

Technical Document Solution Prevents Line-Down Crisis

Challenge

A prominent manufacturer of commercial and residential HVAC components was forecast to lose tens of millions of dollars in sales revenue because of a breakdown in the supply of its technical documentation. The print broker tasked with sourcing the manufacturers' most critical technical documents was unable to meet delivery deadlines, resulting in finished HVAC components being set aside as undeliverable. The situation grew so dire that the producer was within days of shutting down one of its most profitable manufacturing lines. The impending line-down situation would have been devastating to the company's revenue and reputation.

Solution

Taylor's print management experts quickly evaluated the production's needs and developed a production plan that would enable them to resume deliveries.

- Taylor used its nationwide digital print network to rapidly assume production of the technical documentation SKUs in shortest supply — one of which was within 24 hours of creating a line-down crisis.
- We then worked with the client to identify other tech documentation SKUs that were at risk of going out of stock and further delaying shipments of finished HVAC equipment.
- This pattern repeated until Taylor eventually assumed full responsibility for nearly 400 technical documentation SKUs within a matter of weeks.

Results

Taylor's print management expertise enabled the client to achieve its strategic goals.

LINE-DOWN RISK

Taylor's rapid response allowed the team to resume deliveries and keep the production line running.

COMPLIANCE RISK

Our fast action ensured that HVAC products shipped with the technical documentation necessary for safe operation.

SUPPLIER REDUCTION

Taylor's single-source solution replaced the fragmented supply chain created by the manufacturer's print broker.

800.631.7644 | 1725 Roe Crest Drive, North Mankato, MN 56003 | taylor.com

© 2026 Taylor Corporation #4499