



## **Port Hawkesbury Paper Sales & Service Guide**



**Pages**

**01-02    Contacts**

Mill Information  
Customer Service Contacts  
Technical Service Contacts

**03-06    Ordering Information & Policies**

Samples  
Grades & Basis Weights  
PH Standard Roll Sizes/Machine Trim/Tolerances  
Return Policies  
Last Day to Cancel/Shipping Policies Warranty

**07-14    Claims Guide**

Technical Contacts  
Complaint Process  
Evidence Requirements/Resolution Policies

**15-18    Product Specifications**

Artisan  
Prominence Plus  
Prominence

**19-20    Sustainability**

Forestry Certification  
PH Forestry Practices  
PH Forestry Certifications

**21-22    Paper Tools**

Suggestions for pressroom use of SC paper  
PH TAPPI Roll Numbering System

**This guide covers information for Port Hawkesbury Paper supercalendered products.**

At Port Hawkesbury Paper, the goal is to provide outstanding service to deliver the right paper solutions for your business. The Sales & Service guide was developed to help you find the information that you need, all in a simple and easy-to-use format. We hope that you find this to be a useful tool and look forward to assisting you with your paper needs.

### **About Port Hawkesbury Paper**

The Port Hawkesbury Paper (PHP) mill site was first developed in 1962 as a sulfite pulp mill, with the newsprint machine added in 1971. In 1998, a state-of-the-art supercalendered paper machine was built. Purchased by Stern Partners in 2012, the mill reopened with the goal to become the lowest cost, highest quality supercalendered paper producer in North America. Port Hawkesbury's Artisan® Plus, Artisan®, Prominence Plus®, Prominence® and Maritime® brands offer a full line of supercalendered product offerings known for excellent quality and runability. All Port Hawkesbury products are available with FSC®, PEFC™, or SFI® certification and are used for catalogs, retail inserts, magazines and coupons.

Port Hawkesbury Paper  
120 Pulp Mill Road, Box 9500  
Port Hawkesbury, Nova Scotia B9A 1A1 Canada  
800-989-3608  
[www.porthawkesburypaper.com](http://www.porthawkesburypaper.com)

## Contacts

### Customer Service

At Port Hawkesbury Paper, we pride ourselves on reliable and personalized customer service. If you need information about our products, want to place an order or would like information about an existing order, our customer service team is available to assist you Monday through Friday 8am-6pm (Atlantic Time).

#### Customer Service Department

**800-989-3608**

**customerservice@porthawkesburypaper.com**

### Technical Field Service

We make every effort to ensure customer satisfaction with each order, but there is occasionally the need to return paper or receive some assistance when running on press. We have included a complete section in this publication to walk you through the claims process as well as some key numbers to call when you have a technical inquiry.

#### Technical Service (On Call 24/7)

Bruno D'Amato  
416-624-3930

**bruno.damato@porthawkesburypaper.com**

Henry Evans  
901-849-2262

**henry.evans@porthawkesburypaper.com**

### Claims Processing

Port Hawkesbury Paper Claims

902-625-6200 | 902-625-6174 fax | **claims@porthawkesburypaper.com**

Send completed Port Hawkesbury Paper claims packages to the following addresses (or as directed by your Technical Field Service Representative):

#### For US Customers:

Port Hawkesbury Paper  
c/o Henry Evans  
54 Sarah Cv.  
Atoka, TN 38004

#### For Canadian Customers:

Port Hawkesbury Paper  
c/o Bruno D'Amato  
31 Munroe Crescent  
Uxbridge, Ontario L9P 1L5 Canada

## Samples

If you are interested in receiving samples of our papers, marketing brochures or commercially printed samples, please visit our website to place and order or call or e-mail customer service directly with your request. We offer 8.5 x 11" and 12.5 x 19" plain paper samples. Printed sample sizes will vary based on availability. If you need special sizes or expedited service, please call for assistance.

800-989-3608 | [customerservice@porthawkesburypaper.com](mailto:customerservice@porthawkesburypaper.com)

## Port Hawkesbury Paper - Grades and Basis Weights

Grade	Standard Basis Weights
Artisan	Offset: 30#, 32#, 34#, 36#, 38#, 40#, 45#, 50# Gravure: 30#, 32#, 34#, 36#, 38#, 40#, 45#, 50#
Prominence Plus:	Offset: 28#, 29#, 30#, 32#, 34#, 36#, 38#, 40# Gravure: 28#, 30#, 32#, 34#, 36#, 38#, 40#
Prominence:	Offset: 30#, 32#, 33#, 35#, 38#, 40# Gravure: 30#, 32#, 33#, 35#, 38#, 40#

## Machine Trim

Supercalendered machine - 357.5" to 369" (9,080 mm - 9,380 mm)

## Standard Roll Sizes and Packaging

**Minimum Orders:** All grades are subject to minimum and trim requirements - please call for specific information

**Roll Width:** Minimum - 15.27" (388 mm) on winders and/or salvage winder  
Maximum - 150" (3,800 mm) on winders

**Outside Diameter:** 40", 45", 50"

**Roll Size Tolerances:** Plus - 1/16"

**Standard Roll Wrap:** 15.27" - 22" (388 mm - 559 mm) - Two (2) rolls per bundle. Mill must wrap two (2) per bundle on rolls less than 22"  
>25" - One (1) per bundle

**Cores:** 3" and 6" capability

## Tolerances - Overruns /Underruns

The following percentages are considered industry standard as an allowable shipping tolerance for the completion of a manufactured item.

In a standard basis weight and color:

1,000 to 1,999 lbs.....	plus or minus 25%
2,000 to 4,999 lbs.....	plus or minus 20%
5,000 to 9,999 lbs.....	plus or minus 10%
10,000 to 39,999 lbs.....	plus or minus 5%
40,000 lbs and over.....	plus or minus 3%

In a non-standard basis weight:

5,000 to 9,999 lbs.....	plus or minus 20%
10,000 lbs and over.....	plus or minus 10%

## Returns

If the customer has a request for a return, customer service will categorize the return and direct the customer to the appropriate course of action. Returns can be classified as:

1. Quality complaint
2. Transit damage
3. Billing or service error
4. Customer error

For items 1-3, please refer to the claims section for information on how to process a return for these errors. Returns due to customer error can be made under the following conditions:

- All returns must be authorized by PHP Technical Field Service Representative, Sales, or Claims Dept.
- Returns must be in saleable condition.
- Customers will be responsible for all freight charges for shipments to delivery location and return freight cost.
- All returns are subject to a \$20/cwt restocking fee.

## Warranty Statement

Port Hawkesbury Paper warrants that the material delivered hereunder shall be of its standard quality and that such material is adequately packaged and labeled. The foregoing warranties are exclusive and are in lieu of all other warranties (whether written, oral or implied) including warranty of fitness for a particular purpose. Port Hawkesbury Paper's liability, whether resulting from negligence or otherwise, shall not exceed the purchase price of the shipment or part thereof involved.

## Last Day to Cancel (LDC)

Last day to cancel or change an order for Port Hawkesbury Paper is 21 days prior to shipment of the order.

## Shipping Policies

Methods of shipment: Paper can be shipped intermodal, truck, and rail.

Port Hawkesbury Paper will select the optimum shipment option based on the required delivery date. Any changes or revisions to the selected delivery method will be subject to additional freight charges.

Less than a truckload - Availability of less than truckload shipments is based on location and conditions. Please contact your sales representative for pricing.

Customer pick-ups and special requests are only available with prior approval from PHP.



## Customer Guide for Documenting & Submitting Claims

At Port Hawkesbury Paper, we are committed to fully understanding and meeting our customers' needs. We achieve this by obtaining feedback from customers, carefully setting targets for key paper properties, and developing systems to ensure that those targets are met consistently.

Our standard operating procedures include market-based specifications, continuous quality control testing, and the use of statistical process control software to ensure the highest paper quality. We routinely provide our operators with feedback and encourage employees throughout our organization to meet customers in order to better understand their needs.

Nevertheless, we recognize technical difficulties may arise during printing, and we strive to provide our customers with the technical service necessary to work through the problems to a mutually beneficial resolution. This guide is intended to assist our customers through the claims submission process.

For General Claim Inquires or Technical Service

During Business Hours – 8:00am - 6:00pm Atlantic Time

Contact Customer Service: (800) 989-3608 or

Port Hawkesbury Paper Claims Hotline: (902) 625-6200

After Hours: Please contact your mill technical field service representative via cell phone for after hours support.

### Technical Service Contact Information:

#### Technical Service (On Call 24/7)

Bruno D'Amato

416-624-3930

bruno.damato@porthawkesburypaper.com

Henry Evans

901-849-2262

henry.evans@porthawkesburypaper.com

### Claims Processing

Port Hawkesbury Paper Claims

902-625-6200 | 902-625-6174 fax | [claims@porthawkesburypaper.com](mailto:claims@porthawkesburypaper.com)

Send completed Port Hawkesbury Paper claims packages to: the following addresses (or as directed by your Technical Field Service Representative):

#### For US Customers:

Port Hawkesbury Paper

c/o Henry Evans

54 Sarah Cv.

Atoka, TN 38004

#### For Canadian Customers:

Port Hawkesbury Paper

c/o Bruno D'Amato

31 Munroe Crescent

Uxbridge, Ontario L9P 1L5 Canada

## Complaint Process

### Step 1

Pressroom identifies suspected paper-related problem



### Step 2

Promptly notify Port Hawkesbury Paper Technical Field Service Representative



### Steps 3 & 4

Collect basic paper and press related information



### Step 5

Collect materials that demonstrate the problem  
(see guide on pages 11-12 for evidence requirements)



### Step 6

Submit the completed claim package to Port Hawkesbury Paper



## If you suspect there is a problem with your paper...



### Step 1

The pressroom suspects a paper related problem



### Step 2

Immediately notify Port Hawkesbury Paper using the contact information listed on Page 2.

This is a critical step in the process - if we do not know there is a problem, we can't help you fix it. If you suspect a paper-related problem, notify PHP immediately. Claims for lost press time will not be considered unless we are notified within 24 hours from the time of the initial problem and given an opportunity to assist in identifying alternative solutions. The printer will be responsible for any lost press time if they choose to continue on press without notifying a mill representative.

Please have as much of the information from Step 3 and 4 available when making your first phone call. This will enable the Technical Field Service Representative to more promptly respond to your concern.

The mill's personnel manage all claim submissions. If a merchant supplied the paper, the merchant may assist you in preparing and submitting the claim. However, the merchant is not authorized to determine fault or negotiate a settlement on behalf of PHP.

Our TFS reps are on call 24 hours a day, 7 days a week.



### Step 3

Collect all basic paper related information:

- PHP Order number
- PHP roll tracking number is REQUIRED
- Grade and basis weight
- Roll size(s)
- Quantity ordered
- Quantity effected by the problem



## Step 4

Collect all press related information:

- A description of the problem
- Apparent defect
- Condition of the print job
- Downtime (if any)
- A description of the press
- Number of units
- Type of ink, plates, fountain solution
- Color sequence



## Step 5

Collect materials that demonstrate the problem. If you have any questions, contact your TFS representative.

Insufficient evidence will be considered a basis for rejecting a claim. Be sure to clearly mark defects and identify all sheets submitted. Mail samples flat if they will be evaluated for curl or surface wrinkles. Rolled samples are acceptable for other conditions and should be shipped in a mailing tube.

The following may be required:

- Printed and plain paper roll-up of competitive samples, if you are using them as a comparison
- Photos to show the defect, if necessary

PHP requires specific evidence to document certain types of print defects. The table in the following pages summarize these additional requirements.

The customer is responsible for submitting the samples and other information necessary to process the claim. However, if one of our Technical Field Service Representatives is given the opportunity to visit the pressroom, the TFS rep will help you investigate the root cause, determine options to resolve the problem, and collect the appropriate samples.



## Step 6

Submit your completed claim to PHP using the appropriate claims contact address in this guide. Include a technical point of contact so that we may answer any unresolved issues promptly.

## Specific Evidence Requirements

All roll numbers and labeling evidence to their corresponding roll numbers are required with each claim

Defect	Evidence Required
Baggy rolls (or other roll condition)	<ul style="list-style-type: none"> <li>• 12 printed samples</li> <li>• Plain paper roll-up (see note)</li> <li>• Test strip from Schmidt Hardness Tester (if available)</li> </ul>
Concealed damage	<ul style="list-style-type: none"> <li>• Photographic evidence of damage with wrapper and unwrapped rolls</li> </ul>
Contamination	<ul style="list-style-type: none"> <li>• 12 printed samples</li> <li>• Plain paper roll-up (see note)</li> <li>• Tape pulls on clear acetate tape showing debris from blanket or plate</li> </ul>
Crushed cores	<ul style="list-style-type: none"> <li>• Roll numbers</li> <li>• Photographic evidence of damage</li> <li>• Location, address of rolls and contact information for repairs</li> <li>• If available, signed BOL for damage by driver</li> </ul>
Ink or paper piling	<ul style="list-style-type: none"> <li>• 12 printed samples showing the defect</li> <li>• Plain paper roll-up (see note)</li> <li>• Samples of inks and fountain solution with MSDS</li> <li>• Photos of defect</li> </ul>
Mottle	<ul style="list-style-type: none"> <li>• 12 printed samples showing the defect</li> <li>• Plain paper roll-up (see note)</li> <li>• Identify outside of roll on printed samples</li> <li>• Color sequence</li> <li>• Samples of inks and fountain solution with MSDS</li> <li>• Photos showing the issue on the blankets or plates</li> </ul>
Short shipments	<ul style="list-style-type: none"> <li>• Copy of bill of lading or delivery receipt signed by the driver for the shipping shortage (with missing roll number(s) noted)</li> <li>• Inventory receiving report</li> </ul>

**\*Note: A minimum of ten feet rolled up off the outside of the roll for each roll is required. Evidence should be sent in a mailing tube and be clean, wrinkle free, and in good condition. Please do not fold plain paper samples.**

Defect	Evidence Required
Slitter dust, picking or hickies	<ul style="list-style-type: none"> <li>• 12 printed samples showing the defect</li> <li>• Plain paper roll-up (see note)</li> <li>• Tape pulls are necessary to support the claim - tape pulls on clear acetate tape showing debris from the blanket or plate</li> </ul>
Surface (galvanizing, dirt, scratches, etc.)	<ul style="list-style-type: none"> <li>• 12 printed samples showing the defect</li> <li>• Plain paper roll-up (see note)</li> <li>• Tape pulls are necessary to support the claim - tape pulls on clear acetate tape showing debris from the blanket or plate</li> </ul>
Transit damage	<ul style="list-style-type: none"> <li>• Photographic evidence of damage with wrapper and unwrapped rolls - e-mail of a digital photo</li> <li>• Copy of the bill of lading or delivery receipt signed by the driver for the shipping damage</li> <li>• Railroad inspection report or waiver</li> <li>• Copy of manifest (with damage noted)</li> </ul>
Web breaks	<ul style="list-style-type: none"> <li>• Evidence of defect or sheet damage</li> <li>• Position on press where break occurred</li> <li>• PH roll identification number for rolls in question</li> </ul>
Wrong size or mislabeled rolls	<ul style="list-style-type: none"> <li>• Bill of lading</li> <li>• Copy of roll label</li> <li>• Photo of roll showing measurement with tape measure or physical samples</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Contact Technical Field Service representative for suggestions</li> </ul>

**\*Note: A minimum of ten feet rolled up off the outside of the roll for each roll is required. Evidence should be sent in a mailing tube and be clean, wrinkle free, and in good condition. Please do not fold plain paper samples.**

\*



## Claim Resolution Policies

1. Port Hawkesbury Paper (PHP) will respond to claims, including a decision on credit owed, within 4 weeks of receiving a complete claims submission from the customer.

2. PHP will make every effort to replace defective paper as soon as possible. However, if PHP cannot ship replacement paper in time to meet deadlines, PHP will not be liable for additional costs incurred by the printer unless a written agreement has been negotiated prior to the printer continuing with the print job.

3. Shipment of standby or replacement paper does not obligate PHP to validate the customer's claim. If the replacement paper prints without problems, then the original paper must be reprinted to confirm a problem. If the original paper then prints without a problem, PHP will not accept the paper as a return.

4. PHP reserves the right to assume ownership of any rejected paper on an approved claim and the disposition of such paper is at the discretion of the mill. A mill representative will provide written disposition instructions once a claim has been settled. Debits to PHP covering rejected paper must be accompanied by a Bill of Lading consistent with the disposition instructions.

If the paper is to be scrapped or recycled, proof the scrap value received must be provided. If no proof is provided, PHP will assume market price and will deduct the scrap value from the overall credit amount.

5. PHP will not assume responsibility for continued use of a questionable product.

6. PHP is not responsible for print defects related to faulty equipment, improperly operated equipment, or incompatibilities between inks, fountain solution, blankets and plates.

7. PHP is not responsible for print defects related to fluting, which is dependent on several factors, including ink coverage and form layout.

8. The customer is responsible for choosing the appropriate paper for a given project. Assistance and advice from PHP representatives does not imply warranty if the end-use of the paper selected exceeds the paper's design capabilities.

9. PHP will not assume responsibility for print jobs that have been initially approved by the printer, but later rejected by an end user.

10. PHP will not assume responsibility for blanket damage unless the customer documents that such damage was clearly paper-related. On justified claims, blankets will be replaced as new. Claims for installation or lost press time related to blanket changes will not be paid.

11. Paper-related web breaks will be evaluated on an individual basis. In general, a roll can be rejected for two or more paper-related breaks if conclusive evidence is provided. Three or more paper-related breaks can result in a rejected roll if inconclusive, but supporting evidence is provided.

12. PHP will not assume liability for complaints associated with aging, such as loose cores, splice failures, shade deterioration, strength loss or changes in moisture after one year from delivery date.

13. PHP will not assume liability for converting problems, including cracking at the fold, cutter dust, static and wrinkles related to cutting, sheeting for folding operations. This includes in-line sheeters on sheetfed presses and bindery operations on heatset presses.

14. PHP will not assume responsibility for transit damage or carrier shortages. If all the appropriate evidence is provided as specified in the Specific Evidence Requirements table (see transit damage), then PHP will assist the customer in submitting a claim to the appropriate shipping company when requested.

15. PHP will make every effort to meet acknowledged delivery dates. However, PHP will not assume responsibility for additional costs incurred by the customer as a result of late delivery caused by conditions beyond our control.

16. PHP must receive paper related claim notification within 12 weeks from the time of the paper related issue. Transit claims must be filed within 14 days in order to submit to the carrier in order to fully justify a claim. PHP will no longer process transit claims of less than 200 lbs (or \$100).



## **Product Specifications**

All specifications are based on testing and measurement that we believe to be reliable and are intended for informational purposes and do not constitute a warranty. Purchasers should independently verify suitability for specific product use.

Text specifications are based on 25" x 38" basis size

Caliper figures are an approximate single sheet measurement and may not be appropriate for lineal footage calculations.

Product specifications are based on Tappi brightness measurements.

# Artisan

A premium SCA++ paper

## SPECIFICATIONS

### Offset & Gravure

Basis Wt	GSM	Bright	Gloss	Opacity
28*	41	74	41	81
30	44	75	43	83
32	47	75	45	85
34	50	76	47	86
36	53	76	48	87
38	56	76	50	88
40	59	76	52	89
45	67	76	52	91
50*	74	76	53	93
60*	89	76	54	96

Specifications are based on TAPPI testing standards and procedures. Offset and Rotogravure grades are specifically manufactured for that printing process.

\*Grades specified with an \* are subject to minimum and trim requirements - please call your sales representative for details.



### PORT HAWKESBURY PAPER

120 Pulp Mill Road, Port Hawkesbury, Nova Scotia, B9A 1A1  
1.800.989.3608 | [customerservice@porthawkesburypaper.com](mailto:customerservice@porthawkesburypaper.com)  
[www.porthawkesburypaper.com](http://www.porthawkesburypaper.com)

©2021 Port Hawkesbury Paper L.L.C. version 01.2021

SCA++



## APPLICATIONS

- Magazines
- Catalogs
- Retail inserts
- Direct mail

## FEATURES

- Competitive with LWC #4 and #5 grades and the only 60# SC option on the market
- High brightness and excellent ink holdout
- Reliable performance and a smooth surface
- Available as FSC®, SFI® or PEFC™ certified



The mark of responsible forestry



Specifications are based on testing and measurement that we believe to be reliable and are intended for information purposes and do not constitute a warranty. Purchasers should independently verify suitability for specific product use.

# PROMINENCE<sup>plus</sup>

A premium SCA+ paper

## SPECIFICATIONS

### Offset

Basis Wt	GSM	Bright	Gloss	Opacity
28	41	70	42	83
29*	43	70	44	84
30	44	70	44	84
32	47	70	45	86
34	50	71	47	88
36	53	71	48	89
38*	56	71	50	90
40*	59	71	51	91

### Gravure

Basis Wt	GSM	Bright	Gloss	Opacity
28	41	70	42	84
30	44	70	44	85
32	47	70	45	86
34	50	71	47	88
36	53	71	48	89
38*	56	71	50	90
40*	59	71	51	91

Specifications are based on TAPPI testing standards and procedures. Offset and Rotogravure grades are specifically manufactured for that printing process.

\*Grades specified with an \* are subject to minimum and trim requirements - please call your sales representative for details.



### PORT HAWKESBURY PAPER

120 Pulp Mill Road, Port Hawkesbury, Nova Scotia, B9A 1A1  
1.800.989.3608 | customerservice@porthawkesburypaper.com  
[www.porthawkesburypaper.com](http://www.porthawkesburypaper.com)

©2018 Port Hawkesbury Paper L.L.C. version 08.2018



## APPLICATIONS

- Catalogs
- Direct mail
- Corporate Brochures
- High-run Publications
- Advertisements

## FEATURES

- Comparable with LWC #5 grades on the market with significant cost savings
- High brightness and excellent ink holdout
- Reliable performance and a smooth surface
- Available as FSC®, SFI® or PEFC™ certified



Specifications are based on testing and measurement that we believe to be reliable and are intended for information purposes and do not constitute a warranty. Purchasers should independently verify suitability for specific product use.

# PROMINENCE

A premium SCA paper

## SPECIFICATIONS

### Offset

Basis Wt	GSM	Bright	Gloss	Opacity
28*	41	67	40	85
30	44	67	42	87
33	49	68	43	90
35	52	68	46	91
38*	56	68	48	92
40*	59	68	50	93

### Gravure

Basis Wt	GSM	Bright	Gloss	Opacity
28*	41	67	40	85
30	44	67	42	87
33	49	68	43	90
35	52	68	46	91
38*	56	68	48	92
40*	59	68	50	93

Specifications are based on TAPPI testing standards and procedures. Offset and Rotogravure grades are specifically manufactured for that printing process.

\*Grades specified with an \* are subject to minimum and trim requirements - please call your sales representative for details.

## APPLICATIONS

- Magazines
- Catalogs
- Retail inserts
- Direct mail

## FEATURES

- High brightness and excellent ink holdout
- Reliable performance for quality images
- Available as FSC®, SFI® or PEFC™ certified



### PORT HAWKESBURY PAPER

120 Pulp Mill Road, Port Hawkesbury, Nova Scotia, B9A 1A1  
1.800.989.3608 | customerservice@porthawkesburypaper.com  
[www.porthawkesburypaper.com](http://www.porthawkesburypaper.com)

©2018 Port Hawkesbury Paper L.L.C. version 08.2018

Specifications are based on testing and measurement that we believe to be reliable and are intended for information purposes and do not constitute a warranty. Purchasers should independently verify suitability for specific product use.

## Port Hawkesbury Paper - Forestry Practices & Certification

Sustaining a healthy natural environment is an integral part of all company operations. Port Hawkesbury Paper fully endorses the Forest Productions Association of Nova Scotia Principles of Forest Stewardship, and the Forest Products Association of Canada (FPAC) Sustainability Statement.

Our company forest resources will be managed for long-term sustainability and natural biodiversity, while providing an increasing harvest volume and conserving social and cultural values of the community. The company is committed to implementing its sustainable forest management mission, vision and guiding principles.

### **Sustainable Forest Management (SFM) Initiatives Include:**

- Managing the forest to maintain, enhance and develop the appropriate range of species naturally found on-site.
- Using a range of harvest treatments based on on-site specific characteristics to create a more diverse and mixed forest in Nova Scotia.
- High Conservation Value Forest (HCVF) management.
- Public participation and broad-based input from local communities.

### **High Conservation Value Forest (HCVF) Management**

A forest can be designated as HCVF if the values within it are considered to be outstanding significance or critical importance within the following six key categories:

- Category 1** – Forest areas containing globally, regionally or nationally significant concentrations of biodiversity values (e.g. endemism, endangered species, refugia).
- Category 2** – Forest areas containing globally, regionally or nationally significant large-level landscape forests, contained within, or containing the management unit, where viable populations of most if not all naturally occurring species exist in natural patterns of distribution and abundance.
- Category 3** – Forest areas that are in or contain rare, threatened or endangered ecosystems.
- Category 4** – Forest areas that provide basic services of nature in critical situations (e.g. watershed protections, erosion control).
- Category 5** – Forest areas fundamental to meeting basic needs of local communities (e.g. subsistence, health). Forest areas critical to local communities' traditional cultural identity (areas of cultural, ecological, economic or religious significance identified in cooperation with such local communities).

### **Management of HCVF areas can include:**

1. Protection from all management or activities, or;
2. Specialized management that maintains or enhances the value established by any or all of the aforementioned six key categories.



## FSC Certification # SAI-COC-001958

Port Hawkesbury Paper is committed to conducting its forest operations under the Forest Stewardship Council certification standard, and offers FSC® certified grades as an option for all products. All labels are FSC MIX CREDIT.

The pulp used in all our FSC-certified grades is tracked and documented through the chain-of-custody process, meaning it is acquired from forests that are well managed in accordance with FSC's principles and criteria. All FSC-certified grades are labeled with FSC logo, demonstrating Port Hawkesbury Paper's commitment to maintaining the chain of custody required for this certification at the mill site, for the Provincial forests it manages.

An important element in the FSC certification process is the analysis of a company's forest lands for potential High Conservation Values Forests (HCVF). All forests contain some ecological or social values that are important for biological processes or human needs. Examples of forest values are rare species habitat, recreational sites, or old growth forests. More information can be found at: [www.ca.fsc.org](http://www.ca.fsc.org).

## SFI Certification # SAI-SFICOC-010744

Available on all PH paper lines by request. 100% of fiber used for these products is SFI®-certified material as calculated under the volume credit method. More information can be found at: [www.sfiprogram.org](http://www.sfiprogram.org).

## PEFC Certification # SAI-PEFC-010744

Port Hawkesbury Paper also offers PEFC™ certification upon request. For more information visit: [www.pefc.org](http://www.pefc.org).

For more information about our forestry practices or certifications, please visit our website at: [www.porthawkesburypaper.com/sustainability](http://www.porthawkesburypaper.com/sustainability)



The mark of  
responsible forestry



## Suggestions for Offset Pressrooms Using SC Paper

### Prepress

Most printers use a line screen of 150 or 175 lines per inch, with a curve to the sheet of paper being used. We can supply white samples in advance to the printer if needed to make these adjustments.

### Ink

Successful printers use low-tack ink on SCA papers to eliminate delaminating, linting, and piling issues. These inks are available from all ink suppliers, and the ink supplier should be involved from the start when a printer is going to change to SCA paper. The proper ink for the sheet is the key element determining the success of running SC paper. The proper tack and ink lubrication properties are a must when starting up the press from make ready. The normal ink tacks for supercalendered grades are around K:7, C:8, M:7, Y:6, with ink roller temperatures at 85° Fahrenheit. The ink supplier will have the ink needed in these ranges as this is normal in the industry trade.

### Fountain Solution

Consult with your supplier, but most fountain solutions can be used from coated to SC papers. Conductivity @ 2800, and unit temperatures from 68° to 72° Fahrenheit are normal.

### Press Units

Requires normal set up, as with coated paper.

### Tension

Tension settings as with LWC. Infeed tension @ 2.4, multiplied by the roll width is a good starting point, along with a 1% gain at the chills. Some adjustments with nip settings may be needed due to the caliper difference between SC paper and coated paper.

### Dryers

SC paper needs to have an exit web temperature of 260° Fahrenheit. The printer can set the temperature at what one thinks is necessary, but higher dryer temperatures tend to lower gloss and make the sheet more prone to static electricity from moisture loss.

### Chill Roller Settings

Same as coated papers.

### Silicone Application

Most printers use silicone to eliminate scuffing, and SC paper is the same. Static eliminators can be added at this point to help with delivery issues if necessary. Example: Downey fabric softener is used often in this industry for static.

### Upper and Lower Folder, Sheeter

Adjustments are needed for caliper differences from coated to SC paper.

# Tappi Roll Numbering System

Port Hawkesbury

Examples of a PH Roll Number: PH22H3101299

All PH paper comes off Paper Machine 2, If the machine is identified as “R”, the roll came off the rewinder

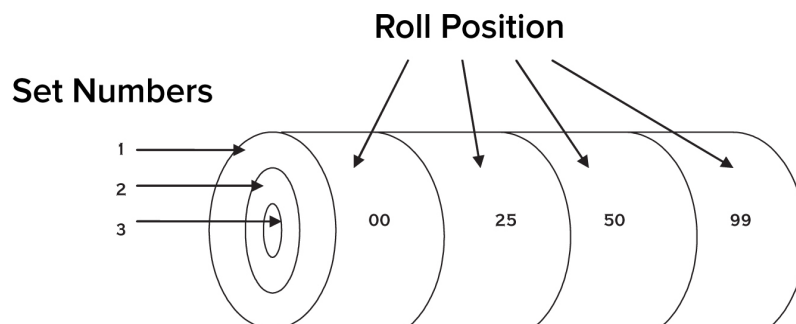
MILL	MACHINE	YEAR (LAST DIGIT)	MONTH	DAY	REEL OF DAY	SET	POSITION
PH	2	2	H	31	01	2	99

## Explanation of Month:

- |              |               |
|--------------|---------------|
| A - January  | G - July      |
| B - February | H - August    |
| C - March    | J - September |
| D - April    | K - October   |
| E - May      | L - November  |
| F - June     | M - December  |

## Explanation of Position (last two digits):

The last two digits indicate the percentage of the distance from the front edge of the reel, where a particular roll starts. With the exception of a back roll, which is always a 99.







120 Pulp Mill Road  
Port Hawkesbury, Nova Scotia B9A 1A1  
Canada  
[www.porthawkesburypaper.com](http://www.porthawkesburypaper.com)  
800-989-3608

Maritime®, Prominence®, Prominence Plus®, and Artisan® are all registered trademarks of Port Hawkesbury Paper Company, LLC ©2007-2021 Port Hawkesbury Paper. All rights reserved. Ver. 06.2021  
The mark of responsible forestry. ©1996 Forest Stewardship Council A.C.