TECHNICAL and SERVICE BULLETIN

No 1

Date: April 2,1981

FIVE STEPS TOWARDS A MORE EFFECTIVE INSTALLATION

- 1. Sufficient time should be allocated for a correct installation, including the disassembly, removal and partial reassembly of the old dampening system and its proper storage as a back-up system.
 - Each installer shall carry adequate tools necessary for minor adjustments on site and should, by telephone, review the condition and special requirements (plastic safety shields, etc.) of the press before an installation visit. He should also clarify the VK products for wash-up, fountain solutions, etc. if not determined in advance.
- 2. Complete instructions on the Kompac Dampening System, including its theory of operation, should be given to all operators of that press. The installation should include basic instruction in the use of the dampening system on several plates and jobs, so that the operator is accustomed to its function. Complete instructions should include a detailed procedure for proper wash-up, maintenance, etc.
- 3. The VK line (preferably a 3 month's supply for typical requirements) should be delivered to the customer in advance or, if it's within company policy, be carried in by the installer. Part of the instructions, just as part of the sales of the Kompac system, should be a review of the products in the VK line, which includes special fountain solutions, washes, rejuvenators, ink additives, etc., all formulated for the Kompac System and designed to provide trouble-free performance.
- 4. The completion of the Warranty card should be part of the installation procedure. This registers the serial number and model and limits the warranty period as instructed. The warranty should be explained to the customer in detail as part of the installation instructions. The installer should mail the warranty card.
- 5. The Kompac System requires a different wash-up procedure than conventional dampening systems. The wash-up and maintenance procedure are included on the handy wall chart, which should be posted near the press. The proper wash-up procedure is included for different types of presses (those equipped with wash-up blades or those where mats are used), and it also includes a recommended maintenance schedule. As part of the sales of the Kompac Dampening System, some form of maintenance agreement or contract or a follow-up call should be included (of course, at dealer's option) to keep the unit performing properly and satisfactorily for your customer.

MAKE THE VK LINE PART OF EVERY INSTALLATION