

“We were days from our UK business going under due to pallet issues”

Samson Pallet Stability’s client, an importer of wood briquettes into the UK, came to a crisis point in June 2024 when their pallets started failing in transit.

Their products are imported ready palletised into the UK, and then handled by a pallet network to get them to their final destination.

It was the 16th June 2024 when the first pallet went over. The European factory were notified at the first failing, and claimed that nothing had changed at their end. It was clear to our client that they must have, but they needed some kind of proof to back it up.

With pallets weighing up to 800kg, failing loads not only was costly for the company, but also very seriously compromised the health and safety of the handlers.

17 subsequent failed pallets later, and the pallet network had said that unless something fundamentally changed, they would cease to trade with our client. Their failing pallets were posing not only a danger to handlers, but also to other customers’ goods. Understandably they wanted to remove this risk. Our client’s entire business was at critical risk.

Our client contacted Samson Pallet Stability, and were consulted by EUMOS expert Calum Seddon, giving the brief that they needed definitive proof that the pallets were already unstable and unsafe at the point of arrival in the UK. The client needed irrefutable data to show to the factory to force them to make changes to secure the pallets better.



Calum and the Samson Pallet Stability team conducted detailed analysis of the pallets using the Samson Nano Slingshot, which replicates the inertia of a braking vehicle up to 0.8G, and allows customers to analyse the point at which pallets are failing to create recommendations for improvements. The tests showed without doubt that the pallets were not as stable as they should be.

“The Slingshot tests are scientific, consistent and repeatable”

In addition to our customer getting tests done in the UK, the factory sent pallets to their own testing centre. When one arrived already broken, and one failed similar tests, the proof was undeniable and the factory was forced to make changes in both their wrap settings and their wrap quality. Since then, there haven't been any problems and our client continues to thrive in the UK as a result.

“

“We were able to go back to the pallet network with data proving that scientific testing had taken place, and that we had created fundamental change at the point of despatch. They were happy to accept test results from the Slingshot as evidence of these changes. With no further issues, the testing had literally saved our business from going under.”

“Calum and the team are consummate professionals with really extensive knowledge, experience and generosity of service – they even referred me to one of their suppliers who could conduct similar testing on the cardboard packaging, just so we covered all bases. I can't recommend their services highly enough.”

”