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HALEAKALA WALNUT SHELLING INC. (USA)

Ms. Jeanne Thomas
General Manager

HALEAKALA WALNUT SHELLING, INC. is a three generation family owned walnut grower and processor specializing in high quality shelled walnut products with a packing facility in Northern California.

Ms. Jeanne Thomas explains : “We had been using a mostly manual packing set up since the inception of our company. Approximately a year and a half ago we decided to upgrade our packaging equipment. After investigating options and observing some of our business associates machinery we decided to go with Pattyn.”

“During the first year we experienced some capacity issues with the machine.

Pattyn’s customer service was superior but the machinery was not yet meeting our expectations. Dustin, the Service Department Manager of Pattyn North America, was very concerned with our issues. After many attempts to achieve our standards, Pattyn offered to replace the machine with a combined box erector – bagmaker inserter Ceflex-21.

It was early Spring when we decided to replace the machine, and we had a deadline to meet as the harvest would not wait for the new machinery. Pattyn kept in constant contact with us and assured us that the machine would be in our facility a month before the Harvest.”

Ms. Jeanne Thomas continues: “True to their word the machinery arrived on time and they had a technician here within days to set it up and program it to meet our needs. We also requested a technician for the first week of packing as this is usually when problems arise.

Pattyn stepped up during our busiest time of the year and supplied us with a technician here in our facility who assisted us and trained our employees during this first week of production.”

“The CEFLEX-21 box erector – bagmaker inserter exceeds our greatest expectations. We are packing at speeds we have never known before.”

Ms. Jeanne Thomas concluded: “The customer service we received and continue to receive is beyond excellent. I honestly cannot say enough about the professional character of Pattyn. They are just a pleasure to work with and an awesome company.”



“Producer and packer of superior quality California shelled walnuts”

