

TECHNOLOGY PRINTING CULTURE COMPANY NEWS by OMET Srl



NEW XFLEX X7 WORLD PREMIERE AT LABELEXPO 2019

SHRINK LABELS WITH THE NEW XJET HYBRID FLEXO + DIGITAL

> OMET UNVEILS THE GREEN SIDE OF PRINTING

TOP PRINTERS TELL US THEIR EXPERIENCE WITH OMET MACHINES

A R C H I P E L A G O. O M E T. C O M

Archipelago SEPTEMBER 2019

TECHNOLOGY, PRODUCT AND PEOPLE: THIS WAY OMET INVESTS IN THE FUTURE

The OMET's growth path in terms of turnover and number of installations, ever-increasing in recent years, had a new confirmation in 2018 and in the first months of 2019. We are proud of this result, that demonstrates once again that our company and our products are more and more appreciated by the market. Anyway, in the meantime we continue to work for anticipating the needs of our customers, looking for greater efficiency in processes and more ease of use in machines: these trends drive OMET's innovation, always mindful to the needs of the market. We invest both internally and in collaboration with our partners to carry out testing projects on machines and accessories to raise printing quality on all kinds of support, improving setup times and reducing waste. We have been the forerunners in enhancing production process, having developed almost 10 years ago some technological innovations decisive for increasing production efficiency and reducing waste, in terms of materials and time. This way, OMET has created a trend followed then by all the competitors, and has defined the actual quality standards of the labels and packaging printing market. Today we continue to work for the optimization and advancement of the production process with particular attention to the environment, following a green path that we are going to present at the next Labelexpo but actually has always represented a fundamental value for OMET. Supports to be used in the future will be increasingly complex to print because the market is going towards new, less resistant materials with reduced thickness. The decline of plastic materials, driven by the global campaign for the protection of the planet endorsed by governments and institutions, will inevitably lead



to the diffusion of recycled and eco-sustainable supports, more difficult to manage and print. OMET is already testing compostable packaging materials, made by bio-resins. OMET is at the forefront of the change, and focuses on technology and research to guarantee the excellence of product and service that has always distinguished its brand. But OMET's growth is not only market driven: our continuous evolution is possible because the company never forgets its staff and its social responsibility. OMET has always invested on young people and qualified personnel, paying great attention to training. This attitude comes from the conviction that the products we offer are the result of the work done in our offices and plants: it's therefore essential to enhance our collaborators, their work and their professional career. We are proud of being a point of reference on matters like welfare, training and support to schools, especially for technical education. We invest in particular on professional training provided by technical and scientific institutes of the territory, with the aim to bring more technology into their laboratories and move the teaching quality closer to the needs of the companies. Every company owes its success to the opportunity of finding qualified staff to ensure future growth. We are proud to work for keeping alive, in our company, the commitment to improve constantly and to go beyond our limits, in order to generate value. In our offices the key word is always "aim high".





The label and packaging market is changing rapidly. There is an increasing need for efficiency, speed, automation and, above all, quality. OMET research and development is following one of the main market trends, definitely pursuing the extreme quality of printing, in particularly for the flexographic technology. In this field, the latest technological innovations introduced by OMET are leading to the complete elimination of the "bouncing" effect, typical of the flexographic printing, thanks to new and patented systems that ensure the stability of printing quality over time. New orientations are getting ahead in the market, first of all the trend towards savings of energy and materials such as inks and paper. Thanks to the new production technologies and to the pressure adjustment of the rolls involved in the printing process - anilox and cliché - the inks dosage becomes more and more precise, defining the exact quantity needed to obtain the goal without any waste. Regarding the stability of the register, the goal of zero waste in job change is getting closer. To guarantee this extreme level of quality and precision for each press, OMET has advanced all the printing technologies - flexo, rotogravure, offset and digital - offering the possibility of integration on any available platform. This way, OMET can configure completely customized machines, allowing customers to have the highest efficiency and the best qualitative results for any kind of job they have to carry out. The new OMET X7 to be presented at Labelexpo is designed according to these goals and will be a certain revolution for the printing world. It will be available in a 670 mm version to optimize the production of the medium-volume products in strong evolution, such as shrink sleeve labels. Labelexpo will also turn

NEW GOAL: EXTREME QUALITY

the spotlight on the new hybrid OMET XJet, which today is the only machine with combined printing able to guarantee excellent results and very high performances up to 80 meters per minute on all types of support, including shrink labels. The XFlex X6 combination with the TAU RSC digital inkjet unit is certainly the most advanced solution available on the whole label market. OMET has invested on several fronts, paying great attention to the ease of use of the machines, always designed to ensure a constant product quality. Today the operator is only asked to remotely control the production process, without manual intervention, allowing greater production control and higher safety at work. Customer service - both before and after sales - is another function on which OMET is strongly investing. The rapid evolution of the market generates the need to maintain a constant contact between technology producers like OMET and customers, both during the investment analysis and the following phases: thanks to the flexibility of the machines, it is possible to invest in their evolution even at a later stage, making customized changes and upgrades that make them always up to date, in step with the needs of the customers.

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HIGH VALUE SHRINK SLEEVE LABEL WITH NEW XFLEX X7

One step ahead. OMET shows a completely new printing press at Labelexpo Europe 2019: XFlex X7. Created with the target to reach the best printing quality ever for label and flexible packaging market, X7 is a 670mm (26") flexo printing press with a incredible features and high technology solutions also for special printing, as the new High Value Rotogravure unit.



Market new trend is to apply varnishes for special effects tactile features as soft touch, leather, sand, textiles, peach and so on. OMET X7 is a modular printing and converting platform allowing to use all special effects on shrink sleeves as well as high quality labels and flexible packaging. It has been created with the target to merge the best features of XFlex X6.0 and Varyflex V2 into a new amazing printing press. It's a 670mm (26") mid web printing machine designed to optimize the production of the medium-volume products in strong evolution, such as shrink sleeve labels, at the maximum level of quality, thanks to

TECHNOLOGY & INNOVATION



the unmatched technology of XFlex flexo unit, motorized printing pressure and Multivision camera on each printing unit with on the fly preregistration. XFlex X7 offers a different possibilities of combination printing and special effects for high value final products as a 100% new High Value Rotogravure unit allows new and unmatchable results, Soft Touch Flexo Vertical with longer drying tunnel and Rotary Screen 670mm width. The High Value Rotogravure unit can be added in fixed position, with accessibility for the operator on centerline, on both side. The printing cylinder and inking tray can be load on front side of the rotogravure unit. The unit can print front and reverse and it is equipped with integrated chill drum and doctor blade with front and reverse position. With direct drive motor on printing cylinder, the unit is automatic and easy-to-use thanks to different trolleys and solution who helps the operator in the management of the unit. XFlex X7 is able to integrate several printing and converting technologies in-line and process all kind of substrates, in particular flexible packaging and shrink sleeves from 12-micron thickness. It offers all the great OMET technology patented printing solution: automatic on-the-fly pre-registration of the plates to get them in position with no waste of time and material, automatic Multivision printing registration adjustment thanks to a multiple camera scanning system, automatic positioning of the printing pressures at every change







of speed, substrate thickness and repeat lenghs. X7 modular design allows to combined and implement in-line, with no limitations, different printing technologies, as well as special finishing applications and converting units, to always get to the final product in one single passage. The new concept of X7 flexo printing unit is full motorized with the Zero Gears Solution who allows the maximum level of precision on the market (thanks to 9 motors on each printing unit). X7 can be equipped with a new full servo Soft Touch Flexo Vertical unit for flexo front and reverse printing, with sliding and removable ink tray. The new Flexo Vertical has a long drying tunnel with 2 UV, for water and solvent base inks and allows to work with soft touch applications, water-based or 2 UV. The unit disposes of an ink pump integrated on the inking trolley and allows different web path combinations. The new OMET Twist is a special front and reverse die-cutting station web width 530mm designed for a smooth and effortless changeover operation. Thanks to Easy Change Die system, it can simplify the operator's life and minimize set up time through the innovative In&Out sliding system. Inserting of tools with trolley, no need for hoist, with laser pointers to support the mounting and a parking area for flexible die changing.

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OMET INNOVATIONS AT LABELEXPO EUROPE 2019

Among the many innovations that OMET will present at the Brussels fair from 24th to 27th September 2019 there will be the new machine of the XFlex line with a 670mm web width. Great attention is also expected around the new version of the XJet hybrid powered by Durst and its performances, as well as around the full LED iFLEX and the revolutionary linerless solution developed in collaboration with Ritrama and Spilker (see separated article about it). All innovations to be displayed, beyond improving productivity and profitability of our customers, has been engineered in an eco-sustainable perspective, in line with the "OMET - The green side of printing" project (see separated article).



Labelexpo Europe 2019

OMET is one of the big star at the show with a double stand in the Hall 6: C49-C53, 680 m² in total. Three machines are on display with demos and many innovations that definitely attract the attention of the plenty of visitors coming from all over the world to the Brussels Fair.

XFlex X7, the new OMET machine

The main attraction on the Labelexpo stand will be the OMET X7, newborn of the XFlex line. It's a flexo printing machine for labels and flexible packaging with 670mm (26") web width, that will bring to Labelexpo printing solutions never seen before. Its printing quality and its ability to carry out the most complex jobs in a simple way will make the demos of this machine a must-see for all Labelexpo visitors.

iFLEX full LED

iFLEX, the small one of the OMET range, will be at Labelexpo with an 8-color flexo UV-LED configuration. This solution allows considerable energy savings and





perfect drying at high speed. Unlike other entry-level machines on the market, iFlex is equipped with several new and highly sophisticated features that will help printers to reduce waste during the production process, time for job changeover and overall maintenance costs.

Shrink Label with the XJet

OMET XJet powered by Durst is the hybrid printing machine that offers the widest range of in-line multi-process technologies for finishing requirements (cold foil, hot foil, embossing, varnishing, peel & seal, delam-relam...) as well as efficient converting solutions as OMET Monotwin-Cut variable size die-cut, OMET Twist easy-change die and OMET Rock'n'Roll matrix stripping. Thanks to OMET's experience on tension control (Masters in Motion), working on special supports is not a problem but a winning challenge:



TECHNOLOGY & INNOVATION



XJet is the first and only hybrid machine on the market able to work shrink materials with combined printing. After having shown the excellent results of the shrink label printing during the recent Open House at the OMET Americas headquarters with samples of shrinked bottles printed by the XJet, OMET is going to revamp the hybrid printing on shrink labels at the next Labelexpo Europe. OMET XJet will show its high quality performances at the fair, working with a resolution of 1200x1200 dpi, - high definition almost equivalent to offset printing - and maximum precision on details, with in-line finishing and converting modules and special finishing effects. Thanks to its high printing speed (78 m/min), its limited ink consumption and its customizable configuration, the XJet is a fantastic solution for small and medium runs that involve different versions of the same subject, variable data printing and quick set-up.

OMET HALL 6 STAND C49-C53



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TECHNOLOGY & INNOVATION



OMET X6.0: PRINT IN PERFECT REGISTER IN LESS THAN 10 METERS

The increasingly digitalized printing process of the OMET X6.0 allow printers to heavily reduce waste of time and material usually needed to start a new job.



Several feedbacks from users has confirmed the exceptional performance of the new OMET X6.0: the line can get into perfect register in less than 10 meters when starting a new job. This result comes from a combination of special functions patented by OMET to provide more production flexibility and to ease operations of set-up, job changing and registration, drastically reducing expensive production downtimes for customers. The operator gets the maximum performance with the minimum effort. Thanks to the automatic on-the-fly change, the printing units get adjustment independently, finding immediately the right printing position. The combination with the Multivision system allows color by color registration in real time with no additional waste thanks to set of Smart Cameras, one on each flexo unit. These two systems are enhanced by the Cruise Control, which allows the automatic positioning of the printing pressures at every change of speed, substrate thickness and repeat length. The "No Panic" function gives also the possibility to automatically reset the printing pressures and return to the initial settings by pushing a simple button, without need of manual intervention. These automations led to a huge step forward in the digitization of the printing process and the ease of use of the machine for operators.





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MANY YEARS OF COMPANY DEVELOPMENT ACCOMPANIED AS A SUPPLY PARTNER



If you want to understand the current DNA of a company, you should also know its history. At the Gebr. Stehle & Co. GmbH from Ravensburg, the start was a curiosity that was followed by long phases of continuous development. The current phase was mainly characterized by managing director Hans-Peter Jerg, who took over the company from its founders Klaus and Hubert Stehle in 2003. In this article, together with the authorized officer René Miedl, he provides an insight regarding the influence that Chromos GmbH, as a long-standing supply partner, had on the printing technology development of the label printing plant during this period. The Gebr. Stehle & Co. GmbH is specialized in the production of self-adhesive labels and uses the usual printing processes for this purpose. Digital printing has been in production since 2015, and in 2018 OMET installed the iFlex 370, a new eight-color web press for flexographic printing. For the company from Ravensburg-Schmalegg, however, letterpress printing was, as for many other label printers, the process that laid the foundation stone and subsequently ensured many successful business years.

Success story after a low-risk start

The two company founders Klaus and Hubert Stehle had however a very special relationship with this printing technology. Their connection to label printing began when the two brothers, who had completed an apprenticeship as mechanics in the 1950s, joined Gallus in Switzerland in the early 1960s. For a good ten years they were in the service of the St. Gallen machine manufacturer and in the end, as assembly managers or heads of internal assembly, they took care of the worldwide installation of the machines. In 1973 they decided to start label printing themselves and install their own printing line. For the brothers the decision was comparatively risk-free for two reasons. On the one hand, the production of self-adhesive labels showed a high growth potential at that time and on the other hand, they had the promise from the Gallus boss Ferd Rüesch





(sen.), who was the owner at that time, to be able to return to the printing press manufacturer in Switzerland should their project fail. By 1984, the company had developed so successfully that, in addition to the first five-color printing press, three other printing lines were printing in the press room. In 1985, the Stehle company moved to a new building as its current location. This time has been vividly remembered by the current managing director Hans-Peter Jerg. As a trained carpenter, he was involved in the interior design of the new hall. He had manual dexterity and so Klaus Stehle offered Hans-Peter Jerg to start in the company as a label printer. This is how he started his career in the label industry in 1985 in the new hall on a new Gallus V330.

Change of ownership gives fresh impetus

The next milestone in Hans-Peter Jerg's business life followed in 2003, when the Stehle brothers sold their company to him for reasons of age. The established company had a dedicated team, so the new management brought fresh impetus to the business. From 2004 he was supported by René Miedl. As a trained flexographer who had already gone through all areas from prepress to printing in an offset printing company, both formed a team that complemented each other in many ways. In this favorable constellation, they were able to constantly advance the company in its development. Since 2005, the company has invested every year either in technology or in buildings. In all cases, however, the swabian principle applied that money had to be earned before it could be spent. At the same time, the number of employees has increased from five to almost 20. When the share of small orders predestined for digital printing began to grow a few years ago, they were first outsourced. "Meanwhile, we've been watching the market closely to find the right time to get into digital printing" recalls René Miedl. The decision to install their own digital printing system was made after sufficient potential had accumulated in 2015.





Trustworthy partnership establishes Chromos era

With the addition of digital printing to the letterpress printing capacities, a new situation arose at Stehle Etiketten. Since the commissioning of a Viva 340 from Codimag in 2000, the print shop had gradually installed four more models from the French manufacturer. With this focus on mechanical engineering, a special market as a lucrative niche could be opened up in the course of time. Due to declining print runs, however, more and more jobs have recently shifted to digital printing. Although letterpress printing was still the method of choice for medium-sized orders, it was rather an uneconomical emergency solution for larger runs. "We have discussed this situation of our company in detail with Chromos GmbH. After all, our successful development in recent years is closely linked to this supply partner" explains Hans-Peter Jerg. The Augsburg trading company represents the company Codimag in the German-speaking market. It has accompanied Stehle Etiketten since the turn of the millennium with the installation of almost all printing machines. Hans-Peter Jerg particularly appreciates the fact that Chromos

GmbH has always proven to be a trustworthy partner who places the customer's interests first and foremost when providing advice. This made it easier for him to decide to introduce another printing process in the company and to invest in a flexo printing machine from OMET. The machine manufacturer from Lecco, Italy, is also one of the companies that Chromos GmbH looks after as a sales partner. In October 2018, an iFlex with eight flexographic printing units and extensive additional equipment such as 'Peel and Seal' and 'Delam-Relam' was put into operation in Ravensburg.

Meticulous preparation

This installation was a particular challenge for the company. There was no practical experience with flexographic printing, and up to this point all the printing machines installed were translative systems. In addition to the new printing process, the task was therefore to integrate the first rotary press and all the associated peripherals, from the process-specific prepress stage to the clichés and printing inks, into the running operation. Klaus SedImayr was involved in the planning and installation process as managing director of Chromos





GmbH. He still remembers exactly how meticulously the commissioning was prepared down to the last detail. René Miedl even relied on high-quality technology from the outset for the entire peripheral equipment, including plate mounting equipment, plate cleaning system, parts washing system, etc. "We wanted the startup phase to be as short as possible, because several flexographic printing projects were already in the planning stage. In the end, it actually worked. After assembly and acceptance of the machine, we started production without any significant familiarization phase".

Valuable network of partners

The start of production went so smoothly because Stehle Etiketten was accompanied by a network of selected partners. For example, COE supplies the printing plates. It also provides support wherever prepress tasks require special know-how for flexo printing. When it comes to printing inks, the print shop continues to rely on Zeller+Gmelin. The ink supplier has been a competent supply partner since 2010 - initially for the inks used in letterpress printing. "It is our company philosophy to use partner networks. In retrospect, it has once again proved to be the right way to put together a complete package with machine, printing forms and printing inks that is coordinated with each other"; says René Miedl.

Details decide about the investment

Logically, the focus of the investment was on the printing press. In various tests, Hans-Peter Jerg was impressed by the iFlex 370 model due to its user-friend-liness and stable running characteristics. Since his experience has shown that the differences in technology and performance of most machines on the market are becoming smaller and smaller, he has paid particular attention to details. With the trained eye of a skilled craftsman for the intricacies of mechanical engineering, he discovered some things on the iFlex that make life easier for the operating personnel in practice. The opportunity to exchange practical experience with iFlex users also played an important role in the investment decision. "In some cases, our expectations were even exceeded.

STORIES OF EXCELLENCE



The press proofs a print quality, e. g. with almost zero run-off, which we had not expected"; recalls Hans-Peter Jerg. Now that he has been able to gather his own experience, he particularly appreciates the additional equipment options. Both the production of multilayer labels using the Peel-and-Seal device and the printing on adhesive of the reverse side by using the Delam-Relam module are used regularly. In retrospect, even more extensive additional equipment would be conceivable for him.

A good addition to the product range

The new iFlex fits into Stehle Etiketten's existing production capacity as hoped. "What is particularly helpful for us is that we can shift jobs in particular from semi-rotary letterpress to flexo printing, which can be produced more economically with the new machine. Since our customers purchase their labels in part throughout Europe, we are often in competition with foreign suppliers. In these cases, we can now offer more competitive prices"; explains René Mied. On the one hand, the postponement of orders ensured that the new machine had a certain basic capacity from the outset. On the other hand, the shifting contributed to the relief in letterpress printing. As new projects were added during the start-up phase, the targeted single-shift capacity utilization quickly moved within reach. The company benefits from the fact that new orders can be implemented without lengthy decision-making processes. Many customers appreciate these short reaction times. In addition to companies from the regional environment, the Ravensburger label printing company's clientele also includes global players. It is estimated that half of the orders received throughout Europe come from the food sector, and almost a third are industrial customers. The remaining labels are supplied to the pharmaceutical and veterinary sectors, among others.

Printing inks 100 percent low migration

As the majority of the customers are located in the food segment, the company decided, in response to the ITX discussion at the time, to switch completely to low-migration printing inks and coatings. Stehle Etiketten was thus one of the first printers to use LM ink systems in letterpress printing. Since then, continuous low-migration production has been a basic prerequisite for installation with every new investment. Another principle of the company is consistent inline production. Like all other printing lines, the iFlex is therefore also equipped with a turret rewinder, so that small rolls ready for dispatch are already produced on the press. This eliminates the need for a converting department. This shifts the task of quality control to the press. The printing staff has been coping well with this responsibility for years. In any case, each machine is operated by an employee who is responsible for 'his' production line. As the experience in Ravensburg shows, all sides benefit from this concept. The company achieves a higher added value and the employees gain satisfaction and self-confidence through the trust placed in them.

Sharpen your image on the market

In the early days, the company usually did well to keep its feet on the ground. Recently, however, it has experienced great technical progress and constant growth. The successful development can be seen particularly well in the production buildings at the location in the tranquil Ravensburg Schmalegg. They were repeatedly extended by extensions or, as most recently in 2018, by the expansion of storage capacities. In the future, Hans-Peter Jerg and René Miedl want to communicate the company's importance, which has grown considerably in the meantime, with a self-confident external image. They have therefore made targeted investments in marketing measures. This ranges from the revision of the company logo and the website to the creation of a new image brochure and the representative design of the outdoor area. To tackle challenges with both pragmatism and optimism is part of the DNA of Stehle Etiketten. An illustrative example of this is the introduction of flexo printing with the installation of the iFlex 370 described in this article. According to Hans-Peter Jerg, this investment decision was the right step to gain the necessary experience when entering the new process technology. Since the press was already well utilized after only a few months, he believes that an expansion of the flexo printing capacities in the foreseeable future is quite possible.

Article by Klemens Ehrlitzer



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CORE LINERLESS SOLUTION®: GREAT NEWS AT LABELEXPO EUROPE 2019

OMET engineered the laminating module to process CLS film (Core Linerless Solution), a project in collaboration with Ritrama and Spilker. At Labelexpo it will be possible to see the first results of the printing project of linerless labels on self-adhesive film, which is gathering strong interest among printers and brand owners all over the world, especially in the food & beverage, home and personal care industries.



Core Linerless Solution[®] is an innovative self-adhesive film engineered to be transformed into a single ply Linerless web, ready to be dispensed using a special linerless module. A revolutionary innovation that allows significant improvements on efficiency and environmental sustainability of the printing process. The module that OMET has developed separates the material and laminate the siliconized liner onto the face stock. It's a heat-activated lamination of the siliconized PET liner on the face stock that has been previously printed: it encapsulates the print as a protective film, eliminating the need of lamination or the application of a protective varnish. The film has the proper stiffness to be printed and dispensed at high speed but will has a lower thickness than traditional labels, with several advantages for the whole production and logistic process. This kind of labels allows savings





on materials, transport and machine downtime. The printing process is more sustainable, reducing environmental footprint impact (CO2 emissions). They need no die-cutting, thanks to a micro-perforation module developed by Spilker, they will be simply torn away from the roll and applied to the final product. The whole process brings more efficiency in the materials and waste management, lower transport and logistics costs, less downtimes because the line prints twice as many labels per roll. All these considerable advantages have already attracted the global attention of printers and brand owners, who will have the possibility to find further information and evidences at the next Labelexpo.

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FLEXOPRINT TOWARDS EXCELLENCE WITH AN OMET VARYFLEX 670

Young, modern and dynamic: Flexoprint is one of Brazil's industrial excellences, focusing on quality and flexibility. Three months ago, they have installed an OMET Varyflex 670 mm: "OMET has brought us a precious factor of precision, quality and speed" says Ricardo Ricieri, who along with Neto composes the technical team of decisions on investments and technologies, descartes always with the collaboration of the directors Laercio Stange Warmeling and Jaison Schillickmamm.



Estabilished in 1997 in Marialva, Paraná, Flexoprint currently has 335 employees working in three production plants, located two in the South and one in the South-East of Brazil. "Flexoprint comes from a visionary dream of the founding family" says Ricardo Ricieri. As often happens, this dream started with a small but solid company, driven by the same enthusiasm as today. "Our success is the result of the commitment of both our staff and the company's owners - says Ricieri -. Everyday, they leave their homes to come at work and give something more than the day before. This is the way we have grown, every day a bit more". Flexoprint currently produces self-adhesive labels, shrink sleeves and in-mould labels for different sectors: foods, drinks, hygiene, cleaning, cosmetics, chemicals, pharmaceuticals, PET, automotive and packaging. The production plants are strategically located near the main highways and airports to optimize transport. The company serves principally the national market and exports to the Mercosur area, Southern America Common Market. "We constantly invest in new technologies to offer excellent products in terms of quality, flexibility and innovation - says Ricieri -. We are always aiming at maximizing customer satisfaction. We don't want to be simple suppliers, we work together with our clients to build a long-term partnership to create new business". One of the company's most recent steps about





innovation was the purchase of an OMET Varyflex 670 mm. "The collaboration with OMET started at the last Labelexpo fair - states Ricieri - it has grown over the following months thanks to the excellent work of Eduard Pont, OMET Sales Manager for Latin America, who led us to visit the company's production facilities". "We are very satisfied with the machine and the OMET's service. We started producing in April, 2019, but this time was enough to appreciate the speed and the effectiveness of OMET's service both in Italy and in America. We have definitely found an excellent partner". Flexoprint has always invested in technological innovation but also in its staff: paying attention to their collaborators is a precise choice about quality. "We are aware that companies have a great social responsibility: respect for collaborators and their families is one of our fundamental values - explains Ricardo -. We try to maintain a healthy and stimulating work environment, and we constantly invest to have people always qualified and motivated at work". Flexoprint, thinking about the environmental responsibility and waste management of the production process also recycles these materials into biosynthetic wood, the name adopted was "FLEX-OWOOD". This shows the company's commitment to the entire production chain, thus minimizing environmental impacts.

BEIJING DEJI INSTALLS SECOND OMET X6

Six years after installing its first OMET XFlex X6, one of China's leading privately-owned label converters, Beijing Deji Informational Technology Co Ltd has added a second almost identical press at its facility in the Tong Zhou District, near to China's capital city. Both presses are ten-colour machines with full UV curing and a 430mm web width. Other capabilities include screen, hot and cold foil, delam/relam, web turn bars and twin die cutting stations. Since being fully commissioned, the presses have continued to add at least 20% to the company's productivity year on year, according to owner ww. Yu DaYang.



Established initially in 2004 in the Chang Ping zone on the northern side of Beijing, the company's early purchases were Labelmen rotary letterpress lines for the production of automatic labelling labels. As demand grew and diversified into new markets, Mr. Yu decided he needed to research what the new flexo presses had to offer and undertook extensive print trials of his work on the leading manufacturers' machines." I chose OMET because the print trial went well, and the quality was very good. We needed a machine quickly and they were able to deliver in eight weeks, which with a competitive price, made the choice easy." He was also influenced by the fact that OMET has a good reputation in China, with more than 70 users, and the Italian manufacturer has a well-established sales and service facility in Suzhou. Today, much of Beijing Deji's work is for the white wine trade and in the dairy industry, especially milk labels, and the two OMET lines are kept busy working 20-hour days Monday to Saturday. It was this rapid growth in business that highlighted the need for a second press, and after visiting Italy for more

trials, the order was agreed and signed at Labelexpo Europe 2017 in Brussels, with the press being installed in August 2018. Praising the X6 lines for their ease of make-ready, Mr. Yu said that his run lengths vary between 3,000 and 100,000 linear metres, with many of the jobs run off at around 75m/min owing to the complexity of the label. "Significantly, the OMETS take only half the time of their competitors to make ready, which means that other companies cannot compete with us on the work we produce. The X6 is also especially good at printing on lightweight unsupported films and has IML capability Best of all, it does it all inline in one pass," he added. As a private company, Beijing Deji is able to steer its own course for development, and Mr. Yu has ambitious plans for growth. In 2018 the company will generate sales of Yuan 50m, but with the new XFlex press now fully operational, he is aiming at Yuan 80m for 2019, and is fully confident of achieving it with the added-value capabilities of his OMET lines. "Very few of our competitors have the technical competence to produce the high-end labels that we thrive on here."





Questioned on the growth and development of digital printing, he replied: "We have digital capacity already and it accounts for around 40% of our business, while along with the operation of our new factory in south China, there'll be greater growth." Believing the longer run lengths and lower demand for versioning in China, compared with the West, more alternatives can mitigate against digital print technology in its current form, but the new generation will activate digital printing with some innovative packaging applications, being able to create a new business model rather than a traditional factory model. Mr. Yu is however keeping an eye on the proliferation of digital/flexo hybrid lines, which is the future of companies like Deji. Despite general opinion to the contrary, Mr. Yu says China takes its environmental responsibilities very seriously, especially in the narrow web print sector, and he knows that only ongoing investment in the latest technology will be good enough to meet the stricter targets. This is part of his rationale for targeting the top end of the label market, where the margins are better, and provide the funds for

air purification systems and exhaust emission control. "Quality in - quality out, makes for a healthy and successful business, and those who deal only in price cutting cannot make the money needed for the latest technology," he added, commenting that the company is currently attracting a lot of business through online tendering, which unlike an auction with many bidders, is limited to targets with high quality requirements rather than price only. With the China's burgeoning growth in population and income comes increased brand awareness on packaging diversification as well as more precise service that places huge pressure on the packaging sector of the printing industry. Independent companies that can adopt more freedom of thought and action, like Beijing Deji, will be instrumental in fulfilling this demand. With plans afoot for another OMET - this time an XFlex X4, Mr. Yu and his staff of 60 can look forward to a very bright future indeed!

Article by Nick Coombes

CHINA'S TOP PRINT INSTALLS OMET XFLEX X4

With digital, gravure, screen and offset printing capabilities in-house, Chengdu company Top Print I-Labels Technology has now added narrow web flexo in the form of an OMET XFlex X4 line. Part of a group of companies with headquarters in Singapore, the Chengdu facility, which opened in 2013, is complemented by plants in Suzhou and Chongqing, which overall employ 80 people.

Mr. Wang DaXun, General Manager of Top Print in Chengdu, with his wife Ms. Ni Xiangman, in front of OMET X4.

General Manager at Chengdu, Mr. Wang DaXun, has built a highly successful business with an enviably high profit margin that is as indicative of the specialised nature of the work he does as much as the high degree of competence involved, especially in the anti-counterfeiting sector. Asked about his choice of an OMET press, Mr. Wang commented: "Of all the leading brands, both Western and Chinese, we found that OMET performed the best on filmic substrates, which together with its 440mm web width, gives it clear advantage over the other presses and us over our competitors!" With a well-established user-base in China (now more than 70 machines installed) and a good

name for after sales support from its base in Suzhou, OMET has built an enviable reputation amongst those Chinese label printers looking for quality. Currently enjoying a high level of demand for its thermal transfer labels, which it is in the process of switching from gravure to flexo, Top Print is also growing its business in shrink sleeves for the liquor and food market sectors, and recently won an Award in the Asia-Pacific Japan region for this work. With the complex nature of many of its jobs, Top Print's new OMET is often limited to running speeds of around 70m/min, but on easier work, Mr. Wang says it holds brilliant register at 190m/min and praises the press for its intuitive ease of operation.





"Two or three days was all it took for our operators to learn how to run it commercially. It is a very functional machine with a high degree of efficiency with its inline capabilities," he noted. The eight-colour X4 is squeezed into Top Print's compact production area in fact, the intention had been to install a 10-colour, but there was insufficient floorspace in the 1200sqm facility that is split over four floors. But it is a high-spec press, with cold foil, twin die stations, web turn bars, and delam/relam facility, which will be able to work to full capacity in the company's new 6,000sqm factory that is planned. With demand for labels growing fast, Mr. Wang is looking at cooperative investment opportunities in western China. "The local Chengdu market needs more investment in new technology to satisfy the needs of the brand owners who are requesting ever more complex labels," he explained. It might have taken China a long time to awaken to branded goods, but they are catching up at the speed of light, and Mr. Wang will need all of his 30 years' experience in the printing industry if he is going to grow the company fast enough. The new factory and his new OMET give him the perfect launchpad.

Article by Nick Coombes



THE GREEN SIDE OF PRINTING, FIVE MILESTONS FOR OMET'S ENVIRONMENTAL COMMITMENT

Sustainable materials and technologies, recycle, waste reduction, water-based inks and energy savings with UV-LED drying. Here are the five milestones of the environmental commitment that will be OMET's flagship at the next Labelexpo: at its booth, OMET will show new technological solutions able to contribute to the protection of the planet in line with the current appeals of international institutions, in addition to guarantee greater productivity and profitability to the clients.



- 5 OMET

For years, technological innovations introduced by OMET in the world of printing have been inspired by energy saving and waste reduction. Now, our commitment for environment protection has been formalized in five "green" milestones that condense both the history and the future of our technology: the goal is to focus the attention of customers, suppliers and stakeholders on this problem that concerns everyone, and that everyone can contribute to solve. Reduction of waste, together with time and cost savings, is the first step towards energy saving: OMET has always been at the frontline on this issue. Back in 2007, we presented the revolutionary solutions of the OMET X6 line, allowing to use less material and to have less waste in the production process thanks to quick setup. Today all OMET machines exploit increasingly advanced technologies in terms of waste reduction: for example, the new Multi-head vision system is a step towards the goal of "zero waste". Packaging and plastics are one of the "hot topics" in today's environmental discussions: OMET machines allow high quality printing on increasingly thinner materials. "Masters in Motion" tension control technology helps printers to print on challenging substrates, maybe easy to recycle but difficult to print. In partnership with Ritrama and Spilker, OMET has also developed a solution for





linerless labels that allows significant improvements on efficiency and environmental sustainability of the printing process. This kind of labels involve savings on materials, transport and machine downtimes, and the printing process becomes more sustainable reducing environmental footprint impact (CO2 emissions). Since 5 years OMET has started offering and supplying UV LED solutions on all its presses. This technology allows to print jobs with complex inks structures, such as low migration inks, with high curing accuracy at higher speed. This process eliminates the heating and cooling time needed for the UV curing and the toxins released when heating the substrate, as far as ozone and mercury emissions. The whole printing process is therefore more eco-friendly. Reduce, Reuse and Recyle, the 3 "R" of sustainability, act as our guiding light while developing new solutions. OMET offers recyle of hot air in its dryers, producing a 20% energy saving when the customer is printing on water-based inks. Thanks to the latest generation of valves, machines calibrate the amount of air needed, reducing waste. High-speed production with water-based inks on both flexo and rotogravure units reduces coating costs. Furthermore, OMET is starting projects with various partners to test inks without impact on the environment.

INDUSTRY 4.0, EUROSTAMPA UNVEILS THE COMPLETE INTEGRATION BETWEEN PRINTING MACHINES AND ERP



The Transparent Factory Cloud software, installed on each OMET printing line, displays in real time the working conditions and process parameters of the machine. These data flows directly to the company server that creates CSV files to be downloaded and processed at any time. Eurostampa, located in Bene Vagienna (Cuneo - Italy), is an industrial giant of prestigious labels, OMET's customer for a long time. The company has asked OMET to develop a software able to make all data of their production lines flowing directly into their ERP. This direct transmission would bring big advantages in terms of speed and effectiveness of production management. Developing this new solution for Eurostampa was an interesting





challenge and a big opportunity for the future. Beyond putting in direct connection the machine and the ERP, our R&D Electronic Department customized the reading interface and some parameters according to the customer's needs instead of following the standard protocols. Any OMET customer could have the possibility to customize the monitoring of the processes, having access to readily available information and thus managing the production more efficiently. To achieve this goal, the PLC software and the operator panel were customized, and the router was improved with some scripts that allow the ERP to poll the machine and check the information needed (i.e. with cyclic calls every 30 seconds).



TECHNOLOGY & INNOVATION



Everything works with http and text answers. This "customized" innovation, replicable on any OMET machine, demonstrates once again OMET's attention to customers' needs and willingness to develop together with them innovative technologies aimed at increasing their competitiveness. Andrea Bergadano, Eurostampa Project Manager, express his full satisfaction with the work carried out with OMET: "Eurostampa S.p.A. continues to invest in new technologies, whether they concern printing or support production. Industry 4.0 gave us the opportunity to invest simultaneously in both directions. The purchase of latest-generation OMET machines and their integration with our ERP system was the result of the respect and collaboration between the two companies. Working in close synergy, we reached our goal: to read and represent the printing process in real time, improving programming and production forecasts". "The purchasing department can better organize the supply of raw materials - adds Bergadano – improving their availability and timing. Furthermore, the possibility of passing start-up data directly to the machine simplifies and speed up the information transfer".

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TECHNOLOGY & INNOVATION



OMET DROME: THE SHOWCASE OF TECHNOLOGY

The OMET plant in Molteno (LC) hosts a new demo center, inaugurated a few months ago, for tests and press demonstrations on OMET machines: more than two hundred square meters of high technology available to customers.



Seeing a printing machine working and testing it with own printing subjects or substrates is one of the most frequent requests made by printing companies when coming to OMET, be they small printers or large multinationals. To satisfy them, OMET has recently inaugurated a specific area for its customers and potential customers: over 200 square meters of space for tests and customized demos in the production plant located in Molteno, 10 km far from the headquarters in Lecco. This is the new OMET DROME, inaugurated on the occasion of the Open House "OMET Hybrid Experience" which took place last 24-25th January with over 250 visitors. The Drome is set up to host two OMET machines and is available by reservation. Currently, the machines hosted by the Drome are a super-equipped iFLEX for label printing and an XJet powered by Durst for hybrid flexo + inkjet printing. To date, OMET Drome has hosted dozens of demos, proving to be an extremely appreciated technological showcase for printers from all over the world.


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PRINTED ELECTRONICS: INVESTING IN THE FUTURE



In Italy, OMET invests in the future with Ribestech, the innovative start-up born from a collaboration between OMET and the "Center for Nano Science and Technology" of the Italian Institute of Technology in Milan. The project combines OMET's technological skills in the field of printing with the research on nanotechnologies, to develop electronic devices by printing with special inks. Ribestech has developed photovoltaic modules printed on plastic sheets, flexible and extremely light, that can be used as energy sources in domotics, smart cities and the Internet of Things. They also carry on research projects in several related fields. Antonio lacchetti, head of the start-up, explains that "soon printed electronics will be integrated into electronic devices instead of batteries, for example in electronic label chargers used in supermarkets, iBea-

cons (indoor location systems) or temperature sensor networks for home automation. At a later stage, they could be applied with success also in the world of fashion, camping equipment and architecture. Flexible solar panels can also be integrated in clothing to charge smartphones, for example. Or they can be used to create photovoltaic camping equipment able to generate the energy needed to illuminate tents at night". Ribestech started working upon these projects a few years ago using an OMET Flexy line, but the equipment will soon expand. "We are moving to a new laboratory, where we will use other machines that will meet different needs: a semi-rotary and an OMET rotary machine upgraded with special printing techniques. One of our projects is to equip the line with a special laser that does not cut the substrate

THE GREEN SIDE OF PRINTING



but engraves it like a chisel, reaching a very high level of precision to one thousandth of a millimeter. This is a very innovative project because using such a laser on a rotary machine is something very complex. This laser is a new technique resulting from the research activity of two IIT groups: the one lead by Luigino Criante, which deals with optical systems and laser microfabrication, and the one lead by Mario Caironi that works on printed electronics". The core business of Ribestech is currently 90% about flexible solar panels, but its research opens up to other fields and applications. "We mostly develop photovoltaic products and technologies, but we have worked and tested special materials and substrates like, for example, heating fabrics".Printed electronics is raising very high interest among companies but it still has few applications. "Many companies look for information and want to better understand how it works - explains lacchetti -, but so far, the concrete applications like products endowed with these technologies are still few, even if they are increasing. On the one hand the costs are still high, on the other this technology needs further development to be competitive, both in the production processes and in the search of the most suitable applications to start". The road is now underway: "Solar panels are ready for some applications and supplies, there are companies that have commissioned us the development of particular products, showing a concrete interest. Now it's time for us to grow and start to build an organization that allows us to improve and start a small production."

FUTURE LABEL, THE INNOVATION THAT MOVES THE SOUTH OF ITALY

Launching a startup company is not easy: it's an ongoing challenge to gain the trust of investors and overcome practical and bureaucratic troubles. But Benedetto Auletta, 31, owner of Future Label, shows how dedication, positive attitude and the right partners can open the way to success. His label factory in Basilicata, near Matera, has entered successfully the market this year with an OMET iFlex 370. "My focus is innovation - Auletta tells in this interview - from eco-friendly substrates to special inks, I can guarantee superior quality thanks to the OMET machine".



From empty spaces to production in just a few months: how did Future Label start?

The idea came about two years ago, visiting with my father the OMET stand at Labelexpo Europe in Brussels: it was the largest, brightest and most beautiful of the whole fair. We made an almost impossible request to OMET... and within a week they contacted us with a proposal that allowed the birth of Future Label. However, it was still an uphill climb as for any startup: especially here in the South of Italy, it's difficult to find investors and supporters: we had difficulties even with the telephone line, the water supply and electricity. We often hear about encouraging young people in creating business, but a few are willing to take on the risk. Last November we finally found investors and in March 2019 Future Label started production with an

OMET iFlex 370. We are already having outcomes: the quality of an OMET product is immediately noticed by the market.

Why did you choose this industry to start your own business?

My father worked for thirty years in the label printing industry with his own company. As a child, I dreamed of working with printing machines because I have always loved colors. Moreover, I admired my father's commitment to work and I appreciated the satisfactions he gained: he was one of the first printers in the Basilicata region, if not the only one. I remember OM-ET's magazine and OMET's machines, always a step ahead of the competitors: I saw them so big, so long, and I thought "someday I'll have one too".







Now my father's company has closed down because his old equipment was unable to offer the quality and innovation on which I am focusing with Future Label. My father is helping me in this new adventure.

So you decided to follow your father's footsteps out of passion, not out of duty...

Yes, and he is very happy about it. I graduated in economics and I had a few years of experience in another company before starting my own business. I had no funding to start, I did everything on my own with the help of my family and a friend. To start production in a shorter time, we restructured the production space on our own, with the best that the local artisans could offer. I think it's worth to rediscover the origins and preserve our history of craftsmen: we are classified as



a small and medium-sized company but I like to call us "artisans" because there is still an important part of handwork in producing labels. We offer flexibility and customization, not standardization.

Which is your target and your element of differentiation?

We work for various industries: food, pharmaceutical, cosmetics and in a small part for the wine sector (but this is a niche for specialized printers). I don't want to start any price war: we focus on innovation, eco-sustainable products, special inks and everything that OMET's R&D can offer. Taking new paths is the only chance I have to win over local and estabilished competitors.

6 MONTHS AGO ...



How is the market responding?

The innovations we offer are highly appreciated. Some customers are initially cautious, they order small batches, but when they see the higher quality and the good prices, they start to trust in us. To expand our business, we propose innovative substrates to our potential customers thanks to collaborations with paper mills, and we carry out on demand labeling and packaging tests on shelf products. Right now, we are working for Italian customers, but we are starting to accept orders from Europe and Middle East.

How is your production process?

Production is very flexible: innovative labels are still a niche and I can afford peak demands with the maximum flexibility and speed. The only delays can come from incoming logistics, because we are far from the paper mills and from other suppliers, but we always manage to solve them.

Why did you choose an OMET iFlex?

We chose an 8-color OMET iFlex 370 with web turn bar, in-line lamination, cold foil and plate mounter. It was affordable for my possibilities, but above all it's able of big satisfactions: it is extremely versatile, precise and enjoyable: you can change colors in real time, make any kind of test with an easy and intuitive use. I would recommend it to many, and I confess I would like to double up soon. It's a "golden" machine.

What are the advantages of OMET's technology, in your opinion?

I immediately received a very positive feedback from a client who couldn't get his labels in time from other suppliers. This machine is so fast and precise that the difference from competitors is immediate, not only for its speed but also for the quality and brilliance of the colors. I don't need to use any varnish to make products brighter and they like it because they have no expiring problems. I know I'm offering a product 10 times better than the others at first sight.



...AND TODAY



Are you satisfied with the OMET service?

Yes, everyone is very kind and prepared. I had a service problem and it was solved in less than 24 hours, on a Saturday. I am very satisfied, but I was aware of my choice: thanks to my father's experience, I knew I could trust in OMET, it's an excellent partner to work with. A nice coincidence: during the works, I painted the walls with the same gray colour of the OMET machine!

Going back, and knowing the difficulties of starting a new business, would you do it again?

Yes, because I like challenges. I like to bring new proposals to my clients and convince them to try innovative materials that my competitors don't offer because of higher costs or risks. I like to convince them that I'm giving a better service than any other. I have a couple of important companies already focusing on new sustainable materials, and this is a good guarantee for my suppliers. Every day is a challenge for me, but I'm building something on my own and for a young man of 31, is already a big deal.

Future Label: what do you see in the future of your business?

Label market will grow, but it's going to change radically. Innovation is faster and faster, not only about materials but also about their essence: for example, I can guote embedded microchips. OMET is at the forefront of research and development in this field, and I want to keep up with it because customers must be guided to offer the best to the end users. I want to be a supplier that encourages them to try new things and to improve their offer. You must pay attention to market changes, and I know that I can count on OMET for assistance and help for any need. My dream, if I had the support of the institutions, would be to grow my label factory to create a large production area and improve economy of our region. I would like to choose suppliers from our region and build a warehouse, contributing to create positive economy and new jobs. I have to work hard to grow, because only if I do it, everything around me will do the same. I'll do my best.











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STORIES OF EXCELLENCE





In March 2019 the printing machine OMET XFlex X6 offset was launched into operation in the company "Ardekas". The main feature of this machine is that it is equipped with offset and flexo printing units. Additional equipment such as cutting units and longitudinal cutting module allows the machine to be used for printing both unsupported films and self-adhesive labels and thermal labels. The main task when choosing a machine was to achieve high guality products with minimal production time and waste. Ardekas had the need to be able to print products with a high lineature of the image, using offset units and to produce finishing by applying a large layer of specialized inks, as well as white and primer using flexo units. Thus, the OMET XFlex X6 printing machine, equipped with offset and flexo units, has become a unique solution to achieve the objectives. The ideology of application of sleeve technology in the offset units of the XFlex X6 machine, using sleeves for the printing plates and blankets, allows the printer to make the most efficient use of production time and minimize the loss of time when switching to print a new job. When changing the print report, the machine operator has the opportunity, during the printing of the previous print run, on a special assembly table, to set the printing plates and offset rubber on the corresponding sleeves and then in a few seconds to change them in the printing machine. Subsequently the servo-drive technology and the automatic register system, setting the "zero" position of the plate sleeves, minimizes waste paper. This increases the efficiency of using the working time of the machine. Ardekas also has a modern web line for the production of self-adhesive paper. This is the only equipment in the Baltic Countries, in the production process of which the patented technology of applying glue and silicone coating is used. The company is also a manufacturer of self-adhesive products in a wide range, of self-adhesive products made from various combinations of materials with partial adhesive coating. In addition, Ardekas is engaged in the manufacture of blanks for self-adhesive labels for food and industrial goods, packaging, bar coding, descriptions of goods, labels for scales. Available equipment can produce such products as: paper, PE, BOPP, PET label, thermo eco, termo top, vellum. Ardekas is the only producer in the Baltic States that manufactures Linerless - self-adhesive labels without substrate. The new hybrid press OMET XFlex X6 has enabled Ardekas to reach a new, higher level in the production of the above mentioned products.

OMET OBTAINS THE "WELFARE CHAMPION" RATING

OMET has obtained the Welfare Champion rating for the Welfare Index PMI 2019, Italian national survey that identifies the best companies in welfare practices. This year, the companies selected as Welfare Champion were 68 out of a total of over 4,500 participants.



ees, has rightly obtained the highest rating in the ranking for the welfare initiatives implemented over the last years. The founder Angelo Bartesaghi and then his son Antonio Bartesaghi, today President of the Group, invested a lot on this aspect. "Investing in welfare is fundamental - explains Bartesaghi -. The job quality and the efficiency of the time spent on work are a crucial issue for the economic success of a company. Welfare, which means providing useful services for many small but important extra-work activities, means helping people in efficiently manage their daytime, so that they can concentrate on activities with greater added value. Beyond the classic professional and training courses, our company provides basic services useful for people and for their family. For example they can count on the delivery bread, medicines, laundry, packages at their offices. We have a tire changing service at the workplace, as well as free legal consultancy and tax consultancy. Several local shops





or professionals has signed agreements for granting discounts to our collaborators. All these time-saving services help our collaborators to have more time to spend at work or at home. It means better guality of life". OMET periodically organizes events for its collaborators: the traditional Christmas dinner and the company day trip have great success every year, and symbolize the strong team spirit of the Group. Last year, on the occasion of the 55th anniversary of the foundation, OMET organized also the Omettiadi, a multisport competition among the different divisions involving more than 150 people, and the Family Day, opening the company's doors to the families of the workers and the employees to celebrate with them the important achievement of the Group. During the Family Day, on Saturday October 20th 2018, the family members of OMET and O-PAC collaborators were allowed to visit the departments and production areas of 6 Group's locations, following guided tours held by volunteers. Play areas for children were set up in collaboration with local charity associations. The event was a great success, highly appreciated by all the participants: registered visitors were almost 1,200: 10% more than the first edition that took place in 2013 for the 50th anniversary of OMET foundation. "Each one of our collaborators, with his/her own job, brings a fundamental contribution to the quality of our products and therefore to the success of the company explains Bartesaghi -. For them, the Family Day is the occasion to share the importance and complexity of their work with their family, proudly valuing the time and energy they spend every day at work". Every year, OMET awards scholarships to employees' or workers' children with good results at school, offers internship opportunities, hosts school visits and actively collaborates with local technical schools or universities like the Politecnico di Milano, promoting the connection between school and work.

CUSTOMER SERVICE 4.0: RELIABILITY AND VALUE FOR THE CUSTOMER

The world of customer service has taken a major breakthrough. The era of long waits and expensive trips is definitely giving way to rapid, specific and remote interventions, made possible by new technologies based on "virtual" presence and the Internet of Things. OMET has been following this path long since: diagnostics, increasingly precise, and production chain, now on the way of complete digitalization, are opening the door to an interactive, real-time customer service, with big time and money savings for customers.



The cornerstone of the OMET "Customer First" service is remote diagnostics. Appropriate software allows OMET technicians to remotely monitor any OMET line, wherever is it installed in the world, through a secure Internet connection. They can investigate any customer needs, interactively acting with local staff using chat, video or images. OMET customer service can remotely check real time parameters, trends and alerts, and perform remote tests, checkups as well as technical interventions. "A new remote connection system has been activated since 2012 and installed by default on every OMET machine since 2016 - explains Antonio Muraca, OMET Technical Assistance & Spare Parts Department -. On demand, it can be installed on previous lines. The software scans the machine, checking how devices and actuators are responding and producing diagrams and graphs that show the engines performances, allowing to identify immediately the cause of any alert. Trouble-shooting at a software level can be solved directly online, and mechanical interventions can be managed by on-site staff, virtually driven by OMET's specialists that knows the machine in detail. If spare parts are needed, the involved parts can be excluded from processes to allow continuing the production". OMET customer service goes beyond on-call interventions. Data detected by the software allow the customer service keeping track of stops or malfunctions. The analysis of these trends over time make it possible to verify critical issues and take actions to solve problems and to increase the efficien-





cy of the line with targeted interventions. Moreover, the analysis of deviations from the standard parameters allows to program maintenance, avoiding wear problems. This allows customers to have scheduled downtimes, with significant time savings and loss limitations. "Statistics show that remote assistance allows to avoid up to 400 on-site interventions per year, solving customers' needs in a few hours - says Muraca -. Recent web surveys report great satisfaction among customers for this kind of assistance, which allows to reduce significantly the loss of time and money associated with production downtimes". "Reliability is a value that has always made OMET standing out on the market: one of the cornerstones of our reputation - explains Marco Calcagni, OMET Sales & Marketing

Director -. We are investing in the customer service because market satisfaction is our priority: we work constantly to make our machines and services bring efficiency, productivity and profit to the customers. Investment in 4.0 technologies is the key to the future, that will see also our commitment in augmented reality". OMET assistance is available 24 hours a day, 7 days a week thanks to OMET service centers located in North America (USA), Europe (Italy), Asia (China). The offer is divided in two packages designed to allow customers having the best economic and time saving: Active (active technical support, by call and remote) and ProActive (technical assistance and preventive maintenance).



CLEMSON'S SONOCO INSTITUTE SERVES STUDENTS AND INDUSTRY WELL



OMET Americas, Inc. and Clemson University's Sonoco Institute of Packaging Design and Graphics have partnered over the years in many ways to provide advanced printing capabilities to Clemson students and industry. OMET's Varyflex 530 narrow-web press provides an opportunity for students and industry to experience hands-on learning in the basics of press operation, color management, process control and more. The press is placed in the Institute's Advanced Print Lab which also houses ink and platemaking capabilities. The press is capable of a wide range of services. By utilizing the modular design, additional processes can be added in-line. Within the past year, rotary screen, gravure and lamination units have provided increased capabilities for Sonoco Institute clients. In addition, the press is capable of running water-based, solvent and UV inks, as well as conductive

inks, thanks to an extended dryer. "We are very proud of the flexibility this press offers in providing capabilities for print testing and evaluation," said Bobby Congdon, assistant director of the Institute. "We really can offer a wide-range of services due to the flexibility of the press to be outfitted with various unique pieces of equipment, as well as work with a variety of inks and substrates." Over the past year, a variety of tests have been orchestrated in the print lab to help companies prepare their products for market. Additionally, plate and substrate verifications have been performed, and numerous trade show materials have been produced in the lab for partners to showcase at conferences like FTA Forum and Label Expo. The Institute also conducts printed electronics work. Recent tests have involved battery and functional inks testing for conductivity and printability in commercial applications.





Besides print testing, another opportunity for industry to experience the press is through hands-on seminars and workshops hosted at the Institute. A wide range of training opportunities are offered to enhance skills in everything from design to print, utilizing the press in every single class. "These courses are a great opportunity for continued learning," commented Congdon. "Everyone from press operators to sales associates are invited out to learn hands-on in the print lab." Other fully-equipped spaces are open at the Institute to practice package design, prototyping, eye-tracking research and more - but the print lab and OMET's press lies at the center of it all. Aside from partnering through the print lab at Clemson, the Institute is also one of OMET's designated Future of Flexo schools, receiving additional support from OMET to ensure that students receive exposure to the technologies

and skills employees are using in the flexographic field. Institute representatives recently attended OM-ET's Join the Network charity event on September 26th in Chicago, IL during Label Expo. The gala promoted the Future of Flexo schools and provided an opportunity for industry collaborators to gather for a night of fun, food and charity. "It was a great networking event for myself and the students," said Kariahlyn Lindsey, Project Coordinator of the Institute's print lab. "We enjoyed meeting OMET's in-network partners". It was also recently confirmed that OMET will host an open house at the Institute in 2019 to offer those in the southeastern U.S. the chance to network with vendors, learn about new technologies and discover useful services that companies may not have thought to budget for.



STORIES OF EXCELLENCE



OMET, Durst, Nazdar, Flexografix, and 11 other partners promoted the "Innovation Days" on Wednesday and Thursday May 22nd and 23rd at OMET Americas headquarters in Elk Grove Village, IL, to exhibit industry changing technology.



The Future of Flexo initiative continues with an extremely successful Open House Wednesday, May 22nd and Thursday May 23rd. OMET America's focus for the two days was to showcase the new technology using the OMET XJet powered by Durst. Chris Baldwin, Director of Sales and Marketing, kicked off the event by introducing OMET and explaining the partnership between OMET and Durst. Baldwin stated, "Our open house was a great success! It was exciting to share the OMET XJet press with all of our friends and partners". Two live demos were running each day to display the outstanding performance of the OMET XJet as well as exhibit the results. The first job demonstrated how close you can match a flexo printed image and a digital inkjet image using Bellissima DMS screening and the RSC technology. Guests attending the demos had difficulty distinguishing the differences between the flexo printed images and the digital printed images. The second demo was even

more impressive as they showed a high percentage shrink sleeve job using the OMET XJet Hybrid. Bob McJury of TLF Graphics gave an outstanding client testimonial stating that, "New business found us" when they added the Durst Tau 330 to their company. Since the addition, TLF Graphics has been able to expand their qualified materials from 30 to 70 in just a few years. McJury finished his speech with a smile, "We don't have any other supplier that treats us with as much courtesy, respect, and speed as Durst." OMET has an outstanding partnership with Ken Pavett, CEO of Flexografix and Tony Parsons, OEM Technical Services Representative of Nazdar which helped ensure the great achievement of the two demos. The success for this open house is also to be shared with the following partners who participated in the event: Apex, Avery Dennison, Durst, GEW, Grafikontrol, Flexografix, Flexowash, Hamilroad, Kocher + Beck, Nazdar, Rossini, Rotometrics, Tesa, Tresu, and Vetaphone.



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INDUSTRY GAINS NEW TECH INSIGHT AT FUTURE OF FLEXO EVENT



On February 6-7th an inaugural Future of Flexo event was hosted at Clemson University's Sonoco Institute of Packaging Design and Graphics, presented by OMET Americas. The event centered around "New Year, New Technology" and was sponsored by industry print suppliers Eaglewood Technologies, Siegwerk, Phoseon Technology, Nazdar Ink Technologies, DuPont, Techkon, DBT Coatings and Harper Corporation. The two-day event was created to showcase new and innovative opportunities for flexo printers/ converters to consider for their 2019 budget spending and overall long-term cost savings. This first event included presentations on everything from the latest OMET press options, like this flexo/digital hybrid press created with Durst, to groundbreaking anilox cleaning techniques, digital flexo plate creation methods, UV LED coating and curing applications, and much more. "The Future of Flexo event by OMET was a great event to showcase not only cutting-edge products from industry suppliers but also highlighted the amazing work going on at the Sonoco Institute," commented Peter Mulheran, Vice President and General Manager of Eaglewood Technologies. "To me, this event illustrated the importance of partnering industry events with future influencers. We look forward to contributing at the next event." OMET is a long-time partner of the Sonoco Institute having placed one of their Varyflex narrow-web presses in the Institute's Advanced Print Lab for student education, research and industry training opportunities. OMET's Future of Flexo program was designed to support university programs, like Clemson University's Graphic Communications





program, involved in training the next wave of leaders in the flexographic printing industry. "The entire global OMET organization supported and watched this past week via multiple social media outlets, as a dedicated group of industry specialists gathered in Clemson, SC at Clemson University's Sonoco Institute," said Ron Hengst, South Eastern Sales Manager for OMET Americas. "Convertors from label and packaging groups as well as local custom shops and even future start-up convertors joined us in reviewing product development and equipment improvement from our ten event partners." OMET and the Sonoco Institute will continue to partner on these free open house events. Convertors thinking of where they are going find their next cost savings or quality improvement idea should plan to attend a future event.





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