

FOCUS ON FILAMATIC®

Solutions FOR THE LIQUID PACKAGING INDUSTRY



Vol. 1, No. 2

November 2003

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FILAMATIC Shines at One of *Tradeshaw Week's* Fastest Growing Events

During the recent PMMI Trade Show, PackExpo Las Vegas, we demonstrated our new line of FILAMATIC® DIGIFIL® Model DFS Filling Systems, along with our diverse line of Bench-Top/Semi-Automatic Filling Systems, Filling Units, and Nozzles. Throughout the three-day exhibit, our team was met with great enthusiasm from current customers, prospective customers, vendors, industry experts, and trade journal editors.



Visitors to our booth benefited from a comprehensive, multimedia presentation of our products and conversations with knowledgeable members of our Engineering, Sales, Marketing, and Executive staffs.

Sales and Marketing Coordinator Mary Burchard commented: "Our team is very proud of our showing at the Expo, and we are thrilled that so many of our employees and customers traveled from all over the country to spend the week with us." While in Las Vegas, National Instrument Company employees enjoyed the opportunity to network with many customers, and the chance to celebrate the week's successes during a team dinner held at the Bellagio Hotel.

For those of you that did not have an opportunity to visit us at the show, video demonstrating the functionality of the products featured in our booth may be accessed via the following links:

DIGIFIL® Systems: <http://www.filamatic.com/web/priority.php/Type/F/Subtype/T>

Monobloc Packaging Systems: <http://www.filamatic.com/web/priority.php/Type/M>

In-Case Filler/Capper Systems: <http://www.filamatic.com/web/priority.php/Type/I>

The PMMI-sponsored, biannual Las Vegas show was recently named one of Tradeshaw Week's 50 fastest growing trade shows in the United States. First held eight years ago, the show has grown from 532 exhibitors in 1995 to a record 933 exhibitors at this year's edition. According to PMMI, in addition to the record number of exhibitors, the 2003 edition of the show set records for overall number of visitors (nearly 19,000), number of international visitors, and number of conference program attendees.

FILAMATIC® Updates:

Type
DUS
Filling
Units



The type DUS Filling Units available from National Instrument Company/ FILAMATIC® now feature platinum-cured, silicone elastomer, rolling diaphragms to isolate the liquid passing through the pump from its moving parts. The new diaphragms are manufactured in a class 1000 clean room from a silicone elastomer that meets USDA 3A, USP Class VI, FDA CFR 177.2600, and European Pharmacopoeia 3.1.9 standards. The medical-grade silicone elastomer is fully autoclavable.

Type DUS Filling Units are positive displacement, volumetric pumps available in a variety of sizes for dispensing volumes from 0.05 ml. to 1.1 liters per cycle at fill accuracies to $\pm\frac{1}{4}\%$. Type DUS Filling Units may be used in conjunction with a wide range of FILAMATIC® liquid filling systems and are ideal for pharmaceutical, biotech, and diagnostic applications where accuracy and sterility are paramount.

www.filamatic.com

Website

Enhancements

Future PMMI-sponsored trade shows include: EXPO PACK Mexico that will take place June 22-25, 2004 at Expo Santa Fe in Mexico City, Mexico, and PACK EXPO International to be held November 7-11, 2004 at McCormick Place in Chicago, IL.

National Instrument's Technical Staff is just a Telephone Call, Fax, or E-mail Message Away

Regardless of when the need for technical assistance arises, a National Instrument Company/FILAMATIC® service technician is available to help. There are three ways to contact us when you are experiencing problems with one of our systems or components. For immediate assistance, pick up the telephone and dial one of our primary numbers, (800) 526-1301 or (410) 764-0900. When prompted by the automated answering system, enter extension 262 during normal business hours (Monday through Friday, 7:00 AM to 4:30 PM Eastern time), or extension 301 at any other time. For assistance of a less time-sensitive nature, please feel free to contact our technical staff by fax (410-318-6799) or e-mail (service@filamatic.com).

If your technical service needs are associated with one of our liquid filling, capping, or monobloc systems, you can help our technician provide timely assistance by having answers to the following questions before you call:

1. Note of the following information:
 - a. The model designation and serial number of the machine. The model designation and serial number can be found on the nameplate attached to the machine.
 - b. The type and size of the Filling Unit(s) (i.e. volumetric piston pumps) being used on, or with, the machine. Typically, this Filling Unit information can be found on the unit's cylinder head.
2. If the machine has stopped functioning entirely, and is equipped with a programmable logic controller (PLC), which input and output indicators are lit? If it is safe to do so, leave the machine as it was when it stopped functioning, without pressing any stop buttons because doing so may change the input/output indicators.
3. If the machine is not functioning the way you think it should be, when was the last time it worked properly?
4. Did anything change between now and the last time it was functioning properly? Has its operation changed due to modifications to the control programming? Due to the installation of new parts? Due to the introduction of new product, or new commodities?
5. At the moment the machine malfunctioned, what did it do? For example, did the bottom up fill mechanism, or container locating assembly operate prematurely?
6. Does the machine work correctly in any operational mode (e.g. "manual", "jog", "prime", "recirc", "auto")?

Our website now contains Demo and Used Fillers, Cappers, Monoblocs, and other Auxiliary Equipment available for quick delivery. Click to see [currently available Demo/Used Equipment](#).

Additionally, visit us to find a [Filling Unit Application Guide](#), a detailed overview of [Type FUS and FKS Filling Units](#), and video clips of our [DIGIFIL® Automatic Filling Systems](#), our [In-Case Filling/Capping Systems](#), and of our [Multi-Function Monobloc Systems](#).

The home page's "About Us" tab now contains two new menu items – "Newsletters" and "Trade Shows". Clicking on the [Newsletters](#) menu item presents a website visitor with access to previous editions of NIC's "FOCUS on FILAMATIC®" eNewsletter. Clicking on the [Trade Shows](#) menu item presents information on NIC's participation in recent and upcoming trade shows.

Promotional Discount

Contact Mary, Belén, or Jodi in our Customer Service Department (800-526-1301 x258) and mention the four-character alphanumeric code "**LMJ2**", to receive a 10% discount on spare parts orders. Also receive a 5% discount on the purchase of these Bench-Top Filling Systems: FILAMATIC® Model AB, AB-5, AB-8, DAB-5, or DAB-8. For those items that would already qualify for a standard quantity discount (e. g. four or more Filling Units

7. Is there anything on, or about, the machine that is different from the way it left the National Instrument Company factory?
8. What, if anything, have you already tried in an effort to get the machine to function properly?

Bench-Top/Semi-Automatic System Solutions

National Instrument Company's line of FILAMATIC® Bench-Top/Semi-Automatic Filling Systems provides solutions to many of the requirements found in laboratory, research and development, and small batch production environments. The ability to mix and match the various Filling Systems with FILAMATIC® Filling Units and Nozzles optimizes the versatility and flexibility of these bench-top/semi-automatic systems.

FILAMATIC® Bench-Top/Semi-Automatic filling Systems are available in one, two, and four-station units that operate at up to 84 dispensing cycles/minute and accommodate free-flowing, semi-viscous, and viscous products/fluids in fill sizes ranging from less than 1ml to 1.1 liters per dispensing cycle at filling accuracies to +/- 0.5%. CE-certified systems, as well as systems intended for use with hazardous materials, are also available. The table below provides a synopsis of the available models along with selected system specifications and capabilities.

and/or nozzles, six or more glass syringes for use with FU-0 or FU-50 filling units, and 50 or more filling unit wear components), a 5% incremental discount will be applied. Maximum discount amount per customer location during the term of the offer is \$500.00. Orders must be placed directly through the NIC Customer Service Department. Hurry, this special offer expires Wednesday, November 26th.

Model designation	No. of filling stations	Maximum system RPM	Fill volume range	Fill accuracy	Accommodates free flowing products/flasks?	Accommodates semi viscous products/flasks?	Accommodates viscous products/flasks?
AB	1	84	<1 to 50 mls.	+/- 0.5%	yes	no	no
AB-5	1	35	<1 to 130 mls.	+/- 0.5%	yes	no	no
AB-8	1	23	<1 to 260 mls.	+/- 0.5%	yes	yes	no
DAB-5	2	35	<1 to 130 mls.	+/- 0.5%	yes	no	no
DAB-8	2	16	<1 to 260 mls.	+/- 0.5%	yes	yes	no
DAB-8-2	2	19	<1 to 260 mls.	+/- 0.5%	yes	yes	yes
DAB-8-4	4	19	<1 to 260 mls.	+/- 0.5%	yes	yes	yes
DAB-32-2	2	17	<1 to 1100 mls.	+/- 0.5%	yes	yes	yes
DAB-32-4	4	17	<1 to 1100 mls.	+/- 0.5%	yes	yes	yes

Additional information on FILAMATIC®'s bench-top/semi-automatic product line (e.g. standard features such as stainless steel construction and safety guarding, ready availability of spare/replacement parts, simplicity of use, unmatched longevity/reliability) can be accessed by [clicking here](#).

A Few Words about Free Product Testing/Evaluation

Product testing/evaluation, required to identify the FILAMATIC® system and/or components best suited for your application, continues to be a free service provided by National Instrument Company (NIC). The testing/evaluation process operates in the most efficient and accurate manner when the following steps are utilized:

1. Completion and submission of the appropriate questionnaire before, or along with any product, container, and/or commodity samples. The liquid filling questionnaire may be accessed and downloaded by [clicking here](#). The Monobloc (fill/tip/cap) questionnaire may be accessed and downloaded by [clicking here](#).
2. Submission, in a resealable container, of an appropriate amount (typically one gallon or twenty times the largest fill volume to be tested, whichever is greater) of each product to be tested. In accordance with OSHA requirements (i.e. 29 CFR 1910.1200), and to ensure that NIC has the means to accommodate your product, we ask that a Material Safety Data Sheet (MSDS) be provided prior to any shipment of a hazardous product to our facility.

Please forward MSDS information via fax to 410-764-7719, or via mail to the following address:

National Instrument Company, Inc.
 4119 Fordleigh Road
 Baltimore, MD 21215
 ATTN: Safety Director

If a MSDS is not available, we ask that you contact our Safety Director at (800) 526-1301, or (410) 764-0900, extension 259 to discuss the nature of your product.

3. Submission of at least twelve (12) empty containers of each size and/or type that is to be tested. When multiple container sizes/types and/or products are submitted,

FAQs

Q: We have misplaced the schematic(s) for our FILAMATIC® filling unit(s). Are replacement schematics available?

A: Yes, once each filling unit is identified, a replacement schematic can be supplied, typically free of charge.

Q: What components are typically included in a filling unit spare parts kit?

A: The components typically included are a cylinder head gasket, a set of piston rings or an o-ring for the piston head, valve washers, valve weights or valve springs, valve balls, and, when appropriate, a set of suck-back seal rings.

Q: What can I do to stop my

nozzle from dripping at the end of the filling cycle?

A: There are several potential causes that should be checked. If your nozzle is equipped with a screen at the tip, make sure that the screen is clean. Check the end of the nozzle for damage (i.e. any variation from the smooth, rolled-under factory finish). Check to make sure that the liquid is not getting on the outside surface of the nozzle tip during the filling process. Finally, if you are filling a low surface tension product using a straight-through (i.e. type DN-) nozzle, conversion to a ball check (type DNV-) nozzle may be required to achieve a drip free fill.

please include information specifying the product(s) that are to be filled into each container size/type.

4. Submission of at least fifty (50) of each plug/stopper size and/or type that is to be tested. When multiple plugs/stopper and/or container sizes/types are submitted, please include information specifying the plug(s)/stopper(s) that are to be associated with each container size/type.

5. Submission of at least fifty (50) of each cap/overcap size and/or type that is to be tested. When multiple cap/overcap and/or container sizes/types are submitted, please include information specifying the cap(s)/overcap(s) that are to be associated with each container size/type.

NOTE: Due to ever increasing environmental and waste management concerns, NIC has implemented a policy of returning all test/evaluation materials to the company of origin on a freight collect basis. Along with the information submitted above, please include an appropriate return shipping address and, where applicable, the preferred or required method of shipment.

Our shipping address for sample products, containers, and/or other commodities is:

National Instrument Company, Inc.
4130 Amos Avenue
Baltimore, MD 21215
ATTN: Test Department

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If you enjoy reading this eNewsletter, and have a friend or colleague that you believe might also benefit from it, [click here](#) to refer them to us so that we may forward future issues of "FOCUS on FILAMATIC to them. Please type their email address(es) in the body of the provided email form. Anyone may sign up for a free, privacy-protected subscription by [clicking here](#). Please provide Name, Title, Company, Email Address and any other information you feel is relevant in the body of the provided email form.

Do you have any comments or suggestions regarding this eNewsletter or a specific feature of FOCUS on FILAMATIC? Please forward any comments or suggestions to [Mark Bennett](#), or call 1-800-526-1301 extension 219.

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