

# Lassonde Pappas improves uptime with Linx 8900 printers

## INTRODUCTION

California-based Lassonde Pappas has been a leading manufacturer of organic, natural and conventional fruit juices, teas, enhanced waters, isotonic and cranberry sauces since 1921. They have a strong commitment to quality foods that meet their customers' specifications and exceed expectations. Their dedication to conforming to all regulatory safety requirements required a small character continuous inkjet (CIJ) solution that would be able to print 150 feet per minute in a humid environment.

## PROBLEM

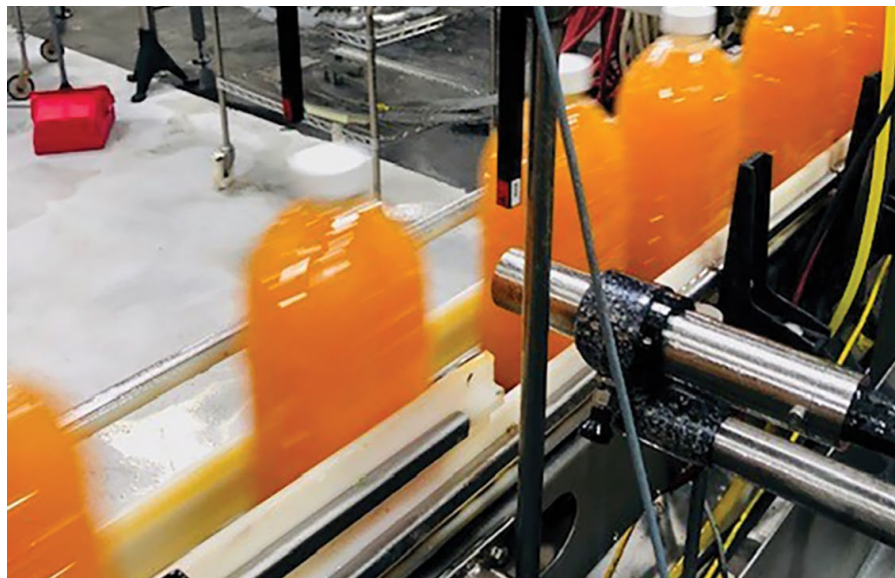
Accurately and efficiently printing lot codes on plastic (PET) juice containers had been a challenge in the past with CIJ printers. Some of these challenges included the following:

- **Complexity:** Previous CIJ printers used by Lassonde Pappas were complicated to operate, requiring extensive training for their staff.
- **Downtime and reliability:** These CIJ printers often experienced technical issues, resulting in unplanned downtime and production delays.
- **Inadequate service:** Lassonde Pappas was dissatisfied with the service and support provided by their previous CIJ supplier.

Lassonde Pappas operates the Linx 8900 series printers on their production line, which runs 6 days a week, 24 hours a day.

## Project Overview

Industry:	Beverage
Location:	Ontario, California
Problem:	Reliably print lot codes at fast speeds in a humid environment
Technology Solution:	LINX 8900 series printers
Results:	Reduced downtime and maintenance requirements with a lower overall cost of ownership





“The new printers provided us with reliable and operator-friendly solutions at a lower cost of ownership. Combined with Diagraph’s exceptional customer support, we have ultimately improved our efficiency and have peace of mind knowing we’re compliant with regulatory requirements.”

- Juan Carillo, Plant Manager

## SOLUTION

To address these challenges, Lassonde Pappas opted to switch to the Linx 8900 and Linx 8920 printers. This change offered several advantages including:

- **Reliability:** Linx 8900 and Linx 8920 printers offer high levels of reliability while consistently and accurately printing lot codes on packaging and minimizing unplanned downtime and production interruptions.
- **Ease of use:** Linx 8900 series printers are operator-friendly, reducing the complexity of the printing process and requiring less operator training.
- **Low cost of ownership:** With reduced downtime and maintenance requirements, Linx 8900 series printers contributed to a lower overall cost of ownership.
- **Timely parts delivery:** The availability of parts further contributed to uninterrupted production.
- **Warranty:** The Linx 8900 series 2-year warranty provided peace of mind for Lassonde Pappas, ensuring that their investment was protected.

In addition, Diagraph’s portfolio of marking, coding and labeling systems allowed Lassonde Pappas to explore additional solutions to meet their specific needs.

## CONCLUSION

Lassonde Pappas operates the Linx 8900 series printers on their production line, which runs 6 days a week, 24 hours a day.

In addition to the reliability of the CIJ systems, Diagraph’s customer service stands out from other CIJ printer suppliers. Juan Carillo, plant manager at Lassonde Pappas stated, “Diagraph’s service and sales group is always there when I have a question or need support. Diagraph’s professional and friendly service makes it easy to do business with them. The localized support really stands out compared to other marking/coding companies with whom I’ve worked in the past.”

By switching to Linx 8900 series printers, Lassonde Pappas overcame the challenges they faced with their previous CIJ solution.