



Cycletime Tips - General

Volume 4: GP Announces Cyberspace Customer Service

By Pat Homoelle

General Polymers customers can now access 3000 product data sheets instantly via the Internet. Products that are available to you from your GP sales representative will be backed by quick and convenient reference product information such as product characteristics and specifications. Information can be sorted by manufacturer.

This will enable you to print out any needed data sheets in seconds. You no longer need to order them and wait for delivery. Our goal is to provide you with the technical information you need to maximize efficiency and productivity.

The Thermoplastic Troubleshooting Guide, a pocket-size book which many of you have used through the years, is now available on the "net" as well as in hard copy. This general technical information guide offers quick, easy-to-understand troubleshooting reference steps for solutions to common molding problems. This is the same information compiled by our technical service team and used in the field. Also, the guide provides:

- General processing guidelines for thermoplastic resins
- Drying guide
- Screw design selection data
- Common vent dimensions
- Cost analysis
- Shrinkage values
- Hardness comparisons
- Physical and mechanical properties of mold materials
- Metric conversion table
- Glossary of terms including common acronyms and notes on properties, units and data listings.

This information can be printed out and taken to the plant floor for general troubleshooting support whenever needed. We also encourage you to communicate with us over the "net." To access the GP product line or the on-line Troubleshooting Guide on the Internet, visit us at: <http://162.128.70.45/> Then follow these steps:

1. Click on the Products by industry icon
2. Click on the line Plastics Processing
3. Click on Thermoplastic Resins - North America

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Correction

The February issue of CycleTime Tips, "Proper Pellet Handling," contained an incorrect

telephone number for the SPI. Please note the correction and, please, do not call the number, which was published in error. The correct information is as follows:

For more information about pellet loss prevention and a copy of the Pellet Loss Prevention Manual, call or write to: SPI, 1275 K Street, N.W., Suite 400, Washington, DC 20005, Telephone -- (202) 371-5200. Our apologies for any inconvenience this may have caused you.