



PRODUCT DOCUMENT PACK

Prepared and distributed by KW Commercial Kitchen

PRODUCT

PakMax White 4oz Single Layer Hot Paper Cup – SLHPC-63-4W

Model / SKU: SLHPC-63-4W

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pakmax

Frequently Asked Questions



pakmax.com.au

FAQs | General

Why choose PakMax?

PakMax offers a practical, well-balanced packaging range designed for cafés, restaurants, takeaways, and foodservice operators who want reliable performance, clear sizing, and competitive pricing.

Our range covers everyday essentials — hot and cold cups, lids, containers, bowls, bags, napkins, and takeaway packaging — with consistent fit, dependable materials, and sensible pack sizes that make ordering and stocking simple.

PakMax focuses on:

- A broad, easy-to-navigate range covering most foodservice needs
- Clear compatibility between cups, containers, and lids
- A mix of paper, PET, PP, and sugarcane options to suit different applications
- Custom printing available for businesses wanting branded packaging

We aim to make packaging straightforward, scalable, and commercially sensible for Australian food businesses.

Where are PakMax products made?

PakMax products are manufactured overseas through established production facilities that specialise in food-grade packaging.

Our products are produced to meet commercial foodservice requirements, with material specifications selected to suit their intended use — whether for hot food, cold drinks, takeaway meals, or display packaging.

We work with suppliers that provide consistent quality, reliable supply, and suitable certifications for food contact packaging.

How can I become a PakMax distributor?

If you're interested in becoming a PakMax distributor, please contact our team so we can understand your business and supply requirements.

To help us assess suitability and pricing, we may ask for:

- Business name
- Contact name
- Phone number and email
- Areas or industries you service
- Estimated monthly usage or product categories of interest

Our team will then discuss range access, pricing structure, and next steps.

FAQs | Products

Cartons & Sleeves

What is the minimum order quantity?

PakMax products are sold in full cartons. Minimum order is 1 carton per product.

Can I order sleeves or half cartons?

PakMax supplies full cartons only. Some resellers may break cartons, but PakMax's standard supply is carton quantities.

Can I get a mixed pack (e.g., mixed cup sizes) in one carton?

No — each carton is one size / one product code (for example, 8oz and 12oz cups are separate cartons).

What's the difference between product dimensions and carton dimensions?

- Product dimensions = the size of the item itself (cup/bowl/container)
- Carton dimensions = the size of the shipping box the product comes in (used for freight/storage planning)

If you need carton dimensions/weights for logistics, contact us or your Account Manager.

Materials & Use

What materials does PakMax use across the range?

PakMax includes a mix of:

- Paper cups (PE-coated) for hot and cold drinks (including kraft and black/white options)
- PET clear cold cups, deli containers, salad bowls, and many clear lids
- PP lids for selected bowl/container formats
- Sugarcane (plant fibre) bowls, trays, clamshells, plates, and portion/sauce cups
- Napkins, kraft paper bags, and paper food pails/noodle boxes

Why does PakMax sell plastic lids as well as eco ranges?

Some uses still require clear visibility, strong sealing, and reliable fit—especially for cold drinks, deli tubs, and display packaging. PakMax offers a practical mix so customers can choose the best option for performance, presentation, and local disposal pathways.

Are PakMax products recyclable or compostable?

It depends on the material and your local council/commercial waste provider:

- PET items are commonly accepted in many recycling systems (but varies by area and contamination).
- Paper may be recyclable if clean, but food contamination often prevents recycling.
- Sugarcane plant fibre is commonly used in organics/composting streams where available.

We recommend checking your local requirements and choosing products accordingly.

Are PakMax sugarcane products suitable for hot food?

Yes — the sugarcane range is designed for takeaway and foodservice use (bowls, trays, clamshells, plates, sauce/portion cups). For very hot, oily, or long hold-time applications, we recommend testing with your menu to confirm best performance.

FAQs | Products

Fit & Compatibility (common questions)

Which lids fit PakMax hot paper cups?

PakMax hot cups use 80mm and 90mm lid sizes depending on the cup size. PakMax offers coffee cup lids in 80mm and 90mm formats.

Which lids fit PakMax PET cold cups?

PakMax PET cold cups and lids are sized by rim diameter:

- 78mm cups with matching flat/dome lids
- 90mm cups with matching flat/dome/sip-through lids
- 98mm cups with matching flat/dome/sip-through lids

Which lids fit PakMax PET deli containers?

PakMax PET deli containers are 117mm, with matching:

- Flat lids
- Dome lids
- Outer-fit flat lids

Which lids fit PakMax kraft paper deli containers?

PakMax kraft paper deli containers use 96mm and 115mm lid sizes depending on the container size. Lids are available in PP and paper options.

Which lids fit PakMax paper salad bowls?

PakMax paper salad bowls use:

- 150mm lids for 500/750/1000ml bowls
- 185mm lids for 1500ml bowls

Lids are available in PET and PP options.

Do PakMax sugarcane bowls have lids?

Yes — PakMax sugarcane deep bowls (24/32/40oz) use a matching PET lid.

Storage & Handling

How should I store PakMax packaging?

Store cartons indoors, in a cool, dry place, away from direct sunlight, moisture, and high heat. Keep cartons sealed until use to maintain cleanliness and shape.

Do PakMax products have a shelf life?

Most packaging performs best when stored correctly and used within a reasonable time.

PE Coating Products: Shelf life of up to 2 years.

PLA Coating Products: Shelf life of 12 months from the date of purchase.

Important Storage for PLA: Must be stored away from direct sunlight and at temperatures below 35°C.

Hot & Cold Use

Can I use hot paper cups for cold drinks?

Yes, PakMax hot paper cups can be used for cold drinks. However, they do not have an external moisture barrier, so condensation may soften the cup over time. For iced drinks or longer holding periods, we recommend PakMax cold paper cups or PET cold cups.

Can PakMax cold paper cups be used for hot drinks?

No. PakMax cold paper cups are designed specifically for cold beverages and are not intended for hot liquids.

Are PakMax PET cups suitable for hot drinks?

No. PakMax PET cups are designed for cold beverages only.

FAQs | Products

Heating, Freezing & Food Safety

Can PakMax sugarcane packaging be microwaved?

Yes, PakMax sugarcane products can generally be microwaved for reheating food. Performance may vary depending on food type and moisture content, so testing is recommended.

Can PakMax sugarcane products go in an oven?

PakMax sugarcane packaging is suitable for short-duration heating, but it is not intended for extended oven use. Always test with your application.

Can PakMax packaging be frozen?

Some PakMax products can be frozen; however, barrier properties vary by material. Sugarcane and paper products have limited moisture and gas barriers. We recommend testing for your specific storage and thawing requirements.

Are PakMax products food safe?

Yes. PakMax packaging is produced for commercial foodservice use and intended for contact with food when used as designed.

Cups, Sizes & Capacity

Why do cups of the same 'oz' size look different?

Cup sizes (oz) are industry reference sizes. Actual brim-fill capacity can vary depending on cup diameter and height. PakMax offers multiple rim sizes (e.g. 80mm vs 90mm) to suit different lid systems and serving styles.

What is brim-fill capacity?

Brim-fill capacity is the volume a cup holds when filled to the very top. This can differ from the nominal "oz" size used as a guide in the industry.

Printing & Appearance

Do PakMax products come in different colours or finishes?

Yes. PakMax offers white, black, kraft, and clear options across different product categories, depending on the item.

Can PakMax products be custom printed?

Yes. PakMax offers custom printed packaging on selected items. Minimum quantities and lead times apply. For availability and pricing, contact us or your Account Manager.

Sustainability & Material Choices (Product-Specific)

Are PakMax sugarcane products compostable?

PakMax sugarcane products are made from plant fibre and are commonly accepted in commercial organics/composting streams where available. Acceptance depends on local facilities.

Why do some sugarcane products use plastic lids?

Clear lids provide visibility, sealing strength, and stackability, which are not always achievable with fibre-based materials. PakMax offers PET lids where performance is critical.

Are PakMax napkins recyclable or compostable?

PakMax napkins are paper-based. After use, napkins are typically not recyclable due to food contamination. In many areas, they are suitable for organics/composting streams.

FAQs | Products

Product Availability & Changes

Can PakMax change materials or specifications over time?

PakMax may update materials, suppliers, or specifications to improve availability, performance, or compliance. Product intent and fit remain consistent.

Will products always look exactly like the images?

Images are for reference only. Minor variations in colour, finish, or appearance may occur between production runs.

Note, photos are for illustrative purposes only, actual product may differ. Prices exclude GST and may be subject to minimum order quantities. Details and price subject to change without notice, please check our website or ask our team for the most up to date information.

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FAQs | Samples

How do I request PakMax samples?

To request samples, contact us or speak with your Account Manager and provide:

- Business name
- Delivery address (street address required)
- Contact phone number
- List of products you'd like to sample

This helps us select the most suitable items and arrange delivery efficiently.

Do you offer free samples?

Yes. PakMax can provide samples of selected products at no charge, subject to availability and reasonable quantities.

Can samples be ordered online?

Samples are not ordered directly through an online checkout.

To request samples, contact us or your Account Manager, who can confirm availability and organise dispatch.

Are there any restrictions on sample delivery?

Samples are delivered to street addresses only. We're unable to deliver samples to P.O. box addresses.

Why should I request samples?

Samples allow you to:

- Check size, fit, and lid compatibility
- Test performance with your menu or beverages
- Confirm appearance and presentation before ordering full cartons

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FAQs | Custom Printing

What are the minimum order quantities (MOQs) for custom printing?

MOQs for custom printing vary by product type and material.

Because different items require different print processes and production runs, quantities are assessed case by case.

For current MOQs and suitable products, contact us or speak with your Account Manager.

Can I mix different designs to meet the MOQ?

In some cases, multiple designs may be allowed within a single production run, depending on the product and print method.

Design mixing availability and limits vary, so please contact us or your Account Manager to confirm what's possible for your item.

What is the lead time for custom printed products?

Lead times depend on:

- Product type
- Print method
- Artwork approval timing
- Production schedules

For the most up-to-date lead times, contact us or your Account Manager.

What information should I provide?

To help us assess feasibility and pricing, please include:

- Product or material required (paper, PET, sugarcane, etc.)
- Estimated quantity
- Dimensions or capacity
- Reference images or examples (if available)

This allows us to confirm suitability and advise on next steps.

Do you offer storage for custom printed products?

In some cases, short-term storage may be available for custom printed orders.

Storage availability and duration are assessed per project and may form part of the agreement.

Please contact us or your Account Manager to discuss options.

Why is a deposit required for custom products?

Custom products are manufactured specifically for your business.

A deposit may be required to cover production setup and manufacturing costs before production begins.

Will I receive a sample before production?

- Custom printed products: Physical pre-production samples are not typically provided. Final artwork approval is used to proceed to production.
- Custom moulded or fibre-based products: Samples may be available, and additional costs may apply.

Your Account Manager will confirm sample options during the quotation stage

FAQs | Disposal / EoL

Composting

What is composting?

Composting is the process of breaking down organic materials such as food scraps and plant-based packaging into nutrient-rich material that can be returned to the soil. This process relies on microorganisms, moisture, oxygen, and heat to convert organic waste into compost.

What types of composting exist?

There are two main composting pathways:

Home composting

Home composting involves placing organic materials into a backyard compost system. Conditions vary widely, so breakdown times depend on temperature, moisture, and how the compost is managed.

Commercial / industrial composting

Commercial composting facilities manage composting at scale by controlling temperature, airflow, and processing time. These systems can handle larger volumes of organic waste and food-soiled packaging more consistently than home systems.

What materials in the PakMax range may be suitable for composting?

Some PakMax products are made from plant-based materials, such as sugarcane fibre and paper, which are commonly accepted in organics or composting streams where facilities exist.

Acceptance depends on:

- Local council rules
- Your commercial waste provider
- Whether food contamination is allowed

Always check with your local provider before disposal.

What's the difference between "biodegradable" and "compostable"?

- Biodegradable simply means a material will break down over time. This term does not define how long it takes or under what conditions.
- Compostable generally refers to materials designed to break down in composting environments under specific conditions.

Because definitions and acceptance vary, PakMax recommends focusing on local disposal rules rather than labels alone.

What is organic waste?

Organic waste includes food scraps and materials of biological origin such as paper and plant fibre products. Diverting organic waste from landfill helps reduce methane emissions and supports more sustainable waste management.

Recycling

Which PakMax products may be recyclable?

Recyclability depends on material type, cleanliness, and local systems:

- PET containers and lids may be accepted in recycling when clean
- Paper products may be recyclable if free from food residue
- Plastic lids should only be recycled if accepted by your local council

Food contamination often prevents recycling, so items with residue may need to go into general waste or organics streams instead.

Why is food contamination a problem for recycling?

Food residue can contaminate recycling streams, sometimes causing entire loads to be rejected. This is why many used foodservice items are not accepted for recycling once soiled.

FAQs | Disposal / EoL

What happens to PakMax products in landfill?

In landfill environments:

- Paper and plant-based materials may break down slowly in low-oxygen conditions
- Plastics generally persist for long periods

Where composting or recycling is not available, landfill may be the only option, but selecting plant-based materials can still reduce reliance on fossil-fuel plastics.

Disposal guidance (quick reference)

If composting is available

- Sugarcane fibre products
- Some paper items (where accepted)

If recycling is available and items are clean

- PET cups, containers, and lids
- Some paper packaging

If neither is available

- Dispose via general waste

Always follow local council or waste contractor guidance.

I have a small amount of PakMax packaging — what should I do?

For small, one-off amounts:

- Use home composting where suitable
- Check if your FOGO or organics bin accepts packaging
- Otherwise, place items in general waste

I have a large amount of used packaging from an event or business

For larger volumes, speak with:

- Your commercial waste provider
- Your local council
- Your Account Manager, who can help advise on suitable material choices going forward

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FAQs | Sustainability

What does PakMax's tagline "Big Range, Small Footprint" mean?

"Big Range, Small Footprint" reflects PakMax's approach to offering a wide, practical packaging range while being conscious of material choice, waste reduction, and end-of-life outcomes.

Rather than focusing on a single material, PakMax provides multiple material options so customers can choose what best suits:

- Their food or beverage
- Their local waste infrastructure
- Their operational needs

The goal is to reduce unnecessary waste and over-engineering, while keeping packaging fit-for-purpose.

How does PakMax approach sustainability?

PakMax focuses on practical sustainability, which means:

- Offering plant-based options like sugarcane fibre and paper
- Using recyclable plastics where clarity, sealing, or strength is required
- Designing ranges with clear size and lid compatibility to reduce mismatched waste
- Selling in carton quantities to minimise excess packaging and transport inefficiency

Sustainability works best when packaging is used correctly, disposed of properly, and chosen for the right application.

Why does PakMax offer multiple materials instead of one "eco" solution?

There is no single material that suits every use case. Different foods and beverages require different properties:

- Hot vs cold
- Dry vs wet
- Short hold vs long hold
- Display vs transport

PakMax's multi-material approach allows customers to make informed, responsible choices based on real-world conditions rather than one-size-fits-all claims.

Why does PakMax still sell plastic products?

Some applications still require clear visibility, leak resistance, and structural strength, especially for:

- Cold drinks
- Deli containers
- Display packaging

In these cases, PET and PP plastics provide durability and recyclability where facilities exist.

PakMax uses plastic where it performs best, while offering plant-based alternatives where appropriate.

Are PakMax's sugarcane products more sustainable?

Sugarcane fibre products are made from plant material and are widely used as an alternative to conventional plastics for foodservice packaging.

They are commonly accepted in organics or composting streams where available and help reduce reliance on fossil-fuel-based materials.

How does PakMax help reduce waste?

PakMax reduces waste by:

- Keeping simple, standardised sizes
- Designing products with clear lid compatibility
- Avoiding unnecessary variations
- Offering full-carton supply to reduce broken packs and contamination

Less confusion at the ordering stage means less waste at the disposal stage.

Does PakMax make environmental claims or guarantees?

PakMax avoids broad or vague environmental claims.

Disposal outcomes depend on:

- Local council rules
- Commercial waste providers
- Food contamination levels

PakMax encourages customers to follow local waste guidelines and choose products that align with available disposal options.

FAQs

Is PakMax focused on composting, recycling, or landfill reduction?

PakMax supports responsible waste outcomes by:

- Offering compostable plant-fibre products
- Offering recyclable plastic options
- Providing clear material differentiation

The best outcome depends on what infrastructure is available where the packaging is used.

How should customers choose the most sustainable PakMax product?

The most sustainable option is usually the one that:

- Matches the food or beverage being served
- Is compatible with local disposal streams
- Is used correctly and disposed of properly

PakMax encourages customers to balance performance, waste pathways, and practicality.

Does PakMax continuously review its range?

Yes. PakMax regularly reviews materials, formats, and supply options to ensure the range remains:

- Relevant
- Practical
- Aligned with customer needs and evolving waste systems

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