

Tech Tip:

Getting the Most from TechTeam's™ Expert Technical Advice

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Editor's Note: TechTeam, IADD's panel of industry experts, provides fast, personalized and confidential answers to IADD members—or members' customers'—toughest converting questions. Visit www.iadd.org or call 1-815-455-7519 to quickly submit your question.

IADD receives many questions from members seeking solutions to their ongoing problems via TechTeam's easy, one-page form on our website (see Diagram 1). Upon receiving a ticket, TechTeam analyzes the question, coordinates a solution to the member's prob-

lems and returns one or more answers to help them put their best foot forward.

To give a speedy answer, it is vital for TechTeam to understand the specifics of the problem and manufacturing process. This is a partial list, in no certain order, of the types of information TechTeam may need.

- What is the name of the substrate/material that you will be converting? Will you be converting corrugated, foam, SBS, chip board, label stock, ticket stock, Mylar,® PVC, PET, rubber, urethane, felt, leather, aluminum, steel, plastic, linen, sandpaper, floor polishing pads, upholstery material, etc.?
- What are your substrates' sizes, thicknesses, densities, tests, flutes? Is this, for example, for single, double or triple-wall corrugated? There are a myriad of materials, and these and many other specs help determine an answer.
- Knowing the material specifications being converted is vital, but this information also helps: How are these materials introduced to the converting equipment? Are they on a roll, narrow or wide web-fed or sheet-fed? If so, how wide is the roll? Or what is the length and width of the sheet? Are they handled in bulk, fed automatically or fed manually?

The screenshot shows the 'Contact the TechTeam' form on the TechTeam Help Desk website. The form includes fields for Name, Company, Phone, and Email. It also features dropdown menus for Process, Material, and Priority (set to 'Normal - Respond within 48 business hours'). A Subject field is present, along with a Security code field containing '2421' and a 'Copy the code here' field. A large text area is provided for the 'Full Description of Problem (be as specific as possible)'. Below this is an 'Attachments' section with three 'Browse...' buttons for File 1, File 2, and File 3. A 'Submit' button is located at the bottom right. A footer note states: 'Help desk software by United Web Coders rev. 2-24-431 Standard Edition'.

- Are you converting on an industry-known, name brand machine like Ward, Staley, Koppers, United, EVOL, Saturn, Martin, Bobst, Heidelberg, Preco, Thomson, Kluge, Quickset, Kirby, etc.—and does the machine go by other names? Is it a soft anvil rotary, steel to steel, roller press, clamshell, traveling head, beam press, clicker press, magnetic/rotary cylinder press, platen press, hydraulic swing beam—and the list goes on and on—press?
- Is your process cutting ONTO (as in steel to steel) or cutting INTO (a sacrificial platen or pad)?
- Are you presently using serrated or non-serrated cutting rule? How thick and how tall is your rule? Explain any bevels, coatings, hardness and bendability of the steel rule.
- What type of wood and wood thickness are you using?
- Can you share CAD files, pictures and/or graphic illustrations that further explain your question and will aid in creating your solution?
- Did you define exactly what information you are looking for from TechTeam? For instance, “What speeds/output can I hope to expect?” or “What will be the tonnage required to diecut on 1-out dieboard?” Please realize that TechTeam’s answer will be qualified by how much of the additional substrate/machine information you have shared, and whether you have let TechTeam know what you have already tried and found unsuccessful.

Most of the information requested above has to do with questions on how to improve a current situation or how to attempt a proven process that has been previously performed. However often a question comes in that is so broad, the answer would require a how-to primer or manual. For example, what is the best way to set-up an auto platen press or the best practices for a successful makeready? TechTeam may be able to help with these basic yet extensive questions, but your OEM may be your best resource. IADD

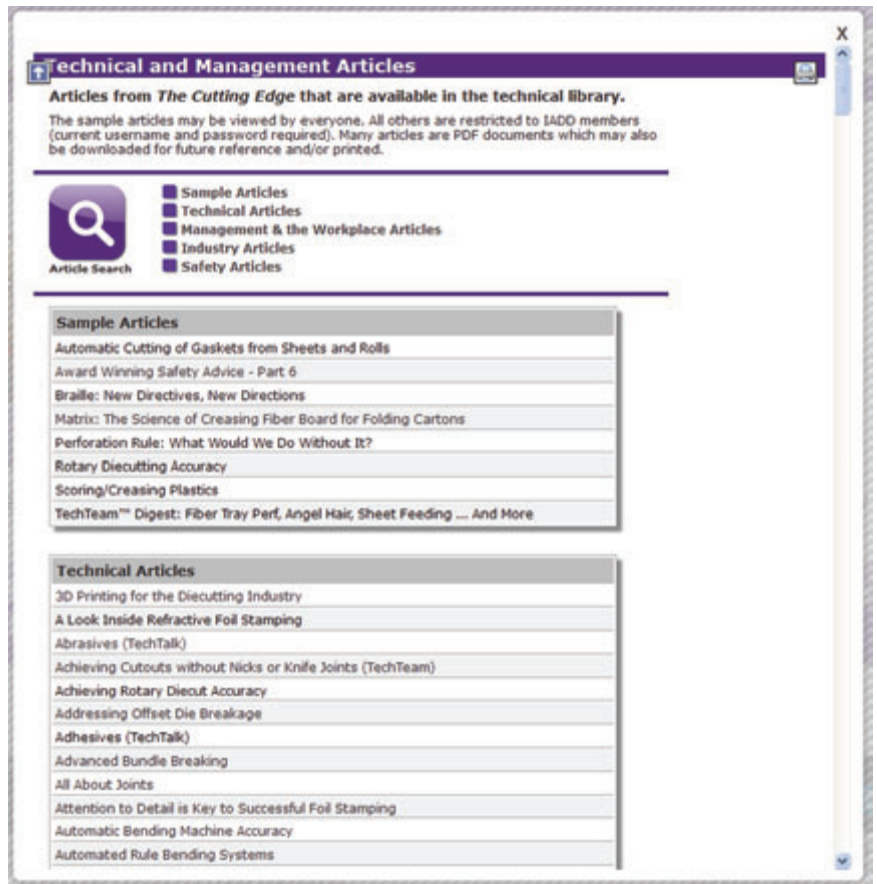


Diagram 2

also offers a number of DVDs and publications in our online store at www.IADDstore.org.

Some questions come in seeking a protocol of how exactly to develop a new system to convert a new substrate. That is a project that either needs a wealth of information or some type of experience of how a similar project was handled in the past.

TechTeam offers solutions to your problems. We hope you will use it soon.

One last tip: IADD’s online Resource Library has more than 550 previously-published technical articles that can help—just visit www.iadd.org/?articles. Scroll through the list or use the search feature to query your topic for an even quicker solution (see Diagram 2). [↓](#)

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