

Wintech Testimonial

Service and Support

*An interview with a Company President
Foam Converter, USA*

“It's a team effort and they're all behind the product.”

In this interview, the President of a foam manufacturer in the United States discusses his experience with Wintech and their equipment.

How would you describe your business?

We manufacture upholstery goods..

What Wintech equipment do you have?

We bought our first piece of Wintech equipment twelve to 15 years ago. Recently, we have seen an increase in foam prices. I was buying my foam from a foam fabricator, but we've seen these major jumps in pricing. I started looking into fabricating our own foam, and actually the first thing I did back then is just Google foam fabrication machine. Wintech came up through a distributor and that's how the whole thing started. I just wanted to get the best machine I could with the smallest footprint, which was really crucial at the time.

Could you describe any particular features you find valuable?

It could do everything in one machine. I think that's very valuable and the small footprint that it takes up in my shop. I'd previously bought another machine, a different type of machine. It had twice as much of a footprint than if it had been a Wintech product. I appreciate the overall support from the company and the fact that everybody is just trying their best to ensure that things will work. I know it's a small company, but it feels like it's a team. That is what sets them apart.

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

At first I gravitated toward the German brand just because everybody told me, "Oh, well, that's the best brand." But I'm glad I didn't. The other thing that's really important is even though we have such a great distance between us, it really didn't make a difference. That was another thing that always worried me. Why wouldn't I buy with an American company versus an Australian company or even a German company? I looked at Bäumer, I had to buy two machines to do what Wintech can do with just one. So that was a big deal for me. I remember even back then, Bäumer admitted to me, "Look, we can't do what Wintech can do with one machine." Initially, I was concerned about using an Australian company, "Gosh, communication will be horrible. Shipping parts would take forever," but that's not the case. They are always a phone call away. Even though we're on different times, they always send replies right away. For any potential US buyers, I think that would put them at ease to understand that even though it's a great distance and a different time zone, I really don't think it matters as much because Wintech are very proactive. They jump right on.

Can you describe what the installation process is like?

They made it exceptionally smooth. We have moved a couple of times and every time we will get their tech over here to help. So the initial installation process was smooth and they are very friendly folks. I got on very well with them.. There were no glitches.

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

The training experience was incredibly good. I do remember them teaching us how to service the machine. Overall, the maintenance on the machine was simple. When you get the machine, you get the correct amount of spare parts. As an owner, I can see and appreciate their attention to detail.

If you read the owner's manual or the documentation, it even has a section on how you decommission the machine. I thought that was interesting. I thought that showed a thorough and thoughtful approach.

Documentation is really from A to Z, and the software is bulletproof. There are no glitches with software. I can tell with some of the other folks, I did have some issues with their software, but the Wintech training was top notch.

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What do your machine operators say about using the equipment?

Whenever I train someone new on the equipment, I do take my time and it takes a few days for them to get comfortable with the machine. I do slow down the machine quite a bit, just making sure that the operator understands and will not make any mistakes. Once they get going, it's very simple. They're comfortable with it, and it is easy. In terms of the reliability of the machine, I still have the original computer in the original console. That's still working on Windows XP, which works great. It just baffles me that the machine lasts so long and is so very reliable.

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

Well, it really depends on every business. For us, it was a hefty purchase. I bought it with all the bells and whistles which was the correct thing to do. I would say within the first few years, the machine pretty much pays for itself.

People need to consider whether or not they want to get into this part of the business. A lot of folks may just buy foam from a fabricator, and some folks like me want to actually fabricate their own. I just feel like I have more control over delays in supply. It's good to know that you have the actual foam buns on the floor and you could do as you please with them. You don't have to place an order once a week with a foam fabricator to cut the pieces. If they have an issue or there's too much of a demand and they can't supply you, then you're really dependent on them. There's pros and cons, because you need less space if you don't fabricate your own foam. But so far, I've been very pleased with my decision.

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

The support is outstanding. If they do need to remotely connect into the machine, then they can. The ability to connect remotely and video calling really bridges the gap between us. They always jump right on it and make sure you are back up and running as soon as possible. I've always been very pleasantly happy with the whole relationship.

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

Well, with Wintech, it's great from the top down. Everybody's interested in the success of the product and the people who purchased their product. I'm very impressed because the machine itself is very reliable. It's well built with good parts. I did buy another machine from a different manufacturer and I could tell that they're not using the best belt or the best rubber or things like that. I could just tell. So again, I'm very happy with the Wintech product.

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

My advice would be to invest in a piece of machinery and in a company that will be there for you. I 100% support the Wintech product. My next machine will definitely be another Wintech. It's a team effort and they're all behind the product.