



# Troubleshooting Questionnaire

Expect Contact within 24 Hours of Submission

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## Company Information

Date

Company	Phone		
Contact Name	Street Address		
E-Mail	City	State	
	Postal Code	Country	

## Product Being Packaged

Brand

Cooling Process

Fill Temperature (F)

Active ingredients

## Container Manufacturer

Container Company

Resin

Land Area Width (mm)

Extrusion Molded	Injection Molded
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Flame Treated	Yes	No
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Flourinated	Yes	No
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## Closure Manufacturer

Contact

Closure Company

Closure Size (mm)

Selig Liner

## Capper Manufacturer

Application Torque (in. lbs.)

Pre-Induction Removal Torque (in. lbs.)

Frequency of Torue Checks (# per hour)

Bottles (# per min.)

Conveyor Speed (ft/min)

## Induction unit Manufacturer

Name

Model & Serial Number

Power Setting %

Coil Style

Gap Between Cap & Induction Head (in.)

## Selig Tracing Details

Order #

Pallet #

Lot #

Roll #

Quantity (linear yards)

## Description of Problem

*\*Highlighted fields are required*

Fill out the form and email to: North America - [dpalumbo@seligsealing.com](mailto:dpalumbo@seligsealing.com) or Europe - [vsachs@seliggroup.com](mailto:vsachs@seliggroup.com)

Send samples to: (Minimum of 15 representative samples that show the problem and 25-50 unused lined closures and empty containers)

Selig USA attn: Dean Palumbo  
 342 East Wabash Ave.  
 Forrest, IL 61741, USA  
 +1.815.785.2110

Selig UK, LTD attn: Victor Sachs  
 635-637 Ajax Ave., Slough Trading Estate  
 Slough, Berkshire SL1 4BH, UK  
 +44 (0) 1753 773 000

### Trouble Shooting Check List:

- Have you sent the minimum number of representative samples to the Selig representative?
- Have you notified your closure, container, induction and capper suppliers?
- Refer to [www.seligsealing.com](http://www.seligsealing.com) for common induction troubleshooting tips.