

## **EUKALIN News for Envelope Manufacturers**

- Eukalin US opens west coast warehouse/distribution
- Voice of envelope customers, extrusion process #1 cause of customer complaints
- Safety and Maintenance "Let's Use Our Eyes and Ears" from Bob Tees, Manufacturing-RX

**EUKALIN News for Envelope Manufacturers** is published approximately every 6 weeks and we welcome your feedback and any tips or topics you would like addressed.



### **EUKALIN Opens Carson, CA Warehouse**

Timm Koepchen, Executive Vice President of EUKALIN announced the opening (June 2020) of a second warehouse and distribution operation in Carson, California. "We opened our first US warehouse and distribution operation in Folcroft, PA in 2009 and we are pleased to announce our west coast location during the most challenging of times as it reflects our commitment to envelope manufacturers and the growing demand for EUKALIN products. Our investment will allow EUKALIN US to meet the current and future requirements of envelope manufacturers in the western region for competitive pricing, faster deliveries and enhanced technical and application support said Michael Frost, Manager EUKALIN US, who also adds, "our warehouse in Carson, CA will support customer pick-up orders and/or direct-to-customer shipping, or orders and having a second warehouse offers belt-and-suspenders supports of all North American customers as we can pull and ship inventory from either warehouse and in the event of weather or geologic interruption at one warehouse or the other EUKALIN can still meet their adhesive needs without compromise."

For More information

---



## Extrusion Gumming is the #1 Cause of Customer Complaints

Through Voice-of-Customer interviews envelope manufacturers reported side seam extrusion process to be their #1 cause of customer complaints and claims. In fact when we did the math side seam extrusion problems were **40% to 80%** of all complaints and claims. According to Mike Frost, Manager EUKALIN North America "complaints most often sited were *tabbing* from satellites or droplets and/or side seam squeeze-out and side seams not being glued high enough due to fear of squeeze-out and problem envelopes are often blamed for limiting the productivity of high speed inserting equipment and missed mail dates. The blame-game is painful for everybody, but too often, the buck stops with envelope manufacturers who can find it hard to defend against customer complaints and claims.

Envelope manufacturers define the extrusion process to include a combination of extrusion system (including method of supply), extrusion adhesives and general machine set-up and maintenance and we agree.

For more information

### **Daniel Love**

**Vice President & General Manager  
Love Envelopes, Inc.  
Tulsa, OK**

**"Michael, we appreciate what EUKALIN does for Love Envelope. EUKALIN gums continue to be among the best in the Industry and I have yet to find a side seam/ extrusion gum that works as well as EUKALIN. *We don't have issues with dirty filters or dirty tips and the patterns stay very consistent as does the quality of gum. We haven't had a customer quality issue due to your extrusion gum ever that I am aware of. Keep up the great work and thank you for the great gum.*"**



## Safety and Maintenance TIPS from Bob Tees

### "Let's Use Our Eyes and Ears"

Two sensory mechanisms in our body are essential for communication and information processing.

When we get behind the wheel of a car we start the car, check our surroundings forward and back, ensure our passengers are buckled in and proceed. The safety process begins at home with this and other normal behaviors especially with small children. Safety at home is a priority.

The same is true in the workplace. Attention to our surroundings, applying PPE correctly and safeguarding our work area need to be as normal and as much a part of work rituals as any assignment. This means using your eyes and ears to identify potential hazards and take appropriate measures to safeguard you and fellow employees from serious injury. Unusual noises, visual identification of hazards that may lead to slips, trips and falls are just a few.

A good maintenance program will be enhanced by applying the same principles. Visual inspection is a major component to maintenance, in fact, as much as 80% of the process. A visual inspection of your machine and listening for unusual or telling symptomatic noises can often prevent costly replacement and downtime or further damage to other machinery components. While equipment is running a visual inspection of the end product can also help identify possible component failure or potential problems.

Identifying these problems and addressing them serve a critical roll in good safety and good maintenance. It then becomes your responsibility to correct them. As our mothers used to say: "God gave you two good eyes and two good ears - use them!"

To contact Bob Tees and Manufacturing-rx click on the link below

**EUKALIN Corp.**  
Special Adhesives  
Phone: +1 913-660-6017



[www.eukalin.com](http://www.eukalin.com)