

Costa Rica Ink Production FAQs



1. Why is Matthews Marking Systems (MMS) moving their ink production to Costa Rica?

MMS had made a decision to expand and update their ink production equipment. Global market demands for their product have increased, necessitating the need for a new facility. MMS needed to decide if they should update the facility in Pittsburgh, Pennsylvania in the U.S., or to choose a new site, more globally accessible.

2. What location did MMS choose and why?

After reviewing many sites, MMS chose Cartago, Costa Rica, primarily due to its ability to serve a global market with easy access to both ground and sea transportation. Also, Costa Rica possesses an educated work force, offering many experts in chemical engineering, and industrial engineering, and industrial production.

3. What type of facility is in Costa Rica?

The new Matthews Costa Rica location is a production facility, with personnel and reporting structures similar to our other production and sales facilities located in China, Germany, Pittsburgh, Portland and Sweden. The Costa Rica team members are direct Matthews' employees who report into Matthews Marking Systems, headquartered in Pittsburgh, PA.

4. Will there be any changes in business?

No. The transition will be seamless. MMS will continue operating under our normal business practices. Customers will continue ordering products through our order fulfillment team in Pittsburgh, Pennsylvania (mms-insidesales@matw.com or 1.800.775.7775). Products will be shipped from our US or European distribution center as appropriate.

5. What about quality of the products?

Customers will receive the same high quality products that they have grown to expect from MMS. The products are being produced using the same manufacturing process. Also, identical raw materials are being used, ordered from the same manufacturers as we have been using for years. Our high quality standards are maintained because we follow the same stringent quality control processes as in our current production facilities.

6. How does MMS maintain the high quality standards?

We validated early production runs in Costa Rica, using stringent testing criteria. We then sent batches to Pittsburgh for additional quality testing. We emphasize continuous training with personnel between Costa Rica and Pittsburgh. We are using the same US formulations and adhering to the same manufacturing and quality control processes.

7. Will there be any changes in the product packaging?

The only changes to product packaging are:

- a) Both the Pittsburgh, PA and Cartago, Costa Rica will be listed as Manufacturer (country of origin) in section 1 of the SDS Sheets.
- b) For inks manufactured in Costa Rica, the label on the ink bottle and the carton will say "Made in Costa Rica".

8. How is MMS communicating this news?

Our formal announcement will be posted on our website and a country of origin statement will be included on all order confirmations.

9. What if more information is desired?

For more information, please contact:

Commercial Liz Churchill VP, Sales and Marketing

Technical David Klodowski Director, Ink Development

email info@matw.com Subject line: CR Commercial or CR Technical