

# CONTACT LENS PACKAGING

APPLICATION BULLETIN #124

## Liquid-Filled Container Leak Test Application

**Non-destructive leak test of a final packaged product**

**Audit or production testing of parts before shipment**

**Assure longer shelf life of product**

**Quick testing process with minimal operator involvement**

**Pass/Fail determination is not operator dependent**



### Application

After disposable contact lenses are manufactured, they are usually packaged in a foil sealed container within an aqueous solution. These containers are either distributed as individual packets or further packaged into boxes containing 6 to 30 individual packets.

### Problem

If the packets are not properly sealed or if there is a small hole in the foil or base plastic unit, the aqueous solution will leak out or small microbes might migrate into the packet during shipping and storage. This would either dehydrate or contaminate the product and make them unusable.

### Solution

Non-destructively test final packaged boxes containing 6 to 30 packets on a sampling or 100% production basis with a Sentinel MD moisture detection instrument. Determine if any individual packets have a small leak that would affect product quality or shelf life. If a sample fails, test and sort the remaining packages in the sample lot in order to ship acceptable packages. This is a quick, non-destructive way to assure the quality of the final product and save money by not disposing of good product within a failed lot.



## Cincinnati Test Systems, Inc.

Member of TASI - A Total Automated Solutions Inc. Company

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# Cincinnati Test Systems' Service Capabilities

Service is a very important business function at Cincinnati Test Systems. We believe that living up to our mission statement: "the world leader in the design and manufacture of production test systems" requires a market leadership position in service as well. Our highly qualified problem solving specialists are employed to provide unmatched service on all equipment manufactured by Cincinnati Test Systems. Each service engineer travels with their personal laptop computer for trouble shooting or tuning a test stand via interfacing with the PLC controller.

Our service engineers are also equipped with instrument or system repair cases containing the most common replacement parts for quick repair of various manufacturer's mass spectrometer instruments. Their goal is to always be prepared to solve problems and get the customer back into production as quickly as possible.

Backing up our service technicians is a support team of project and mechanical engineers. Each of our test stands has a complete array of backup documentation including drawings, programs, manuals, and pictures to assist in resolving any service or performance issue. It is very important to Cincinnati Test Systems that we provide all the required service to keep our customers "in production".

## 24 Hour Technical and Emergency Service

A Cincinnati Test System service technician can be reached 24 hours - 7 days a week for normal or emergency service.

### **Normal business hours 513-513-202-5108**

(8:00 AM to 5:00 PM Eastern time, Monday through Friday)

A service technician will answer basic questions and provide guidance on resolving problems. All our documentation is available to research problems and find solutions. Basic spare parts for commonly used systems are available for immediate shipment.

### **After normal business hours 513-202-5174 (Direct cellular service phone)**

Our on-call technician is prepared to answer customer service questions or determine the nature of operational problems explained by caller. He will suggest corrective actions for the maintenance or engineering personnel and remain available for follow-up calls.

If in-plant service is required, a service engineer will be contacted who can visit the customer's facility within 24 hours of the next normal business day whenever possible. Emergency service will be provided at reduced rates for customers with a service contract.

## In-Plant Service

In-plant service visits can be requested to troubleshoot operation problems, perform maintenance, and/or conduct training per customer's requirements. CTS makes every effort to schedule the next available service engineer within 24 hours or within your scheduling request.

## Start Up Service (On contract per customer requirements)

Start up service is quoted as an option with most pressure decay, mass flow, and mass spectrometer test systems. This service usually involves the following activities :

- Install and/or checkout initial wiring and plumbing connections
- Turn on power to equipment and assure proper operation
- Optimize test system performance within production constraints
- Perform in-plant validation or runoff if required
- Train operators, engineers, and maintenance personnel

## Service Contracts

In order to assist our customers in keeping their equipment operating economically and at peak performance, we offer preventive maintenance contracts. The frequency of visits is established based on operating conditions and duty cycle. Extra non-warranty service visits are provided at the reduced contract rate.

## In-House Repair Service

Our in-house service saves our customers travel time and expenses whenever it is possible to take equipment out of service and send to us. After evaluation of the problem(s), we can recommend corrective solutions. Per customer authorization, repairs can be made and equipment shipped back in minimal time.

## Warranty Service

Cincinnati Test Systems' warranty covers repair time and material costs for defects in material and workmanship for one year from the time of shipment. The warranty of the purchased materials on our systems is also transferred to the owner. If warranty repairs are required, either return the system to Cincinnati Test Systems or contact our service department for a plant visit. Customers are responsible for travel time and travel expenses for instrument warranty service.

## Direct Contact with Service Department

Tel. 513-202-5108 (Normal business hours)  
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