



PRODUCT QUALITY AND LIABILITY

Minimising Risk of Rejections

Inks are specifically engineered over a period of time for any, or all of the following reasons:

- Optimising performance because of an end user request.
- Optimising performance because of a printing machine requirement.
- Optimising costs to maintain competitiveness.

The performance of the inks especially under these conditions is matched to the substrate being printed on and can fail if the substrate is changed without proper evaluation or running trials prior to production. The costs of failure go beyond the material losses incurred and could result in lost sales thereby affecting both our businesses.

It is therefore in the interest of both parties to maintain proper control over our processes to avoid finding ourselves in this situation. HTI will not change formulations without consulting with our customers and would like your commitment as a valuable partner to do the same on your side by not altering the conditions on your machines or changing substrates without proper evaluations.

Further to this, HTI relies on your Quality Management System for the early detection of any non-conformances so that any risks to both our businesses are minimized. Good business practices in the industry is based on the following:

- 100% testing on start-up.
- 100% testing on the first reel (usually run at moderate speeds and minimum length).
- Subsequent testing at the customers discretion.
- Monitoring any corrections to subsequent reels as above.

This will minimize the exposure of the businesses to any risks, to the first reel.

Where the ink has been proven to be out of spec and and the sole cause of a rejection, HTI must be held accountable for the first reel off the press.

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Failure to detect rejections as early as possible adds costs to both our businesses and is contrary to our objectives of taking costs out of the process.

It is standard practice in our industry to do Q.C checks on all reels printed, as there can be variations within reels and different batches. Many substrates have a minimal shelf life which has a tendency to reduce treatment levels, therefore more precaution should be taken, and tests should be done throughout the reel to minimize risk.

If any assistance is required please do not hesitate to contact our technical team who will gladly assist.