

# Wintech Testimonial

# Installation and Setup

*An interview with a Glenn Chandler  
Koolfoam, QLD Australia*

The logo for Koolfoam, featuring the word "KOOLFOAM" in a bold, blue, sans-serif font with a registered trademark symbol (®) to the upper right.

**"Wintech's staff and management make everything so easy, and their support is excellent."**

*Glenn Chandler is Manager of the Brisbane company Koolfoam Pty Ltd. He discusses the performance of his Wintech equipment, the installation of his new Compuset profile cutting machine and the feedback he gets from his team.*

**How would you describe your business?**

We are manufacturers of expanded polystyrene for a wide variety of industries. We mould blocks and cut them to customer specification. We specialise in custom work. It involves a lot of profile cutting, ranging from concrete formwork right through to packaging and displays. Our company was established in 1981 and we have seven people on staff.

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

Yes, the biggest market is the concrete formwork industry. We cut the shapes that temporary shaping in concrete. These are used to make the mouldings on the outside of the buildings, archways, bridge construction and in high rise development.

**What Wintech equipment do you have?**

We've used a couple of Wintech Fastwire machines. We recently purchased a new Compuset profile cutting machine.

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

We'll start with the Fastwires. We've had them first and we've had approximately four of them. The reason we chose the Fastwire initially was it enabled us to get nice sharp corners on the products. Back in the day, other machines we'd been using tended to melt the corners. You needed to run them slow. We found the Wintech Fastwires give us that nice sharp edge, and we could run it quicker. Nowadays we are using the Compuset because we can run multiple wires at once. Whereas with a Fastwire, you have one wire. This means you can cut one row of items and it must drop down, cut the next row and so on. Using the Compuset, we can now do 4, 5, 6 rows at a time, which essentially makes it six times faster to cut the polystyrene.

**What factors influenced your decision to buy the Wintech Compuset over the competition?**

I've used probably four different types of machines from France, Italy and Germany. We found that the machines were often very flimsy. Machine parts were hard to come by and downtime was months. The Wintech machines are a stronger build. The basic things like bearings, you can get from anywhere. Wintech service is great. I can order something from Wintech and I can have it here the next day. For me, that's worth everything.

**Can you describe what the installation process was like?**

The installation process was awesome. Everything was labeled. We knew exactly where everything had to go. The electrical work inside and out of the cabinet is done beautifully. Our electrician was absolutely impressed by how easy it made the job of connecting it up. The way that the machine is built means it was almost plug and play. We had the machine put together in a day and a half.

Wintech then got on the computer with us. They were able to run us through how to cut and give us the lowdown on the machine. The new one is a little bit different from the Fastwire. They gave us a full rundown over Skype and it's been running ever since.

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

It is a smooth process. It's user friendly. Even the CAD software that's included with the Wintech program is easy to use. Their manual takes you right through. You could be someone who's never used one and you can get on the manual, and it will run you right through from drawing the product through to cutting the product. We received training from the team via internet connection and were cutting that day.

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

They love its ease of use. I can get anyone out there and have them trained up in a couple of days to be running that machine so the team love it. It's also not a machine that gives you much downtime. We don't have a lot of hiccups with anything.

## **This piece of equipment was a big investment. How fast did you start to see a return for your business?**

In the first 12 months that we had the Compuset machine, we've cut over 900 cubic metres of polystyrene on it. There's an immediate return for the business. It's well and truly paying for itself.

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

It has been excellent. We've normally done it with either a Skype call or a WhatsApp call where I can talk directly face-to-face to them. They can also log into our machine, and they will take us through. They show me everything that I need to look at, as well as tell me why something is happening. They actually stay connected to our machine for a few hours and just keep an eye on it while it's running to make sure that everything is working properly. Their service is second to none.

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

From ordering the machine to the commissioning process is top notch. Wintech's staff and management make everything so easy, and their support is excellent. We were kept regularly updated on the process from build to delivery. We were informed every step of the way. They sent us photos of the machine while it was being manufactured, when it was being loaded onto the truck. They've been great to deal with. If I ask them a question, I get an answer straight away. It's been brilliant.

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

My advice to them would be to go straight to Wintech and talk to the guys because their knowledge is amazing. They'll help you choose the exact machine to do what you need. You can trust that you're going to get a machine that's going to last a long time and it's going to do everything you want it to. Overall, I would thoroughly recommend Wintech engineering to anyone who is serious about quality cutting machines. We can recommend them 100%.