

## Case Study: RS Industrial, Inc. Applies Technical Expertise to Resolve Case Failures

**Challenge:** Recently, a food manufacturer was experiencing case failures while packaging heated food products into its boxes. Interestingly, all of its cases were passing its in-house QC/QA testing consisting of stringent drop tests and fiber tear analyses. The failures were noticed after storing them for several days in its climate controlled warehouse facility. After the food manufacturer internally reviewed its in line process parameters and tests, RS Industrial was called in to provide technical assistance.



**Solution:** RS Industrial visited the customer's facility to further investigate the pop-opens in order to understand the source and potential solution to the failures. Technical representatives were able to watch production and analyze multiple parameters such as compression times, temperatures, failures and in-house QC testing. The failures were concluded to originate with the heat coming from the packaged food, which caused the adhesive to re-soften and pop open. Since heat stress is a gradual failure that usually requires time, it was clear why the cases were able to pass QC tests immediately after packing, but still fail several days later. RS Industrial delivered rapid response for diagnosing the issue, and provided a specialized, high heat resistant adhesive for the customer's "hot packing" application, giving the customer peace of mind.

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