



# Same-day service underlines Linx customer care

**Linx Printing Technologies has illustrated its commitment to outstanding customer service by delivering and installing a printer for a customer within nine hours of the order.**

Contract packer Glowcroft Ltd of Needham Market, Suffolk, secured extra work after enlisting Linx to help meet an urgent customer deadline.

The company contacted Linx at 9.30am asking if it was possible to have a new Linx continuous ink jet printer ready to start work 24 hours later. And Linx's engineers surpassed that, arriving on site within seven hours and with the Linx CIJ printer fully installed by 6.30pm.

The Linx printer was the third purchased by Glowcroft and was needed to print long and complicated batch codes and best before dates onto flexible packaging. The message was printed on one line with approximately 60 characters 8mm tall, and coding 12–14 packs per minute with Linx Black ink 1240. The machines use the quick-drying, all-purpose 1240 ink, which is ideal for fast lines and resistant to removal by chemicals.

Steve Tarrant, MD of Glowcroft, explains: "We already have two Linx CIJs – they are reliable, easy to set up and maintain.

"We were at maximum capacity and we had an urgent requirement from a new customer who we didn't want to let down. Rapid response to solving the client's requirements further continues to demonstrate our commitment to the highest standard of services to both current and new customers alike."

The speed of the delivery, combined with the print quality from the Linx 4900, has meant Glowcroft has now received additional work from the customer.

**“I was impressed with the speed at which Linx responded, and even more impressed with the short time it took to install”**

Steve Tarrant, MD, Glowcroft Ltd



**THINKING ALONG YOUR LINES**

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