

# SEALS

TECHNOLOGY



0321

Magazine for customers and partners 客户杂志

## WORKING

FOR | WITH | AS

## PROFESSIONALS



From old to new

The final spurt of our extension

On-site service for special seals





## EDITORIAL

Dear readers,

I am happy to share some interesting news about Seal Maker in this year's last issue of our customer magazine with you.

Another challenging, but also exciting year is coming to an end with the completion of our headquarter's expansion – we reported on this topic in the previous issue. Due to various supply chain bottlenecks, this project was also a hurdle, demanding a lot of flexibility and patience, but we are finally able to finish it satisfactorily. Although we still have a good deal of work to do with the interior design of the office area and the implementation of our new production facilities, we look forward to a state-of-the-art and environmentally friendly operating location by February next year at the latest. Of course, our customers will also benefit in many ways from our extended production possibilities! If you would like to get an impression on site, we are looking forward to your visit!

Back to the keyword supply chain bottlenecks – of course, not only our building was affected by them, yet, that fact is already well known. By means of well planned process management optimizations we have taken every effort to pass on price adjustments only partly, but we also had to react to the situation accordingly. I would like to take this opportunity to thank all our customers and partners for their understanding and continued smooth cooperation despite the difficult circumstances. Sticking together during tough times makes things a lot easier, that's no surprise. At present, we are unable to make a reliable forecast of future developments concerning the supply and price situation, but we must assume that it will remain unstable. Nevertheless, we assure you that we will continue to concentrate on being a reliable supplier for you in future.

Despite the difficult general conditions, the high incoming order levels for all product groups delivered pleasing statistics. As mentioned above, we have made every effort to meet the needs of our customers and partners as far as possible.

Our export managers and service technicians are once again active around the globe to provide optimal local support to our business partners. For more information on machine service, maintenance or overhaul of your SML machine system, see page 4 of this issue.

We also report on the use of our seals in many fields, as well as on an interesting application example.

Professionalism, reliability and competence are the topics of our new poster series 2022, which has been once more skillfully implemented by our creative department. We will be happy to send you our posters!

Finally, we are pleased to support two aid organizations, and thus, people who have obstacles in life, with a Christmas donation also this year.

I wish you and your families a Merry Christmas and a New Year full of happy moments and success stories.

Yours,  
Johann Glocknitzer

亲爱的读者朋友们，

在今年最后一期的《客户》杂志上，我很荣幸与大家分享近期 Seal Maker 的最新资讯。

伴随着新年的来临，极具挑战但也令人兴奋的2021年即将过去，我们总部的扩建工程也已经完成，在上一期杂志中我们已经介绍过总部的扩建。由于建筑材料的供应短缺，该项目对于我们也是一项挑战，需要很大的灵活性和耐心，好在最终结果令人满意。但是我们仍有大量工作要去完成，包括办公区的室内设计和新生产线的安装，期待最迟在明年2月我们能够建成一座最先进、最环保的运营工厂。当然，我们生产线的扩容最终使得我们的客户从许多方面受益！我们期待着您光临现场参观指导！

回到我们要说的关键词——供应瓶颈，不仅我们的建设工程受到了材料供应不足的影响，全球原材料的供应短缺也已经是众所周知的事实。Seal Maker通过计划周密的流程管理优化，我们已尽一切努力将供应商的价格调整对客户的影响降到最低。当然，我们也不得不对部分原材料的价格进行了相应的调整。我想借此机会感谢我们所有的客户和合作伙伴，感谢他们在困难的情况下给予的理解和支持。在困难时期大家团结一致会让事情变得容易很多，这是显而易见的事实。目前，我们仍然无法就未来的供应和价格状况做出可靠的预测，但我们必须假设它仍将不稳定。尽管如此，我们向您保证，我们将致力于成为您可靠的供应商和合作伙伴。

尽管我们面临着很多困难，但今年我们所有产品的订单数字都令人满意。如上所述，我们已尽一切努力尽可能满足客户和合作伙伴的需求。

我们的出口经理和服务技术人员再次活跃在全球各地，为我们的客户和业务伙伴提供最佳的服务支持。有关SML机器设备系统的维修、维护或大修的更多信息，请参阅本期第4页。

本期我们还介绍了我们的密封件在许多领域的使用情况，以及一些有趣的应用案例。

专业性、可靠性和胜任能力是我们2022新年海报系列的主体，我们的创意部门再次巧妙设计并制作了这一系列海报。我们期待向您推送我们新年海报系列！

最后，我们很高兴年底参与了两个援助组织，今年的圣诞捐款将帮助那些生活困难的人。

借此机会，我祝您和您的家人圣诞快乐，在新的一年里事业成功，万事如意。

此致，  
Johann Glocknitzer





# Seal Maker & Partners worldwide

With an export rate of 95%, Seal Maker supplies customers in more than 85 countries worldwide. Since its foundation in 1997, 420 machines have been installed, around 4,750,000 semi-finished products and 5,700,000 seals have been produced. With its international offices and multilingual team, Seal Maker is close to its partners and supports them locally, regionally and internationally.

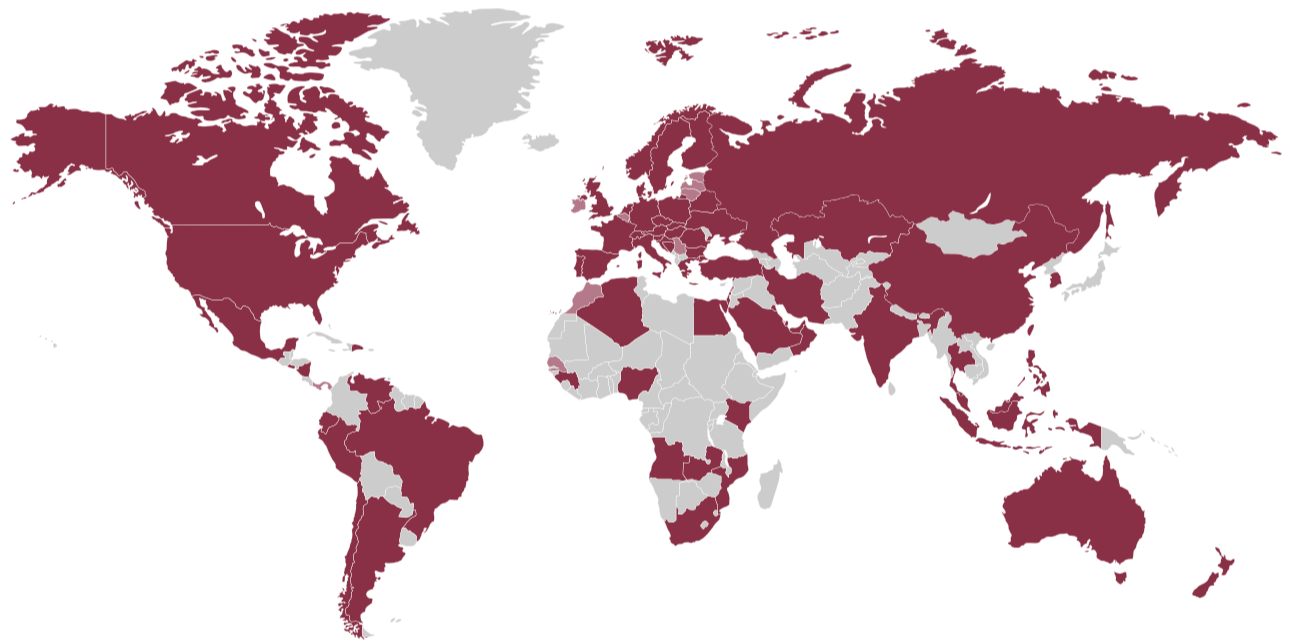
In addition, up to 20 different languages are spoken by employees throughout the company in order to overcome language barriers and enable a quick and efficient order handling.

Seal Maker为全球超过85个国家的客户提供产品，出口率达到95%。自1997年成立以来，我们累计售出并安装了420台机器，生产了475万件原材料和570万件密封件。我们在世界各地开设了多个办事处，并且拥有多语言团队。Seal Maker与合作伙伴关系密切，并可以在当地为客户提供多方面支持。

此外，为了克服交流障碍，实现快速高效的订单处理，我们整个公司的员工使用多达20种不同的语言为世界各地的客户提供服务。

## KEY FACTS:

253	<b>Machine customers</b> 设备客户
300	<b>Semi-finished material customers</b> 原材料客户
20	<b>Languages spoken across the company</b> 全公司使用多达20种语言
24	<b>Employees with direct customer contact</b> (Sales   order processing   CNC – Service) 直接联系客户的员工（销售 订单处理  CNC-服务）



” Customers worldwide rely on “The system for flexible seal production” “  
全球客户依赖“灵活高效的密封生产系统”

# Software Update 4.12.13

The SML system software is constantly being further developed and some more improvements in the areas of seal design and processing have been released in the current update. The following modifications were made in the update 4.12.13:

- Profile optimizations (PRS11, R04, R04A, R05, R05A, VR06, VR07, etc.)
- New global variables & production parameters
- New tool and profile

You can find more details and information about features and innovations as usual in the Update Notes in the customer login area on [www.seal-maker.com](http://www.seal-maker.com)

SML系统软件在不断开发更新中，此次更新在密封设计和加工方面有了更多的改进。在当前更新4.12.13中进行了以下修改：

- 外观优化 (PRS11、R04、R04A、R05、R05A、VR06、VR07等)
- 新的全局变量和生产参数
- 添加了新的工具和配置文件

像往常一样，您可以在[www.seal-maker.com](http://www.seal-maker.com)客户登录区的更新说明中找到更多关于软件功能和更新说明的详情





# The final spurt of our extension

Just a few months after we started to extend our company building we are already on the finish line. The new main building and the new production hall will be completed shortly. First we will move to the new office area, and after completion of the entire building our new machine equipment for the polyurethane production will be installed in the new production hall. But that's not all - a new lounge room, as well as adaptations in the existing building will also be ready for our colleagues. On your next visit to our headquarters you will find many renovations across the entire site.

经过几个月的建设，我们公司的扩建工程已近尾声。新的主楼和生产大厅不久即将完工。首先，人员将先搬到新的办公区域。整个建筑完工后，用于聚氨酯生产的新设备也将安装在新建的生产大厅。不仅如此——我们也将同时对现有建筑进行更新改造，为我们的员工提供更舒适的社交办公环境。您下次访问我们总部时，会发现我们整体都进行了翻新改造。

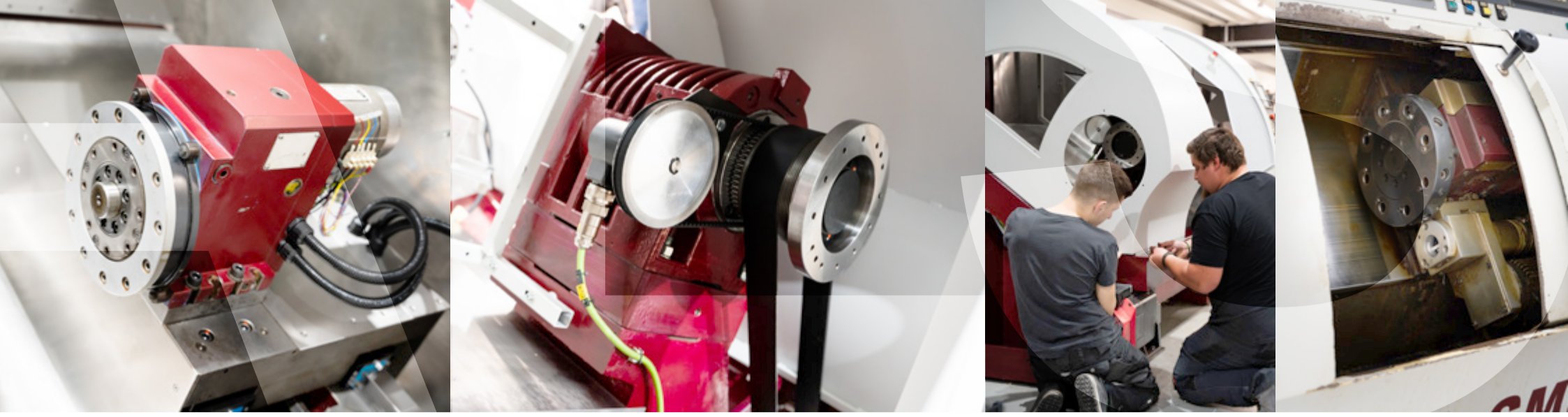


Keep yourself informed! - You can also follow these and other news on the LinkedIn page:  
<https://www.linkedin.com/company/seal-maker/>

您可随时在LinkedIn页面上关注我们  
 我们的更新进展以及其他新闻：  
<https://www.linkedin.com/company/seal-maker/>







# From old to new

In case a customer decides to purchase a new machine from the SML family, Seal Maker offers him the opportunity to return his old SML machine. Depending on the condition of the machine, an individual withdrawal value will be agreed.

As Seal Maker is not a friend of waste, we are trying to bring these old machines back to the life cycle. The entire machine will be disassembled, all components will be cleaned and defective components replaced. Mechanical equipment will pass through a general overhaul and optical defects will be eliminated.

Do you want to have your machine overhauled? Of course, this is possible! The advantages are obvious - lower costs than a new purchase & a machine that meets your high-quality requirements.

如果我们的客户想要购买SML系列的新设备, Seal Maker将为其提供以旧换新的服务。根据客户现有的SML设备的现状, 与客户共同商定旧设备的回收价格。

Seal Maker作为您忠实的密封制造商合作伙伴, 我们计划赋予旧设备新的生命。我们将通过拆卸整台设备, 清洁所有部件并更换有缺陷的部件。旧设备通过全面检修, 将消除现有缺陷, 恢复到完美的使用状态。

您想把您的机器大修一下吗? 机器大修的优点是显而易见的, 比购买一台新机器成本更低。使用原有机器就可以满足您的高质量需求。

## Are you interested?

No problem! Please refer to your Seal Maker contact partner or send an e-mail to [sales@seal-maker.com](mailto:sales@seal-maker.com)

## 如果您感兴趣?

请随时联系我们, 发送电邮至 [sales@seal-maker.com](mailto:sales@seal-maker.com)

# Service for a longer machine life time



The professional maintenance of a machine is an essential component in order to reduce the machine's service life and to increase protection against unplanned downtime! Regular technical checks and, if necessary, preventive repairs will also significantly extend the life of the machine.

Despite the prevailing travel restrictions, Seal Maker is able to carry out desired work, services and training on the machines at most of its customers' locations.

设备的专业维保可以减少维保时长, 增强防护, 避免意外停机! 定期的技术检查和保养也将显著延长机器设备的使用寿命。

尽管受到旅行限制的影响, 但Seal Maker的专业服务团队仍然能够对大多数客户的机器设备进行专业的维保、服务和培训。

## CHECKBOX:

- When was the last service?
- How many hours per day is the machine in operation?
- How many unplanned downtimes occurred during the last 6 months?

Does your machine require service or do you want to upgrade your machine with new options, such as coolant return? In this case refer to your Seal Maker contact person or visit [sales@seal-maker.com](mailto:sales@seal-maker.com)

## CHECKBOX:

- 您上次维护设备是什么时候?
- 设备每天运行多少时间?
- 过去6个月内发生了多少次意外停机故障?

您的机器是否需要维护? 您是否需要机器进行升级更新(例如安装冷却液回流装置)? 请随时联系我们 [sales@seal-maker.com](mailto:sales@seal-maker.com)

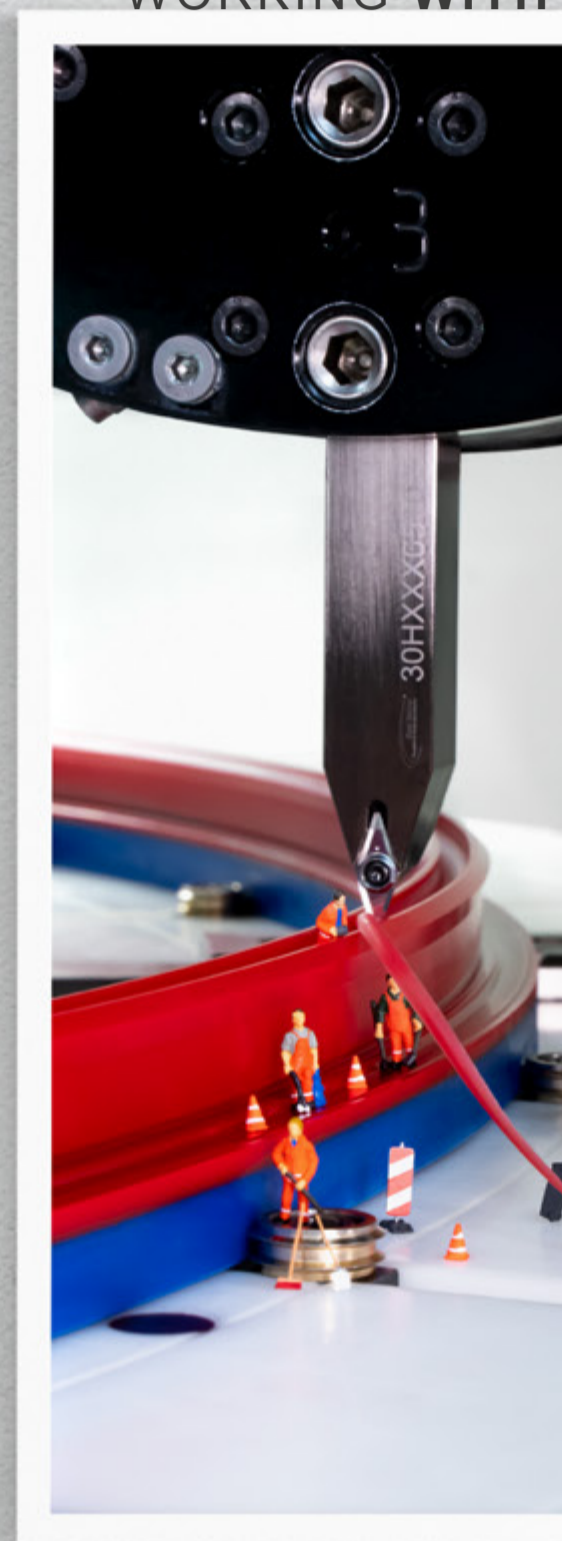


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## WORKING FOR PROFESSIONALS



## WORKING WITH



Perfect colouring of the semi-finished products, precise machining of material, perfectly accurate welds for large seals. Have you ever wondered how Seal Maker makes weldseams so precise or semi-finished products with such a variety of colours? The secret is the dedication to perfection in every step, regardless of the product size.

This is exactly the motto of next year's poster series "working with professionals. Working as professionals. Working for professionals." As our partner, you can count on us!

# Poster Se



PROFESSIONALS



WORKING AS PROFESSIONALS



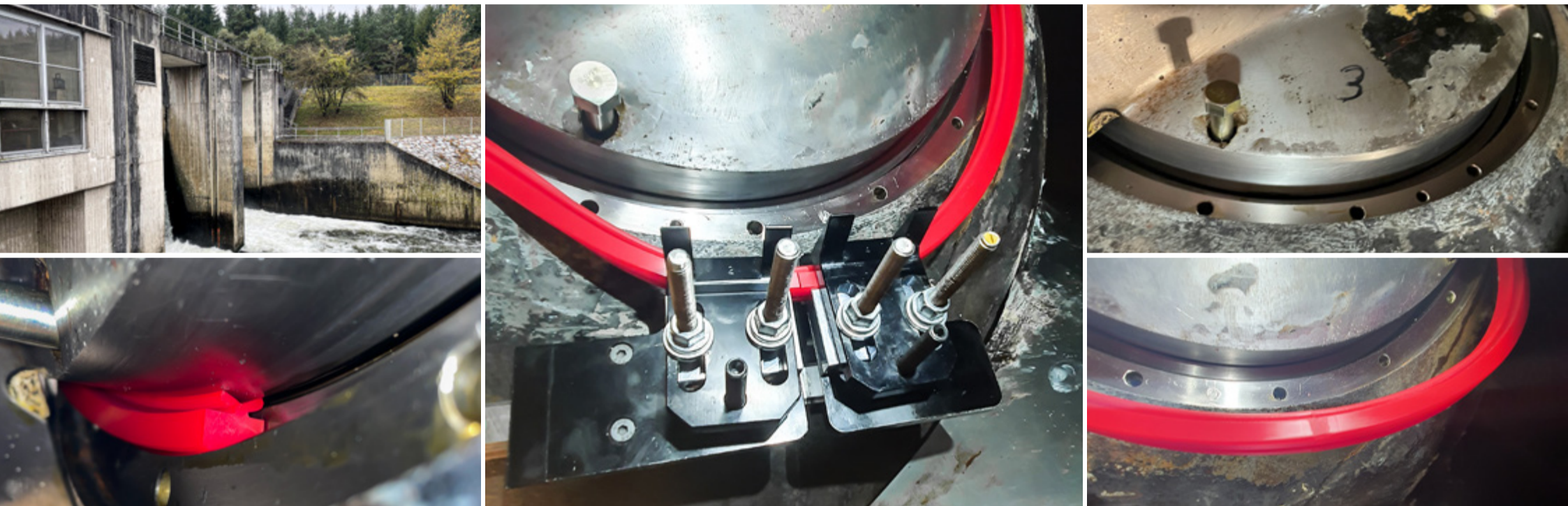
Series 2022

原材料的完美着色，材料的精密加工，大型密封件的完美精确焊接。你们有没有想过 Seal Maker 是如何制造出如此精密焊缝，具有如此多种颜色的原材料的？我们的秘诀就在于无论产品大小，我们每一步都要精益求精。

这正是我们明年海报系列的主题“与专业人士合作，以专业人士工作，为专业人士定制”。作为您的忠实合作伙伴，请您信赖我们。



# On-site service for special seals



Full of zest for action! In the last few weeks, our colleagues from the Product Management department successfully supported a customer installing seals in Kaplan turbine blades. Guide vanes can be found in Kaplan turbines as well as in Francis turbines. Their function is to channel water into the turbine in such a way that it meets the bucket at the ideal angle and transfers the energy optimally. Trouble-free operation of the guide vanes is essential for optimal performance of the turbine. The perfectly designed sealing system for the slow movement of the blades contributes significantly to the efficiency of the application.

Custom-made, single-acting sealing solutions are particularly suitable for swivel movements, and are therefore perfectly suited for the use in guide vanes. Depending on the application parameters, Seal Maker develops and manufactures seals in various sizes and designs. Due to the flexible production processes, a wide variety of possible sealing and material combinations is available.

在过去的几周，我们产品管理部门的同事成功地为客户在轴流转桨式水轮机叶片上安装了密封件。导叶安装在轴流转桨式水轮机和混流式水轮机中，它们的作用是将水引导至涡轮机，使其在理想角度与铲斗相遇，并以最佳方式传递能量。导叶的无故障运行对于汽轮机的性能至关重要，为叶片缓慢移动而设计的完美密封系统大大提高了其应用效率。

我们专门为客户定制的单作用密封系统特别适合旋转运动，尤其适用于导叶。根据应用参数，Seal Maker开发和制造各种尺寸和设计的密封件。由于我们生产工艺灵活，可提供多种密封解决方案和多种材料组合。





# Together for the best result

Sometimes the best result is achieved by working hand in hand with the customer and the end user of the seals themselves. Seal Maker is pleased to have contributed to the development of *Eirich's CleanLine C5* single-pot mixer together with *mabakon* (partner of Seal Maker for 16 years).

*Eirich's* universal one-pot mixer comprises an entire development laboratory. Thanks to the unique mixing procedure, process operations such as mixing, desagglomeration, dispersing, granulating, coating, kneading and drying are possible. Using a flexible sealing solution, Seal Maker was also able to contribute to the development of *Eirich's CleanLine C5*. The installed seals not only fulfil their work perfectly, they can also be easily installed and disassembled. Thus, cleaning of the device is considerably facilitated.

At this point, we would like to thank you for your trust! We are looking forward to your inquiries and a possible future cooperation in the field of custom-made sealing solutions for your applications!

在很多时候，完美的解决方案往往都是通过与客户和密封件的最终用户携手合作来实现的。Seal Maker很荣幸与*mabakon*（Seal Maker 16年的合作伙伴）一起为*Eirich*的清洁C5单罐搅拌机的开发提供密封解决方案。

*Eirich*的通用搅拌机包括一个完整的开发实验室。由于独特的混合程序，可以进行混合、去凝聚、分散、造粒、涂布、捏合和干燥等工艺操作。Seal Maker为*Eirich*的清洁线C5的开发提供了灵活的密封解决方案。我们安装的密封件不仅使其运行良好，而且易于安装和拆卸。因此，设备的清洁也相当方便。

我们感谢客户对我们的信任！我们期待着您的询问和将来的合作可能，我们将为您提供并定制切实可行的密封解决方案！

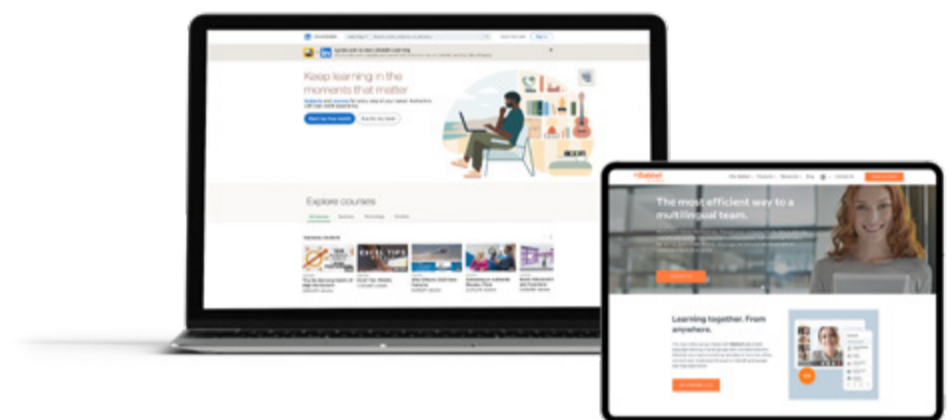




# Trainings for everybody

An Austrian proverb says: Tidiness is half of life! Seal Maker says: Learning is half of life! Therefore, the company provides all its employees with a wide range of further training opportunities. They can choose from a range of language courses to work-specific training courses, such as material training or machine training. In addition to internal training, the team also uses online training at LinkedIn Learning, Babbel, or participates in classic training courses from various institutes.

奥地利有句谚语：秩序是生命的一半！Seal Maker也有句谚语：学习是生命的一半！因此，我们公司为所有员工提供广泛的培训机会。我们的员工可以从一系列语言课程中选择工作特定的培训课，如材料培训或设备培训。除了内部培训外，我们还可以使用LinkedIn Learning、Babbel等在线培训软件，参加不同机构的经典培训课程。



# More Know-How for our professionals



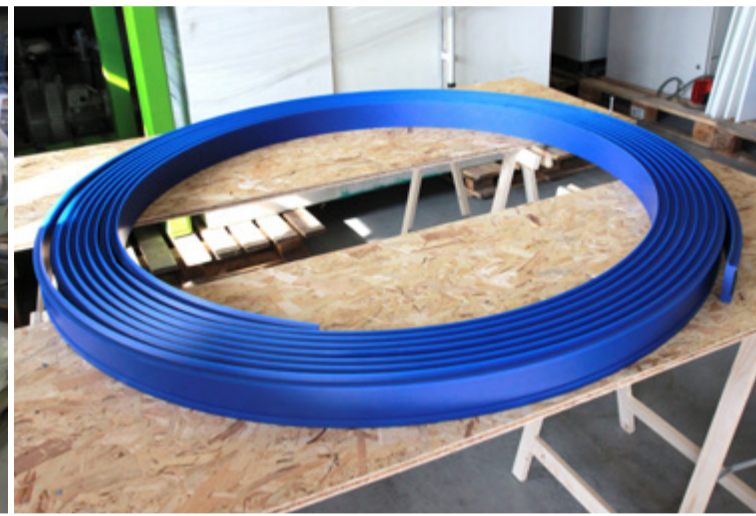
Reaction Models – Cross linking – Strengths. In order to increase their know-how of materials technology, colleagues from several departments were given the opportunity to expand their knowledge in the fields of polymer technology and processing technology in the course of an inhouse training course. This benefits not only our team, but also our customers.

反应模型 - 链接 - 强度。来自几个部门的同事有机会在内部培训课程中学习聚合物技术和加工技术领域的知识，增加对材料技术的了解。这不仅有利于我们的团队，也有利于更好地服务我们的客户。





# Challenge: Customs



Import and export of goods, customs duties and legal processing. The subject of customs handling is extensive and challenging. Seal Maker has an experienced team dealing with this topic every day. In order to be constantly up-to-date, our colleagues from the sales department completed an extensive inhouse training course on this topic. "Stuck shipments" and import delays should therefore be a thing of the past. Trust Seal Maker and use your capacity to concentrate on other things!

货物进出口、关税及相关法律，海关涉税处理等一系列问题具有广泛性和挑战性。Seal Maker拥有一支经验丰富的团队，每天都在处理这类问题。为了不断了解最新情况，我们销售部的同事完成了相关主题的内部培训课程。因此，货运受阻和进口延迟将不再是个问题！







# Brighter future for kids



After this challenging and exciting year, Seal Maker will again support two great aid projects this year.

In Nepal, a quarter of the population lives on less than one US dollar a day. Therefore, girls who belong to marginalized groups are particularly disadvantaged because of social norms. Mostly they have no opportunity to attend a school as they have to do the household.

The organization CARE has been building schools for these girls for several years. The specially developed model enables them to obtain their primary school certificate so that they can later enter the public schooling system. In addition, extracurricular activities shall strengthen their self-confidence and promote social skills, such as making their own decisions.

Also in our neighbourhood, we could put a smile in the face not only of children, but also of young people and adults. The non-profit organization called RETTET DAS KIND runs a sheltered workshop just 5 km away from our headquarters. The basic aim is to create an opportunity for disabled people to make social contacts and take over responsibility for their own outside their families or homes. In the wood, creative or textile workshops, their technical skills are promoted.

We are very pleased that we could provide assistance and support for both projects!

在这充满挑战和激动人心的一年即将过去之后，Seal Maker将再次参与两个援助项目。

在尼泊尔，四分之一的人口每天靠不到一美元生活。由于社会规范，属于边缘化群体的女孩尤其处于不利地位。大多数情况下，她们没有机会上学，必须在家里帮忙。

CARE组织自2020年以来为这些女孩修建了学校。特别开发的课程模式使这些女孩能够获得小学毕业证书，以便以后进入公立学校系统学习。此外，课外活动也增强了她们的自信心，提高他们的社交技能，学会自己做决定。

同样，在我们的社区，我们不仅可以让孩子们微笑，也可以让年轻人和成年人微笑。这个名为RETTET DAS KIND的非营利组织在离我们总部仅5公里的地方开办了一个“庇护工场”。其基本目标是为残疾人创造一个机会，让他们在家庭或家庭之外进行社会交往，并承担自己的责任。在木材、创意或纺织车间，他们的技术技能得到提升。

我们很高兴能够为这两个项目提供帮助和支持。



© RETTET DAS KIND



© CARE



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MERRY

Christmas

AND HAPPY NEW YEAR 2022

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