

# Process for reporting a fault/How to handle a complaint

Details of the necessary documentation needed when reporting a fault are supplied below. The documentation provided should be as extensive as possible.

Fault	Printed sheets or cartons	Unprinted sheets	Sellotape pulls from blankets	A4 Piece of damaged rubber blankets	Offending Sheet	Photos	Ink Sequence or Creasing Parameters	Ink or Glue Samples
Technical data difference e.g. Stiffness, Caliper	•	•						
Smoothness/ Brightness	•	•						
Printability e.g Mottling,doubling	•	•					•	•
Hickies / Debris	•	•	•					
Delamination (surface lift off)	•	•					•	•
Heat Bubble (board splits)	•	•						
Extensive debris on Blankets	•	•	•			•		
Cut/ Crease/ Glueability Problem	•	•					•	•
Coating fault (eg. Stripes)	•	•						
Creases/ Folded Sheet causing marked blankets	•	•		•	•			
Wrong Size/ Wrong Grain		•						
Flatness of Sheets (pallets)						•		
Flatness/ Curl of Cartons	•	•				•		
Taint and Odour (i) Wrapped separately in foil	•(i)	•(i)						•

## Important

- Please include a pallet label with every complaint
- Keep samples flat in case of delamination, stiffness or curl problems (no rolled sheets)
- Sellotape pulls should be fixed only against a clear acetate, otherwise it is impossible to analyse the particles
- For any printing complaint the mill needs unprinted sheets as well as printed ones showing the fault. The sheets should be taken directly from the pallet which caused the problem.