

General guidelines for complaints & required samples



- Detailed description of complaint always required
- Pallet label photo must be attached
- Board samples to be sent to the mill:
PANKAKOSKI MILL OY
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- Samples must be sent flat – rolled sheets are not allowed
- Tape pulls from plates & blankets must be made against a clear plastic film
- Both unprinted and printed sheets showing the fault must be sent for printability complaints
 - Unprinted sheets must be taken directly from problematic pallet
- For transport damages signed CMR is mandatory with photos showing the damage before unloading
- Detailed breakdown of total costs is required for all financial claims

| Fault | Required samples to be sent to the mill | | | | | | | |
|--|---|------------------|-------------------------------------|--|-------------------------------------|--------|------------------------------------|--------------------|
| | Printed sheets or boxes | Unprinted sheets | Tape pulls from plates and blankets | Piece of blanket from the damaged area (A4 size is sufficient) | Piece of material causing the issue | Photos | Ink Sequence / Creasing parameters | Ink / Glue samples |
| Dirt spots, formation, uneven pulp coverage | | ● | | | | | | |
| Cracking, folding strength | ● | | | | | | | |
| Specified technical values e.g. stiffness, thickness, gsm, absorption | ● | ● | | | | | | |
| Surface properties e.g. smoothness, brightness, gloss | ● | ● | | | | | | |
| Printing result e.g. mottling, doubling, varnishing | ● | ● | | | | | ● | ● |
| Dust, hickies, debris, excessive blanket contamination | ● | ● | ● | | | ● | | |
| Picking | ● | ● | | | | | ● | ● |
| Delamination, blowing, internal bonding issues | ● | ● | | | | | | |
| Cutting and creasing, lamination, gluing issues | ● | ● | | | | | ● | ● |
| Coating defects e.g. stripes, lines, missing coating | ● | ● | | | | | | |
| Piece of board between sheets / folded sheets / trim waste | ● | ● | | ● | ● | | | |
| Dents, marks, mechanical damages | | ● | | | | | | |
| Wrong size / wrong grain | | ● | | | | | | |
| Flatness, curl, waviness of board, bad stacking | | | | | | ● | | |
| Flatness, curl of converted material | ● | | | | | ● | | |