

PCMC successfully assists Sierra Hygiene Products with rewinder installation *Team members from PCMC stepped up when OEM technicians experienced travel visa complications*

[Paper Converting Machine Company](#) (PCMC), part of [Barry-Wehmiller's Converting Solutions platform](#), came to the aid of Sierra Hygiene Products, a paper converting manufacturer located in Frostburg, Maryland. Sierra Hygiene Products recently expanded its facility and purchased two paper rewinders from a company in China. The equipment arrived, but because of visa complications, the service technicians were unable to travel to the U.S. to assemble and install the new machines.

"That's when we reached out to Paper Converting Machine Company," said Jim Helminiak, Operations Manager, Sierra Hygiene Products. "We already had an established relationship with PCMC through BW Converting Solutions' automated tissue packaging company [STAX Technologies](#). With that relationship in place, we felt PCMC's experience and general paper machine knowledge would be of great value to us during the assembly and start-up of our new rewinders."

PCMC sent two technicians, Adiar Pech and Tony Sandor, to Maryland to assemble and install the machines, and work with a local contractor to get the rewinders properly wired from top to bottom. Pech and Sandor then provided start-up and troubleshooting services.

"While we'd always prefer to be standing behind our own equipment, I'm extremely proud that we were able to provide help to Sierra Hygiene Products when the company needed it most," said Jason Day, Field Service Project Manager, PCMC. "Our service techs worked for about nine weeks in order to ensure the new equipment was up and running according to schedule."

"When Adiar and Tony arrived, they didn't hesitate and immediately went to work with our team here. It didn't take long to know that we were dealing with professionals who knew their trade well," said Helminiak. "Even while working on equipment that they didn't manufacture and were not familiar with, they made things happen. Without PCMC and its technicians, we wouldn't be where we are today in getting our new manufacturing lines up and running."

