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PTi's New Customer Service Initiative Includes Extended Support and Aftermarket Product Line

Company Offers Aftermarket Coaters, Accumulators, and Slitting and Winding Equipment

DÜSSELDORF, Germany, October 16, 2013 – Processing Technologies

International (PTi), a leading global manufacturer of high-performance sheet extrusion machinery, has expanded its Customer Services initiative by providing a broader range of services and a new aftermarket product line which includes coaters, accumulators, and slitting and winding equipment. PTi made the announcement at K 2013, the 19th International Trade Fair for Plastics and Rubber Worldwide (Hall 15, Stand A07), which runs Oct. 16-23, in Düsseldorf, Germany.

“PTi has expanded its Customer Services group to meet the growing demand for services and parts support that is a natural by-product of our continually growing installed machine base,” said Dana Hanson, president of PTi. The company has also made a strategic move to enter the aftermarket segment, offering its high-quality coaters, accumulators, slitters, and both A-frame and cantilever winders.

“In 2012, PTi passed the \$300 million level for machinery sales since inception; this requires a broader scope of support services to keep up with customer requests,” explained Hanson. “Further, PTi sees additional market opportunities through our new aftermarket offering of coaters, accumulators, slitters, and winders that complement the balance of our sheet extrusion products, but also offer our customers retrofit upgrades for aged lines.”

WORLD CLASS EXTRUSION SYSTEMS

PTi has offered these products on its new sheet extrusion machinery but this is the first time the company will offer them as stand-alone products for upgrades or retrofits of existing PTi machinery or competitive extrusion systems.

As part of the customer service realignment, PTi named J.R. Duff to the newly created post of Director of Customer Services. The company also promoted Gloria Navarro to Supervisor within the group and Scott Stecker continues to serve as Service Manager.

“The new Customer Services group at PTi provides our customers with professional and responsive field service, spare parts service, and warranty support to maximize up time for all PTi related extrusion machinery products,” said Duff. In addition to providing mechanical installation services for complete new extrusion systems along with new stand-alone coating stations, winders, and slitters, PTi’s Customer Services group offers machinery rebuilding/remanufacturing services, modifications, and upgrade kits; laser bore barrel alignment and wear measurement reports; replacement barrel sales and installation services; and routine maintenance repairs/replacements. Other key services include process engineering support for start-ups, operator training, and motor and drive controller sales and services. PTi also provides custom process and training programs at its demonstration center in Aurora or the customer's production floor, and electrical controls related services for the TITAN PLC machine controls platform.

Duff's responsibilities include managing the Customer Services department, spare parts sales group, the new aftermarket product line, and field service activities. He has 22 years of sales, management, and industrial service experience including two years as Director of Business Development at PTi. He also served 16 years as a principle for DABR Industries Inc. with corporate offices in Placentia, Calif., a supplier of parts and services for the injection molding and extrusion markets. He attended Cal State Fullerton where he studied Business Management.

Stecker's responsibilities include managing day-to-day field service activities for new system installations and maintenance/repair for existing machinery. He has served as Service Manager at PTi for the last six years. He has 16 years of combined experience for the Air Force as a jet mechanic, a conductor for Santa Fe Railroad, and service manager for Gammerler US, a manufacturer of printing press machinery. Stecker earned a bachelor of science from Embry Riddle University and an MBA from Keller University.

Navarro's responsibilities include supervising Customer Service activities related to spare parts sales and warranty activities. She has worked in sales and customer service at PTi for 13 years. She served for 12 years as an Account Executive and Area Sales Manager for BMO.

About Processing Technologies International LLC (PTi)

Processing Technologies International LLC, based in Aurora, Ill., is a leading global

manufacturer of high-performance sheet extrusion machinery, serving more than 20 countries. Established in 1988, PTi produces and services single-screw extrusion equipment for many end-use markets including packaging, construction, automotive, lawn and garden, office products, signage and displays, and appliances. PTi's extrusion systems are engineered to exacting standards and offer an exceptional range of design features which result in superior equipment performance. More information is available by calling (630) 585-5800 or visit www.ptiextruders.com.



J.R. Duff



Gloria Navarro



Scott Stecker

