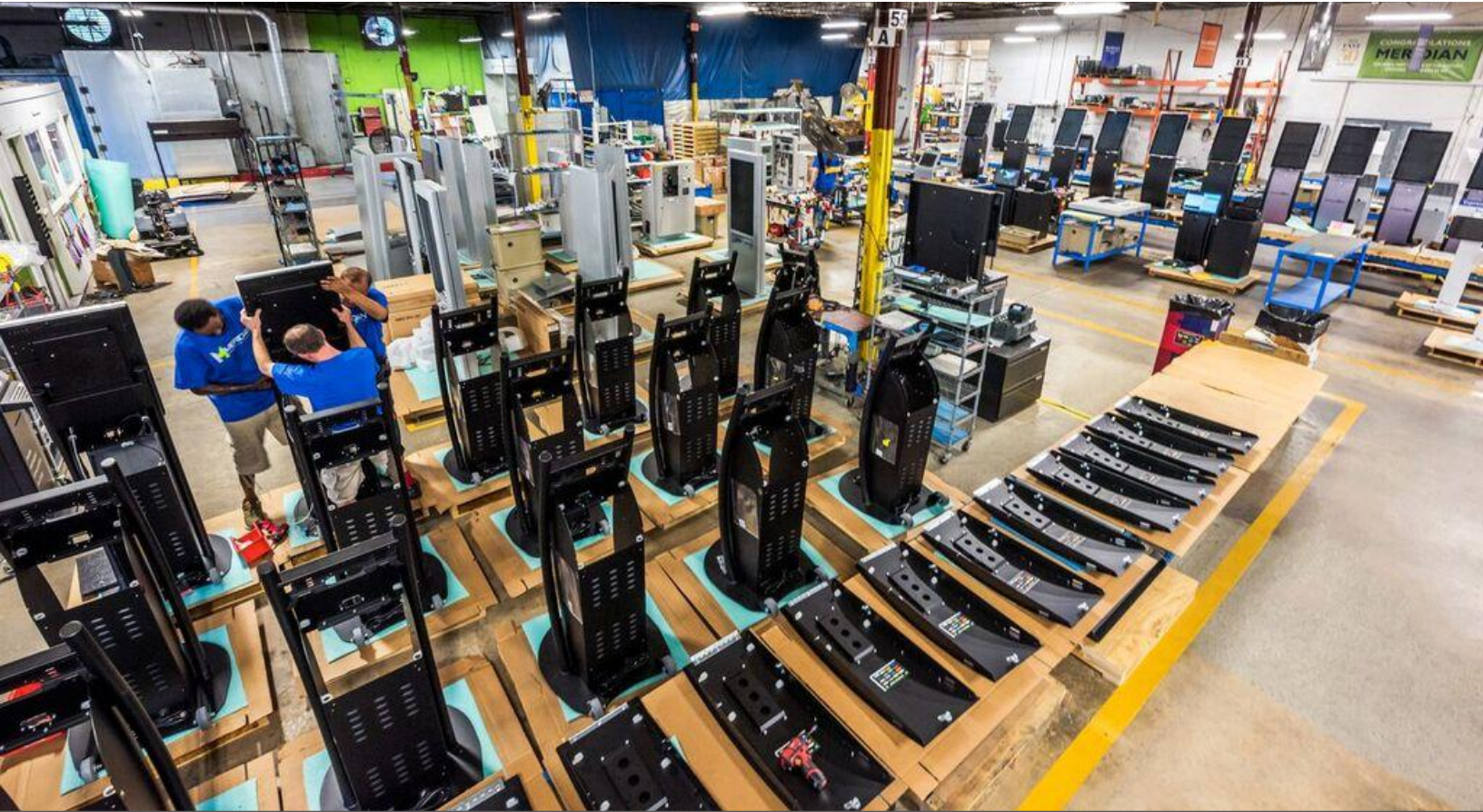
Pneumatic sanders are used to prep and finish raw steel prior to being powder coated.

POWDER COAT FINISHING

Chassis are pre-washed to remove any oils, dirt, and grime from the metal. They are then rinsed and sprayed with a rust preventative. The chassis are placed into an oven to prepare the metal. Finally, the powder coat finish is applied and the chassis are placed back into the oven to cure. For outdoor kiosks, an additional primer base coat is also applied.

Assembly, Integration & QA

Each Component of the self-service solution is fitted together and inspected before kiosk software is integrated and tested by software engineers. Before units are cleaned and packaged, each component of the kiosk is inspected to ensure quality and functionality.



QUALITY MATERIALS CREATE RELIABLE SOLUTIONS

POWDER COAT

- EPA Approved
- No Solvents or VOCs
- Fade Resistant, Durable
- Easily Cleaned
- Anti-Microbial

STEEL

- ¼ Inch Base Plate
- 14 Gauge Chassis
- 16 Gauge Internal Parts
- ½ Inch Minimum Bend Radius
- 50,000 PSI Tensile Strength

FINISHING

- White Powder Coat
- Black Powder Coat
- Custom Powder Coat
- Custom Graphics

Staging and Deployment

Staging is the final checkpoint. Units are cleaned, inspected, wrapped, packaged, and overall prepared at the kiosk manufacturer's facility before heading to the final destination. The kiosk manufacturer will guide clients with a strategic action plan for the kiosk deployment.

Support

Not only do kiosk manufacturers provide end-to-end quality solutions, they are able to support what they sell with a dedicated support team ready to assist clients. From standard return-to-depot warranty to onsite service and support, a true kiosk manufacturer has the in-house personnel to ensure that if clients ever have issues, they will be addressed quickly and effectively.

Concept to Completion

Kiosk providers with the ability to manufacture their own products are able to guide clients with a strategic action plan for their kiosk deployment. Keeping manufacturing in-house allows Meridian to control every step in the process.

“In-house manufacturing allows us to guide our clients from start to finish, creating robust solutions that help clients meet their goals.”

– Chris Gilder, Meridian CEO and Founder



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