



Spool Handling Recommendations

General:

All spools of wire are best handled and shipped in the “rolling position”. Do not ship or store spools on their side, as this can cause the outer wraps of the wire to shift and overlay the under layers.

Maintain positive tension on the starting end of the spool. Do not allow the end to hang freely at any time. Allowing ends to hang freely will cause loosened tension and despoiling problems in the future.

Receiving/inspection:

Check to make sure spool arrived properly packaged. Damage to boxes or spool flanges is a good indication of poor handling by shipping contractors, and all damages should be reported as claim to the freight handler.

Damaged spools should be respooled before use. If respooling is not possible, spool should be reported as a total loss to the freight handler. Any other spools in the same package should be labeled as potential problems. Report any repeating problems to HSM Wire International so we can choose the best shipper for your shipping location.

If incoming inspection is required, all sampled spools should be maintained under tension while a sample is obtained. At no time should tension be released, and spools must be “reversed tied off” or taped as they were received.

Spools should never be tied off by twisting the startup end under another wrap of wire, as this will no doubt cause a tangle on future use.

Please note: HSM Wire International Inc, is not responsible for damage due to mishandling after the material has left our facility.

Opening the HSM Wire International box, if applicable:

Carefully removed the spooled material from the packaged box by holding the bottom of the box and carefully pulling the spool straight up and away, taking care to not let the edges of the box come in contact with the wire on the spool as this may cause breaks or kinks in the wire.

Please note: Touching the wire will cause breakage, kinks in wire, or fingerprints.

Storage:

All spools should be stored in one layer in the rolling position on racks designed to prevent free rolling or in their original packing cartons.

Spools should never be stacked in such a way that the free flange touches the wire on another spool. Spools should not be staggered on a shelf, but lined up in such a way that the flanges do not come in contact with the wire of another spool.

As much as possible, spools should be stored in a constant temperature consistent with the operating environment where it will be used. If stored in a “cold environment”, it is recommended that spools be brought into the working environment at least 24 hours prior to use to allow the tension to adjust to the temperature where it will be used.

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Loading/setting up letoff equipment:

Equipment design engineers should be aware of the following considerations for equipment.

Spool back tension/braking is critical to trouble free using of any wire product.

A guide pulley should be positioned at least 18 inches from the spool and be the first point of contact with the wire. Eyelets are not suitable if surface finish and cast are important to the final product. The pulley diameter should be large enough to prevent any cast from being imparted to the wire.

As much as possible, a straight line should be maintained between the spool and the equipment. If necessary to festoon the wire or change direction, the pulley design should be of sufficient diameter and the groove wide enough to prevent imparting any cast on the wire or damaging the surface.

Mishandling:

The most common handling damage to the wire is an unsecured starting end. The starting wire end must be kept under tension when the start end is un-taped. If it is allowed to unravel or become loose on the spool, the wire will shift on the barrel and become under wound or tangled with other wire strands. Securing the starting end at all times can prevent this as well as using a proper payoff.

Fingerprints are another common form of mishandling damage. When a finger touches the wire, a combination of physical damage and residue is imparted onto the wire. The residue from the finger salts will oxidize the wire.

Please note: HSM Wire International Inc, is not responsible for damage due to mishandling after material has left our facility. This includes improperly securing the starting end of the spool material and allowing the single strands to become entangled with each other, fingerprints, scratches from surfaces (edge of counters or packaging), or from fingernails.

Returns for evaluation:

If a spool is going to be returned for evaluation, it must be repacked in the same way it was received. It needs to be tied off or taped tightly to the flange, and repacked in a plastic bag and then boxed. Failure to do so will prevent HSM Wire International engineering personnel from evaluating any winding problems.

Any goods which the customer is asked to return to HSM Wire International, INC. must be dispatched properly addressed, carriage paid and correctly packed in accordance with HSM Wire International, INC.'s instructions. Goods properly supplied against customer order will under no circumstances be accepted for return. A RMA Form must be submitted before goods can be returned to HSM Wire International INC. You can call or email to request for this RMA Form. Any goods shipped back without the proper RMA form will be deemed as a lost in transit. HSM Wire International INC. also has a re-stocking fee that applies to ALL orders that is returned to our warehouse.