



Support

What technical support does our company offer to customers?

Through long experience, we are aware that customers may need support when making purchasing decisions, or when inexperienced in servicing matters. Support is available in a number of forms - for example:

- site visits by our representatives at customers' premises
- site visits by customers at our premises
- splicing trials conducted at our premises, with or without the presence of the customer
- technical advice, by communication via telephone, Skype, e-mail or other means such as YouTube.
- technical advice, by the use of product-specific material resident on this web site
- supply of relevant literature

In the case of support within the UK, site visits will be made more-or-less on demand, so that a joint understanding of the local situation can be reached, and an agreed technical plan developed.

In the case of support for overseas markets, the first point of contact should be our local agent, if there is one in place. In most cases, local advice will be sufficient.

Occasionally, the nature of the enquiry will be sufficiently technical that input will be required from the UK office. In that situation, a three-way communication will be established between customer, agent, and the UK office, until a solution is reached.

In certain circumstances, our representatives will make a visit to the customer's site, to conduct a formal programme of training, involving off-line tuition in a lecture room or other neutral environment. This will be timed, if the customer wishes, to take place at a shift-change, so that two groups of operators can be taught simultaneously. There may be a small charge for this service - it depends on the times and distances involved.

We can lay on a formal course, for any reasonable number of people, and for any reasonable time, on our premises. Clearly, travelling and accommodation expenses will be the responsibility of the customer. In addition, there will be a charge for the instruction programme.

Design and Build

Our principal business is the manufacture of Airbond general-purpose pneumatic yarn splicers. However, clients occasionally have special technical requirements, which lie outside our normal service.

Special customer needs can usually be met on a one-off single contract basis. GTW Developments will design and build a particular splicer configuration to meet an individual customer's circumstances.

Ownership of the intellectual property rights of systems designed and manufactured under such a contract arrangement will be the subject of negotiation as part of the contract.

If you have a particular need, which may fall into this category, please make your first contact with Graham Waters, in order to discuss your detailed technical requirements. If appropriate, a site visit can then be arranged.

Innovation

This company is dedicated to innovation. Industry needs are constantly changing, and the company spends an unusually high proportion of its resources on research and development. Research into the fundamentals of the splicing process was conducted in the company, and successfully submitted for a PhD degree, awarded in 2009. Results of the research are continually being incorporated into our newest products.

Typical of our in-depth work on splicing fundamentals is the application of fluid-flow simulation techniques, using software such as "Fluent" and "Flo-Wizard".

A number of development projects are under way, and which are likely to come to market very soon. These include:

- A compact splicer for heavy yarns – the performance of our Models 121 and 122 in a handy form.
- A revolutionary new carpet yarn splicer.
- A splicing system for joining entire warps.

Customers, or potential customers, are actively encouraged to contact the company, and to request a meeting or an on-line consultation with Graham Waters or Carwyn Webb, if they have any specific needs which are not met by products currently available on the market.