

# Wintech Testimonial

# Customer Experience

*An interview with August Eltz  
Heubach Corporation, USA*

**HEUBACH Corporation**

## **“You know it is the lack of issues that is so valuable”**

*August Eltz is CEO and owner at Heubach Corporation in Texas. In this interview, he discusses his dealings with Wintech and the performance of their equipment.*

### **How would you describe your business?**

We are a fabricator of foam and flexible items. We cut anything from polyurethane, polyethylene, polystyrenes. Just about every foam that there is. We fabricate some plastic sheeting and things like that too. Teflon sheets. Anything flexible.

### **Do you specialise in any particular industries?**

Not really. We're all over the place. We make cushions for boats, planes and packaging items. We fabricate widgets to client specification and sometimes we're not even sure what they are.

### **How many people do you employ?**

The Dallas plant has about 40 to 45 people and the Tennessee plant has 20 to 25 people.

### **What Wintech equipment do you have?**

In the Dallas plant, we have a Wintech DOZ, a Hot Wire and a Wintech Fastwire. In the Tennessee plant we have two DOZ machines and a Wintech Fastwire.

### **Could you describe any of the particular features that you find very valuable?**

One of the most valuable things for us is the ability to cut horizontally and vertically on the DOZ. We can't do that on any other machine. The wire machine gives us the ability to cut really rigid foams. These may be a little bit too challenging for the blade machine. In the Dallas plant, we use the Fastwire machine and the Hot Wire machine to cut Styrofoam.

### **What factors influenced your decision to purchase the Wintech machine over the competition?**

Initially what really got us going with Wintech was the fact that we could cut horizontally and vertically on the DOZ. Then it was the Wintech relationship and service that kept us buying more equipment.

It's a very well-designed machine. The footprint of the machine is nice. It doesn't take up too much space. The safety features are well designed, so we don't necessarily need to build any cages or anything around it. It's very functional and well designed for its price.

### **Can you describe what the installation process is like?**

It's actually not too difficult at all. In fact, the machine arrives very close to being ready to go. There's just several pieces that have to be put together and a few wires that have to be connected and we're off and running. It's definitely not something that the customer wants to try to do by themselves. We've had several machines installed before but Wintech is quick to send one of the technicians in to put it together and give us training.

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**What was the training experience like for you and your team?**

It's actually been quite good. We do have some other competitors' machines that we've had before. Those competitors tend to get in there, get it put together and get out of there. In one case we didn't know how to use the machine completely because we didn't get proper training. Wintech is good about making sure we completely understand what we need to do before they leave.

**What do your machine operators say about using the equipment?**

To be honest, we usually don't hear much from them at all unless something breaks or there's an issue. You know it is the lack of issues that is so valuable. No news is good news.

**These pieces of equipment are big investments. How fast did you see a return for your business?**

We definitely see the benefits right away and the savings on the labour and material, for sure.

**Once your machine is installed, Wintech can support you remotely. How has that level of support been for your team?**

Oh, that has been great. Of course, we're at a 12 hour time difference but sometimes we'll leave the machine plugged in when we go home. They can log in remotely. The email support's been fine. If we've got a question on something, they get back to us right away. If we need any parts or anything, they've been quick to get them out.

**What has it been like to deal with Wintech as a company?**

They've been great. We've been really pleased with them.

**If you were talking to someone considering buying a similar piece of equipment from Wintech what would your advice be?**

Well, if they were one of my competitors, I wouldn't say anything to them. Let's just pretend they're not. We've already had a few visitors and we've demonstrated the advantages of the machine to them and pointed out the labour savings and material savings, and the visits have gone very well.



Note: We are proud to note that since this testimonial was provided Heubach Corp. have continued to expand their Wintech fleet with an additional DOZ installed in TN.