

Frequently Asked Questions (FAQs)

We hope you're as excited about the new Pixelle® as we are, and invite you to provide feedback to your Glatfelter account manager or any of our customer service representatives. For more details, please see the FAQs, below. If you have questions, you can contact us at 1-888-744-4246 or pixelle@glatfelter.com.

What is Pixelle®?

With more than 30 products, Glatfelter's Pixelle® line boasts the most comprehensive portfolio of high-speed inkjet papers in the market. Pixelle® paper produces high-quality, vivid-color digital images with exceptional fidelity and is ideal for fast, nimble, customizable runs. The breadth of our portfolio helps customers increase productivity and profitability while exceeding quality and performance expectations.

Why change the product names?

Glatfelter has offered high-speed inkjet paper for more than a decade, and over the years we've customized the Pixelle® line based on customer needs. As our portfolio expanded, we introduced customers to new products at varying specifications and levels of treatment, spanning thousands of potential applications. Now, we want to simplify Pixelle® for our customers without compromising the line's unprecedented versatility. The new streamlined names and product categories will help customers more easily select the best paper for the job at hand.

Will any of the Pixelle® product attributes change?

No, only product names are changing. The design and specifications of our high-quality Pixelle® products will remain the same.

Where do I find the new product names?

The new product names will begin to show up on acknowledgments, bills of lading, packing lists, roll labels, invoices, and anywhere you would traditionally see the product names referenced. You will see these as early as June, and we will continue to cycle first inventory out to get you the new product brands as quickly as possible.

What do I need to know about the Pixelle® line?

Pixelle® offers three different levels of high-speed inkjet paper and more than 30 products, providing our customer unparalleled printing flexibility. Our product levels include

- **Untreated:** Dependable and efficient, untreated paper is ideal for pigment-based and dye-based inkjet systems, as well as laser and offset printing.
- **Treated:** Quick-drying and with enriched tones, treated paper is ideal for high-color graphics and sharp images. Works with pigment-based and dye-based inkjet systems, as well as laser and offset printing.

- **Coated:** Offering exceptional quality and high color saturation, coated paper boasts enhanced image durability and a smooth surface. It's suitable for pigment and dye inks, and our 7pt and 9pt grades meet USPS requirements.

When will I see the name changes on products?

The new names will be transitioned in our systems starting in early June; however, it may take a few months for inventory to cycle through. You may get a shipment of legacy and new names on the same pallet and/or truck.

What presses can run Pixelle®?

Pixelle® is designed to run on all high-speed inkjet printers. Our printing partners include Canon®, Kodak®, Xerox®, SCREEN, Ricoh®, and HP®.

Who do I contact if I have technical questions or any difficulties on press?

Glatfelter's Technical Field Service professionals are available for any product performance question. They can be reached at 1-800-832-6323.

Are sample packs available?

Sample packs are available. Please contact your Glatfelter sales representative or Customer Service at 1-888-744-4246 and pixelle@glatfelter.com.

Can I run a trial?

Yes. Glatfelter is launching a NEW sample roll program. We now have multiple stocks available in single packs for customers to request. Please contact your Glatfelter sales representative or Customer Service at 1-888-744-4246 and pixelle@glatfelter.com.

Can I return old Pixelle® product?

In order to maintain supply chain integrity, Glatfelter cannot accept any Pixelle® product returns related to brand name changes only. The name is changing – not the product attributes.

Who do I contact to order?

Please call 1-888-744-4246, or email us at pixelle@glatfelter.com.

Printed On Glatfelter 100# Tiffin Tag