



About P+P

As one of the world's leading manufacturers of height safety and confined spaces working equipment, P+P is defined by its reputation for excellence. Its products have to be impeccable. Many of them are entirely bespoke; made to fit clients' particular requirements for safe operation on ladders, platforms and gantries, and safety in enclosed environments such as silos, tanks, drains and sewers. Every component has to be absolutely fit-for-purpose and robustly made. When lives are at stake, there can never be any compromise on quality.



Lighthouse labels meet Pammenter & Petrie's highest standards

Devising solutions that meet individual clients' needs is central to the way Lighthouse and Pammenter and Petrie Limited (P+P) both work. So when P+P turned to Lighthouse to provide label making equipment for their safety product range, they challenged them to provide some suitably bespoke solutions. That made for a very consultative, very close working relationship; one that has shown both companies' strengths as problem solvers and innovators.

Perfect every time

Given P+P's reputation worldwide, the pressure is always on. They know that every little part of every product they design and sell has to be perfect, including the labels. For some companies, labels are an afterthought; but that's not how it is at P+P.

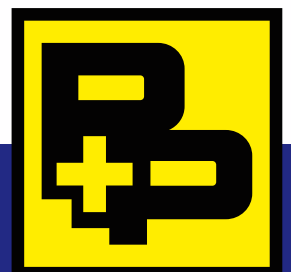
"Labelling is a very important aspect of our production process. There is a legislative requirement that everything is correctly labelled – so it has to contain clear and legible information, and it needs to be robust and durable."

Nathan Pammenter, General Manager, Pammenter and Petrie Limited

As a flexible, customer-driven organisation, P+P has always required the same sense of adaptability from their product partners. So choosing Lighthouse back in 2003 made sense, and the partnership has continued to make sense ever since. Lighthouse gives P+P just what they want: a flexible label making facility enabling the easy creation of bespoke, durable labels with a strong protective layer that stays intact over the entire life of the product.

Products range from single item solutions to full protection systems – and they all have to be carefully labelled. P+P creates bespoke safety solutions to meet individual requirements. So every time P+P augments an existing product by adding a different connector to a safety harness or lanyard it requires a new label to accommodate the additional information. (With countless requests for customised products, it is easy to see why P+P has an ongoing need to produce short run labels as and when required.)

With all labels, irrespective of size, P+P has a lot of information to convey, including product identification information, date of manufacture and serial number (in most cases these are unique numbers) and labels need to be prepared in very small quantities. Using their Lighthouse equipment, P+P can adapt existing label designs to reflect small changes very quickly.



Making short work of problems

P+P's labelling requirement is just too big for one machine. Currently they use a CJ-Pro –principally for harness labels (where clarity of labelling at small sizes is vitally important), and a CPM-100 which produces unique instruction labels and serial numbers for their inertia reel fall arrestors, as well as for larger products in their inventory.

The reel fall arrestor is one of P+P's flagship products, protecting employees working at height. These come with a special powder coated metal finish for enhanced durability, however, the standard CPM-100 labels don't adhere to the surface. The label material is simply too clever - its smart memory means that it keeps trying to re-adjust to fit seamlessly over the powdered finish.

Malcolm Perry took his problem to Lighthouse. Like P+P they were quick to come up with a bespoke solution. They offered an alternative super-adhesive material that could still be worked and cut by the CPM-100 and which adheres perfectly to the powdered metal surface. Every other part of the process remains the same, making this the perfect solution.

There are other examples of Lighthouse proving their reputation as problem solvers. In particular, P+P had some difficulty in creating a suitably shaped and sized label for the fall arrestors handle. They needed some guidance on how to really put the CPM through its paces. Again, P+P got in touch with Lighthouse who returned to them, with the perfect template, within 24 hours. It was exactly what the sales team had been looking for.

"Lighthouse has always been very co-operative and very helpful. They're quick to respond and always offer up very practical solutions. Added to that, they've got an awful lot of technical and graphical expertise in-house."

Malcolm Perry, Technical Manager, Pammenter and Petrie Limited

Looking ahead

P+P continues to develop new products and bespoke variations on products for their customers. So they will always have a need for short runs of labels. Equally, operating to a 'just in time' delivery method for their clients means that they'll always need bespoke labels – and quickly. In both cases, the CPM-100 and CJ-Pro machines have been ideal. They even give the option to design and print from remote locations.

"The equipment is so easy to use that we can create new designs, print them and use them within no time at all. The USB interface is ideal too – I don't even need the machine with me – I can link in and design and print remotely."

Malcolm Perry, Technical Manager, Pammenter and Petrie Limited

Both machines are in daily use, and they're a vital part of P+P's infrastructure. The safety experts have seen just how much they can accomplish with Lighthouse's support. Indeed, both parties keep testing new ways to see how they can extract full value from their machines. It's the kind of working relationship that enables P+P to continue to move their business forwards.

So, looking ahead it's clear to see that this is a relationship with plenty of ongoing potential.

"Thanks to our international experience in challenging environments, we are often able to quickly share solutions with our clients that we have tried and tested elsewhere. Our knowledge of the international safety equipment market certainly benefitted our working relationship with P+P."

Colin Blackburn, Sales and Marketing Director, Lighthouse UK Ltd



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