

SEALS

TECHNOLOGY



0121

Magazine for customers and partners 客户杂志



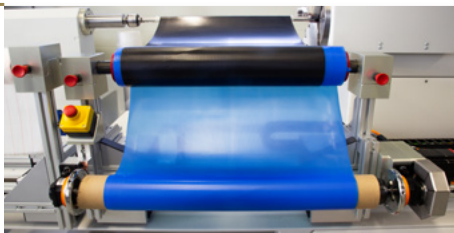
IMPRESSIONS FROM SINGAPORE

Software update



SML System Software

Winding machine



FEM calculations





EDITORIAL

Dear Readers,

one year has already passed since the whole world has been in this „exceptional state“ – between hope and fear, concern and desparation on one side, but an enormous adaptability and inventiveness on the other. The all-decisive question, however, whether and when we can return to our old „normality“ still remains unanswered.

Some branches needed a certain degree of flexibility and lots of courage to change their way of thinking and re-invent themselves, while others, as for example accomodation, arts and culture, can do nothing but wait.

Also we at Seal Maker are longing to get back to our „old, normal“ daily business, but we have learned to handle the new situation, always taking into account, that our branch has not been hit that hard by the pandemic. We are grateful and glad to have met last year's challenges notably well.

Never before did our company have to react to such a crisis, but the adaption to new circumstances went well within a rather short period of time and we were able to continue our work without interruption. Strict preventive measures were quickly implemented and thanks to the cooperation and discipline of our colleagues limitations of operational processes could be virtually avoided. We conduct antigen rapid testing on site twice a week, this costless procedure has been integrated into the federal testing platform and thus, has official validity.

In this issue of our clients' magazine we would like to present two projects which have been initiated and implemented completely by ourselves: A new winding machine for the elastomer production, completely designed and assembled by our development engineers, was put into operation in February this year. Some processes were automized, facilitating the operator's work and resulting in a more precise final product.

Furthermore, by installing a central machine suction in our production area, a significant noise reduction could be reached, largely facilitating the daily work on the CNC machines.

A substantial part of this issue is dedicated to our Sales Manager, Alexander Haspel, who has supported our team in Singapore for two years and returned to Austria at the end of last year. He reports about his impressions and experiences and also on the way of handling the pandemic on the island-city state.

Our service technicians are travelling again, too. Thanks to some recent loosening of travel restrictions, certain destinations can already be visited. Clients located in areas with prevailing travel restrictions are being serviced by video chat. A model that has proved to be efficient, but still cannot entirely replace a personal visit.

I hope you will enjoy reading our latest issue of Seals Technology, take care and stay healthy and optimistic!

Yours,
Johann Glocknitzer

尊敬的各位读者:

过去这一年，由于新冠疫情，整个世界处于紧急状态，一方面介于希望与恐惧、无助与绝望之间，另一方面，也需要人们不断适应和创造。然而，我们是否能够，何时能够恢复“正常状态”这一关键仍然没有定论。

因此，一些行业不得不重新思考和做出改变，在不断变化的环境中保持灵活性和冒险精神。遗憾的是，酒店、艺术和文化等一些行业只能等待情况改善。

Seal Maker也非常期待可以回到过去的正常工作生活中去，但是我们也已经学会了处理和应对不断变化的情况。当然，我们也必须承认，这场疫情危机对我们整个行业的影响并不像对其他行业那样深远。我们非常感激，也很高兴能够很好地应对去年的挑战。

作为一家公司，我们从来没有应对过这样的危机。好在短时间内我们就恢复了日常运作，我们的业务也没有中断。严格的防疫措施对我们的日常运营没有产生太大影响。当然，这要感谢我们员工的合作和配合。我们每周进行两次免费核酸检测，由于与联邦共和国的官方检测平台联网，因此我们的核酸检测结果也是正式有效的。

在本期杂志中，我们将介绍两个完全由我们自主研发和实施的项目：今年二月份，我们启动了我们自主研发的包装机生产弹性体。这台包装机完全由我们的研发工程师自行设计和建造。这台包装机配备的自动化程序使操作人员既能完成全部的生产工作，又能获得更精确的产品效果。

此外，我们通过建立一个中央机器吸油装置显著降低生产区域的噪音，这使得操作人员在使用车床时体验感更加舒适。

这期杂志还有一篇关于销售经理Alexander Haspel的专访。Alex支持我们的新加坡分公司已经有两年时间了，他在去年年底返回奥地利。在专访中，Alex介绍了自己在新加坡的经历以及对这座城市的印象，还介绍了新加坡这座城市是如何应对现在的新冠疫情的。

近期，我们的服务技术人员恢复了日常出差和拜访客户。由于一些地区旅行限制的取消，我们的技术服务人员又可以到客户实地进行设备的维护和培训等工作。然而在那些仍有严格准入规定的国家，我们将继续提供视频在线服务。事实证明，在线服务这种模式虽然不能完全取代现场服务，但也是非常成功有效的。

最后，希望您喜欢阅读我们这一期杂志，并且一直保持健康的身体和乐观的心态！

此致！
Johann Glocknitzer



REACH database update

REGISTRATION
EVALUATION
AUTHORIZATION
ChEMICALS

The SCIP database and its proper use has been a further important component for compliance with REACH regulations in the EU since January. SCIP stands for “Substances of concern in articles as such or in complex objects (Products)”. This is a database including materials of special concern (SVHC) in products listed by the European Chemicals Agency ECHA on the basis of the Waste Framework Directive. We are happy to announce that none of the materials listed in the SVHC can be found in our products. Thus, there is no need to register in the SCIP database.

Any update of the REACH regulation will be considered by us and made available in the REACH statement in our customer area.

自1月份以来，SCIP数据库及其正确使用一直是欧盟遵守REACH法规的一项重要组成部分。SCIP代表“物品本身或复杂物体（产品）中应重点关注物质”。这是一个数据库，包括欧洲化学品管理局ECHA根据废物框架指令列出的产品中的特殊关注物质（SVHC）。我们很高兴宣布，在我们的产品中不存在SVHC中列出的任何关注物质。因此，我们的产品不需要在SCIP数据库注册。

我们将持续关注REACH法规的任何更新，并对客户提供REACH领域的声明。

Machine service update

The Corona crisis is not yet over, but the global easing of travel restrictions enables our service technicians to travel almost without limitations. Therefore, since the end of January, we have been able to carry out the machine services at the customer sites, almost as usual.

新冠疫情尚未结束，但全球已经放宽旅行限制，我们的技术服务人员出行将不受限。因此，从1月底开始，我们几乎可以像往常一样为客户提供现场机器维护服务。

Software update 4.11.12



The SML system software has been further improved. In the present modifications to the seal design and machining have been made.

SML系统软件进一步优化，当前的改进主要针对密封件的设计和加工。

The update includes among other features:

- Face Drill Mill - Flange drilling
- New global Variables & Production Parameters
- Profile optimizations

此次更新还包括以下功能：

- 端面钻磨机 - 法兰钻孔
- 新的全球化生产和变量参数
- 密封截面优化

You will find further details and information in the Update Notes in the customer login area on www.seal-maker.com as usual.

您可以在www.seal-maker.com“客户登录”区域的更新说明中找到更多详细信息。

Impressions from Singapore

Alexander Haspel is back in Austria

In order to support the colleagues of our local branch, sales manager Alexander Haspel moved to Singapore with his family at the beginning of 2019.

Returning to Austria in December 2020, we met him for an interesting interview. In addition to his role as sales manager, he supported our local team realising many projects. In the interview he describes how he experienced the year 2020 and what insights and impressions he gained.



为了支持新加坡分公司的发展，销售经理Alexander Haspel于2019年初随家人移居新加坡。

2020年12月，Alex回到奥地利，我们与他进行了一次有趣的访谈。在新加坡，除了担任销售经理外，Alex还帮助新加坡团队完成了许多项目。在采访中，他描述了他如何经历2020年，以及他在新加坡的所见所闻。

You returned back to Austria from Singapore at the end of December. How was the year 2020 for you in Singapore?

Unfortunately not quite as expected, but it wasn't for anyone. There were several trips on the agenda, which could not be carried out. In Singapore, strict anti-pandemic measures, which went further than in most European countries, were taken rather early. However, the successful effects of those measures became obvious within a short period of time. Of course, we were also faced with some challenges. In the course of the Circuit breaker, all companies were closed. So was ours. We applied at the government to rate our company an "essential business", and after almost 2 weeks of standstill, we were able to continue our work, however with much less personnel. Of course, the required safety measures had to be implemented accordingly. This also meant the availability of technical home office equipment for our colleagues.

Despite the pandemic and the all the subsequent restrictions, my stay in Singapore was very beneficial for me and my family, concerning work, as well as private life.

How did you experience the Corona crisis in Singapore?

I could observe the development of the crisis on two locations, as I always kept an eye on the situation in Austria, too. Of course, this pandemic has been a completely new experience for everyone. Nevertheless, in the beginning I had the impression that events in Asia were never the predominant headlines in Austria or Europe – it was still too far away. In Singapore, experience had already been gained from SARS some twenty years ago. In my opinion, it paid off. We had the impression that the government controlled the situation and reacted accordingly. Nevertheless, also in Singapore a shutdown was inevitable. Since public life stood practically still and work was only possible from home, we decided to return to Austria during the lockdown phase. At that time, the situation in Austria was more relaxed and we felt that we could work more effectively here.

你12月底从新加坡返回奥地利。2020年你在新加坡过得怎么样？

很遗憾，这一年并不像预期的那样，但任何人都无法预见。原本议程上的几次出访，都无法成行。在新加坡，很早就采取了比大多数欧洲国家更为严格的防疫措施，因此这些措施在短时间内效果显著。当然，我们也面临着一些挑战。在封城那段时间，所有公司都关闭，我们公司也是。我们向当地政府申请，将公司业务评级为“基础设施供应”，因此在关闭了近两周后，我们得以复工。但是复工人员数比平时减少很多，还必须采取相应的安全措施。在疫情期间，很多同事在家办公，我们需要为他们提供在家办公的电子设备和软件支持。

尽管因为疫情以及随后的种种出行限制，对于我和我的家人来说，这次新加坡之行于公于私都受益匪浅。

在新加坡你是如何经历疫情的？

我所处的环境让我可以同时关注两个地方的疫情发展。与此同时，我也一直关注奥地利的局势。无疑这次疫情对每个人来说都是全新的经历。一开始在我印象中，无论在奥地利或是欧洲，亚洲的事件从来都上不了头条新闻——它离我们太遥远了。然而在新加坡，大约二十年前就已经从非典中获得了经验。在我看来，新加坡的一系列较早的防疫举措收效显著。政府给人们的印象是控制了局势，并作出了相应的反应。然而，新加坡也不可避免地出现了封路和关闭公司。由于公共生活几乎处于静止状态，工作也只能在家里进行。于是我们决定在封锁阶段返回奥地利，当时奥地利的形势比较宽松，我们觉得在奥地利工作更有效率。





Apart from your work, you certainly had time to get to know the culture and the country. What are your impressions of this 5.7 million inhabitants city?

Singapore is difficult to describe, it is a huge cosmopolitan city with residents from all over the world. Here, people from many nations merge, living together without obvious problems. The city is very dynamic and steadily in motion. It is constantly reinventing itself. There are construction sites virtually on every corner. Nevertheless, Singapore is an extremely green city. Numerous parks and nature reserves offer a suitable contrast to the skyline of the Financial District or the densely populated areas in the north of the city. The travel restriction 2020 forced us to spend our free time exclusively in Singapore. However, this gave us the opportunity to discover locations and places that we would probably never have seen otherwise. Places that brought us even closer to the city, places that would not be found in guidebooks.

What were your plans before your trip to Singapore? Were you able to achieve all your goals?

Of course, I had a long list of goals and projects. Fortunately, we were able to successfully implement a large number of them despite the pandemic.

An important personal goal was to better understand the people, their mentality and culture. Many things make sense to me now, but lots of others will remain a mystery forever. I don't think you can "grasp" everything if you don't grow up in the respective neighbourhood and get values and ideas communicated from childhood on. But what I have actually learned, is that many things simply have to be allowed for, accepted and, above all, tolerated.

Of course, I also wanted to introduce some Western European values to my colleagues in Singapore. I hope that I managed to do so reasonably well. Unfortunately, due to the pandemic and the consequent travel restrictions, it was not possible to visit all our customers in the region. The visits should also have taken place on site with my successor in the course of taking over responsibility, but also for training purposes. But we will catch up on that as soon as possible.

We also have a new employee on board, he will be available as a service technician for our system partners in the area. Unfortunately, because of the travel restrictions, his training could not be completed. Our plan is to finalize it in Austria as soon as possible.

How would you describe the cooperation with the colleagues from Singapore?

I already knew my colleagues from Singapore. So I had something like a starting advantage. I would say that active cooperation was somewhat restrained at the beginning. Too much happened very quickly at the same time. However, cooperation went well further on. Of course, the customers were not entirely new to me. However, I have always relied on the input of my colleagues, for which I am very grateful.

除了工作，你还有时间了解新加坡这个国家的文化。你对这座拥有570万居民的城市有什么印象？

新加坡这座城市很难形容，它是一座巨大的国际化大都市，有来自世界各地的居民。在这里，来自许多国家的人们融合在一起，生活在一起没有明显的障碍。这座城市充满活力，运转平稳。新加坡在不断地进行自我改造，几乎每个角落都有建筑工地。尽管如此，新加坡是一座非常绿色环保的城市，众多的公园和自然保护区镶嵌在金融区和城市北部人口稠密地区，轮廓鲜明，非常和谐。2020年的旅行限制使得我们有大量空闲时间逗留在新加坡。恰巧这给了我们机会去探索新加坡，去到一些我们可能从未到过的地方，去到那些在旅游指南中找不到的地方。

你去新加坡之前有什么计划？在新加坡你实现了所有的目标吗？

当然，在去新加坡之前，我制订了一长串的目标和计划。幸运的是，尽管因为疫情，我还是成功地实现了大部分的目标。

我个人的一个重要目标是更好地了解新加坡当地人，了解他们的心态和文化。尽管现在很多事情对我来说可以理解，但还有很多事情依然是个谜。我不认为你能了解每一个人每一件事，如果你们不是在同一环境里长大，从童年开始就交流各自的价值观和思想。

但我真正学到的是，许多事情必须被允许、接受，最重要的是，容忍。

当然，我也想向新加坡的同事介绍一些西欧的价值观。我希望我能做得更好。

很遗憾，由于疫情和随之而来的旅行限制，我们无法访问新加坡区域的所有客户。

当然，我也会与我的继任者一起继续完成这些访问，同时也是出于培训目的。这些访问将尽快提上议事日程。

在此期间，我们还有一名新员工到岗，他将成为我们在该地区的技术服务员。遗憾的是，由于旅行限制，他的培训也无法如期完成。我们的计划是尽快在奥地利完成他的培训。

你与新加坡同事的合作如何？

在去新加坡之前，我已经认识新加坡的同事了。所以对我来说，一开始就有先天优势。我想说的是，虽然一开始遇到一点障碍，太多的事情同时发生。不过，我们合作进展相当顺利。当然，这也得益于很多客户对我来说并不完全陌生。不过，我一直依赖同事的意见，对此我非常感谢。



What piece of advice could you give your colleagues from Singapore? What advice could they give you?

I hope that I was able to encourage critical thinking and questioning of facts and procedures, besides, that certain conditions do not always have to be tolerated without any reason and that communication and information exchange is essential. All those factors are the basis for success and further action. Moreover, I tried to communicate that one's own opinion counts and can be made known, even though there are also matters that cannot be decided in the course of a "democratic process".

What is really exciting about our Singapore office is that people from different cultures and ethnic backgrounds meet here as well as throughout the entire city. The team at our branch reflects the diversity of the city, as well as the peaceful and constructive relationships, in private, as well as in work life.

The Seal Maker branch in Singapore has been completely renovated. What exactly has been renewed?

Seal Maker is a modern, international company. The Singapore office has of course always served its purpose over the years. Nevertheless, the equipment and the entire infrastructure were no longer up-to-date and in line with the demands of the organization. As one knows from private life, many things which are no longer used are being piled up over the years. Thus, the top priority was to create space for new things, or to simply create a better atmosphere. In one of the first steps, a new lounge for the employees was established. The existing entrance door has been enlarged, making the office look bigger. In addition, a small reception area with new comfortable seating facilities has been established. All the carpets in the office were replaced, the floors in the production area and in the warehouse were painted. The entire workshop furniture was replaced and the kitchen has been given a complete makeover. In accordance with Singapore's city greens the whole appearance of the office has been made light and airy by placing various plants.

What did you miss most from Austria?

Above all, of course, I missed the rest of my family, unfortunately, I could not take all of them to Singapore. Although the information exchange via video conference worked very well, I sometimes lacked personal contact with my Austrian colleagues. Public transport is exemplary and taxis are very cheap, but a private car would have been very useful sometimes. Even though Singapore has an enormous number of options when it comes to food and restaurants, and there is even an Austrian restaurant, nothing can replace Mum's Schnitzel ;)

Would you do it all again?

Definitely. I can only advise anyone who has the opportunity to do so.

你能给新加坡的同事一些什么建议？ 同时他们能给你什么建议？

我希望我能够鼓励他们对于事实和程序进行批判性思考和质疑。此外，某些因素并非总是可以毫无理由地容忍的，沟通和信息交流是必不可少的。所有这些因素都是成功和进一步行动的基础。此外，我试图表明，个人的意见是重要的并可以被认可，即使在“民主进程”过程中，也会有一些无法做决定的问题。

在新加坡办公室令人兴奋的一点是，来自不同文化和种族背景的人在这里碰撞。我们新加坡分公司的团队正是反映了这个城市的多样性，以及无论是在个人生活还是工作生活中所体现出来的和平与建设性的关系。

新加坡的Seal Maker分公司进行了全面翻新。 给我们介绍下翻新了哪些地方？

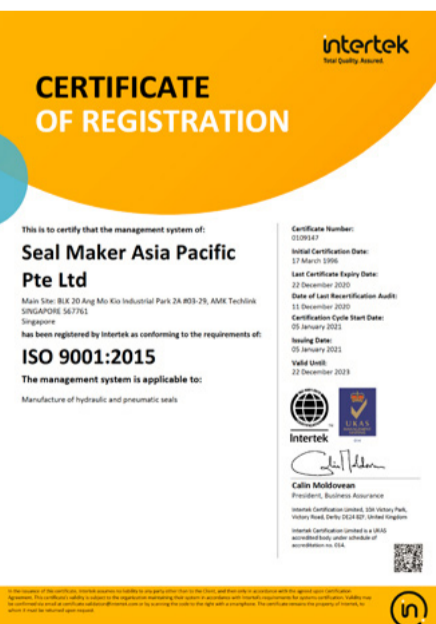
Seal Maker作为一家现代化的国际公司，新加坡办公室这么多年来发挥了巨大作用。然而，办公室的设备和整个基础设施已经比较落后，不符合公司的面貌。正如人们在家庭生活中，许多不再使用的东西成年累月堆积起来占据了空间。因此，我们的首要任务是移除一些不再使用的物品为新事物创造空间，更是为了创造一个更好的办公环境。首先，我们为员工设立一个新的休息室，同时现有的公司大门区域已经扩大，使办公室看起来更大更舒适。此外，还设立了一个小的接待区，配有新的舒适的座位设施。办公室所有的地毯都进行了更换，生产区和仓库的地板也都刷了漆。我们更换了整个车间的家具，对厨房也进行了彻底的改造，按照新加坡城市绿化的要求，办公室的整体外观通过摆放各种植物而变得轻盈通风。

你最想念奥地利的什么？

当然，众中之重，我最想念我在奥地利的家人，很遗憾，我不能把他们全都带到新加坡。虽然通过视频通话我们仍可以进行信息交流，但我有时缺乏与奥地利同事的私人联系。新加坡的公共交通堪称典范，出租车也非常便宜，但没有私家车有时也会不方便。尽管新加坡在饮食和餐馆方面有很多选择，甚至还有一家奥地利餐厅，但没有什么能取代妈妈的炸猪排。

你会再想去新加坡吗？

一定地。我会建议任何有机会去的同事去那里。



ISO 9001:2015 CERTIFICATE FOR OUR SINGAPORE BRANCH

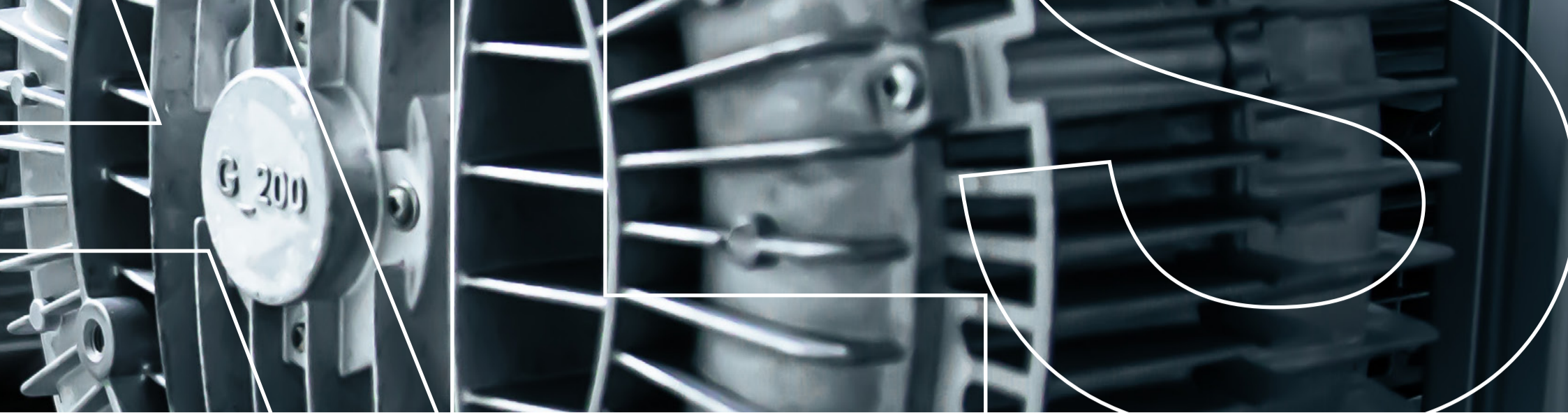
We have received great news from our Singapore branch. Our colleagues have once more successfully met all the requirements of the annual review according to ISO 9001:2015!

Many thanks to all of them!

ISO 9001:2015 新加坡分公司的证书

我们从新加坡分公司得到了好消息。新加坡当地办公室再次成功符合ISO 9001:2015年度评审的所有要求！

非常感谢他们的努力！



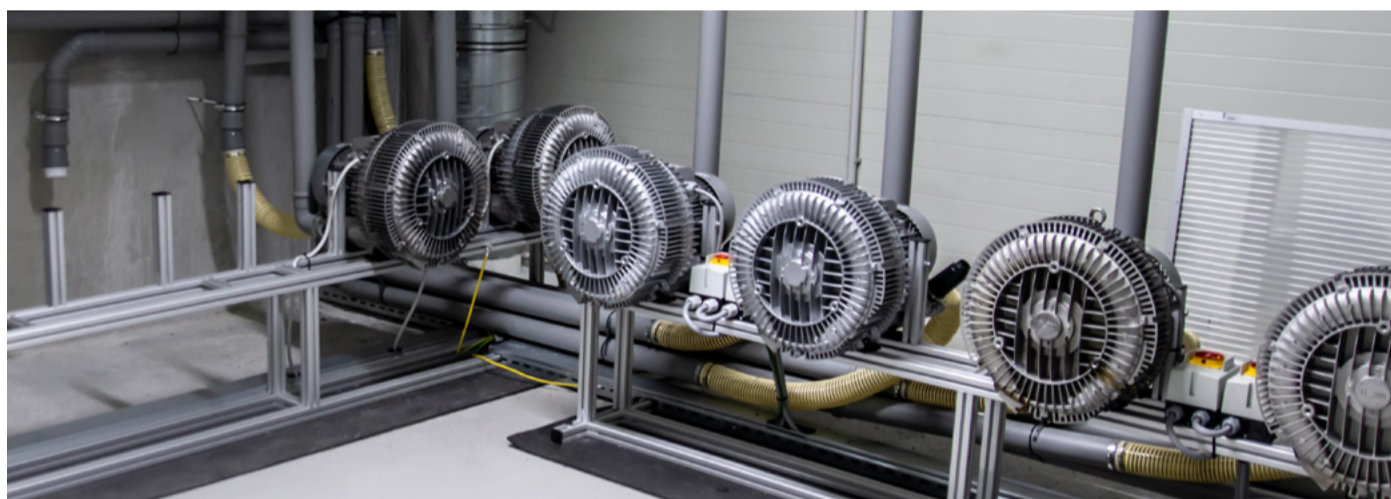
Relocation of the machine suction

Recently we completed another project in our production area. We relocated the side channel blowers from our suctions. Thus, we could install a compact central suction.

As mainly the side channel blowers were responsible for disruptive noise emissions, we could achieve a considerable noise reduction by relocating them. The chip container or chip pre-separator is positioned directly at the machine and the work on the machine, such as for example chip emptying, can be carried out as usual.

最近，我们在生产领域又完成了一个项目。我们把吸屑机上侧通道的鼓风机位置从新优化，在原来位置我们就可以安装一个坚固的中央吸屑装置。

由于侧通道鼓风机会产生大量噪音，我们通过重新调整它的位置在很大程度上降低了噪音。把碎屑容器或碎屑预分离器直接放置在机器上，这样不影响机器正常工作（例如排屑）。



New winding machine

In February, we put our new winding machine for elastomer production into operation. This production machine was completely designed and built in-house by our development engineers. Thanks to our long-term cooperation with the company FANUC and our know-how, we have decided to equip the new machine with a FANUC control unit. Using "FANUC Picture", we were able to adapt the user interface of the touch panel exactly to our wishes and requirements.

二月份，我们生产弹性体的新卷绕机投入使用。这台机器完全由我们的开发工程师自行设计制造。由于我们与FANUC公司的长期合作以及根据我们的使用习惯，我们决定为新机器配备FANUC控制面板。使用“FANUC控制面板”，我们能够自由调整触摸面板的用户界面，满足我们的使用需求。



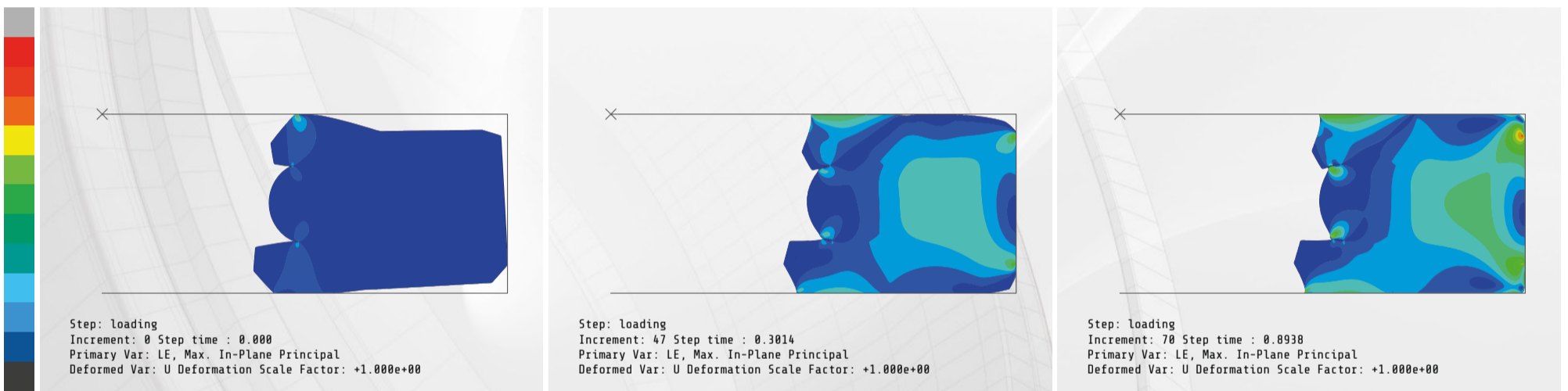
FEM calculations

Complex sealing solutions require reliable calculations. Such complex strength and deformation tests are calculated using FEM (finite element method). The physical behavior of a seal is simulated under the influence of force, deformation, heat and pressure.

By purchasing a suitable software, we can now carry out these calculations ourselves efficiently and quickly in-house. The final seal design is based on the results of those calculations what is a great advantage for our customers.

复杂的密封解决方案需要可靠的计算。例如复杂的强度和变形试验，在模拟了密封件在力、变形、热和压力作用下的物理行为，用有限元法计算。

通过购买合适的软件，在公司内部我们就可以高效快速地进行这些计算。最终密封件的设计是基于这些计算的结果，这无疑对我们客户来说是一个很大的优势。



Anniversaries 2020



2020 was a very difficult year for everyone. Nevertheless, at the end of the year we had reason to celebrate: In 2020, 13 colleagues had been part of the Seal Maker family for 10 years, and our operations manager, Martin Süß, celebrated his 20-year anniversary.

We thank you all for your team spirit and your long-standing cooperation!



2020年对每个人来说都是非常困难的一年。尽管如此，到了年底，我们还是要庆祝13位同事已经加入Seal Maker大家庭10年了，我们的运营经理马丁·苏斯 (Martin Süß) 庆祝了他在Seal Maker的20周年纪念日。

感谢所有员工付出的努力和长期以来大家的团队协作精神!

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Masthead

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