DIAGRAPH

INDUSTRY: FOOD & BEVERAGE
LINX 8910 and LINX 8920

Milling company achieves productivity improvements and cost reductions after switching to Linx CIJ printers

INTRODUCTION

A century-old milling company situated in the southeastern United States manufactures 140 different products including specialty flours, soft wheat flours, hard and spring wheat flours and various bakery mixes. They typically operate nine packing lines, some with two CIJ printers, and run two 10-hour shifts six days a week. The company prioritizes efficiency and being responsive to the requirements of their customers.

PROBLEM

The company, which was using three different small character continuous inkjet (CIJ) systems on its manufacturing lines, was becoming increasingly frustrated due to the unreliability of the equipment and delays in scheduling service technicians. Their project engineer said, “It could take up to two months to get a service technician onsite. The costs of having a line down waiting for the maintenance call was unacceptable.”

Project Overview

Industry:	Food & beverage
Location:	Southeast United States
Problem:	Unreliable CIJ equipment, cost of ownership and poor service
Technology solution:	Linx 8910 and Linx 8920
Results:	Approximately 40% productivity improvement and minimum $156,000 annual savings in maintenance

“The equipment has performed really well and we've had virtually zero downtime at all since we started using Diagraph’s equipment. We couldn’t be more pleased.”

Project Engineer

SOLUTION

Realizing something needed to change, the company evaluated new solutions including Diagraph's Linx 8900 series CIJ printers.

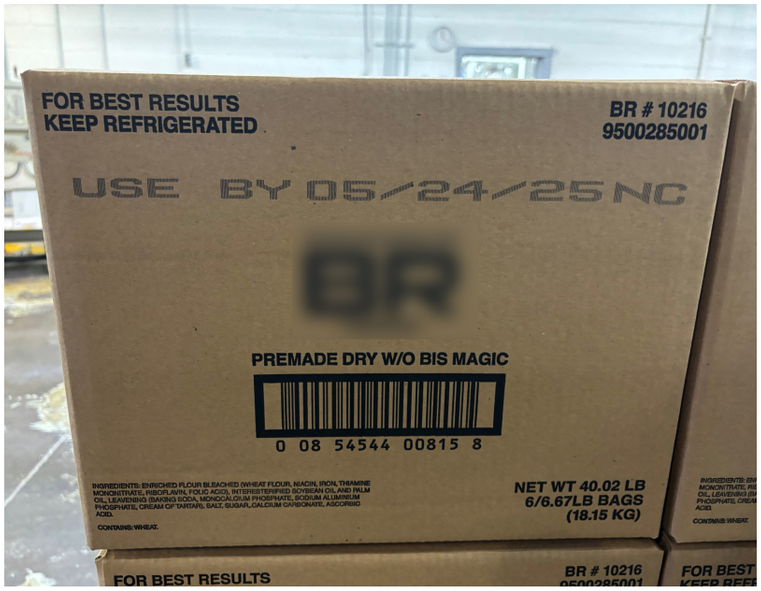
After testing the Linx 8910 CIJ printer for a few months without any issues or unexpected downtime, the company selected the Linx 8910 and Linx 8920 CIJ printers for all its package coding needs. The project engineer said, "We'd never seen a printer work that well before. It works perfectly no matter the application, the line it's on or its environment."

The dust in the air at the milling plant contains salt, creating a corrosive environment. The stainless-steel design of the Linx printers results in clean equipment, making a positive impact when the company has prospective customer visits at the plant.

Switching to the Linx 8910 and Linx 8920 CIJ printers resulted in significant cost savings as well. The unreliability of the previous equipment required an onsite full-time technician to keep the production lines moving. After the switch to the Linx printers, there was no longer a need for this dedicated position.

The ease of use of the Linx 8910 and Linx 8920 interface has allowed operators to select the correct print message or change print settings rather than requiring a maintenance technician to make the change when needed. This is a significant improvement in efficiency given the variety of customer requirements and the number of different products manufactured by the company.

View a short video clip of the Linx 8910 and Linx 8920 in action by clicking here.



In addition to the reliability of the Linx 8910 and Linx 8920 systems, the company has seen the benefits of improved service. The project engineer said, "Diagraph has the best and most friendly technicians I've ever worked with, and I've been doing this for about 30 years. They take the time to train our team so we can be more self-sufficient."

LABELING

The company began using the all-electric Diagraph PA7100 for labeling bags of flour in 2019 after experiencing poor service from its previous labeling equipment supplier. Since switching to the PA7100 all-electric print & apply labeling machine, the milling company has experienced no downtime. In addition, the company was required to update its labeling process to print and apply labels to both sides of the product to comply with customer requirements. Because the PA7100 does not require plant air, the company built a custom conveyor on a mezzanine and added the labeling equipment to this conveyor.

> "We were impressed with the experience of [Diagraph's sales person] and his honesty in lead times. The equipment and service he was offering was better than what we had and we could trust what he was telling us."
>
> Project Engineer

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