



ARKU Services.

Comprehensive. Competent. Flexible.
There for you. Worldwide.

ARKU

EXPERTS IN LEVELING



Outstanding service. For greater availability. Worldwide.

When our customers choose the worldwide market and technology leader in leveling and feeding technology, it is because ARKU always offers more. More multi-market development know-how. More innovative drive. More precision performance. And of course: more service. All of this with products ranging from precision levelers for panels to high-performance levelers for coil materials. For a broad spectrum of industries ranging from the automotive to the construction industry, from shipbuilding to laser job shops and the aerospace industry.

Rapid and reliable service provides the critical advantage in manufacturing industries, creating greater availability and reliable investments. ARKU ensures this for your production. In Germany and America, in China and India and everywhere else in the world. 24 hours a day. 7 days a week.

Our services.

The perfect match.

Whether an industrial leader, hidden champion or middle-sized company – Today, many businesses have to survive when confronted with international competition. Older equipment, unexpected downtime, capacity problems or inadequately trained personnel can lead to expensive consequences.

So it is good to have an experienced system and service partner such as ARKU at your side who also offers comprehensive after-sales service. We assist you beginning with the planning and commissioning, during production, provide training as well as maintenance, spare parts service and repairs - Comprehensive and from a single source.



Customer service and repairs

Page 4



Spare parts

Page 6



System modernization and Retrofitting

Page 7



Maintenance packages

Page 8



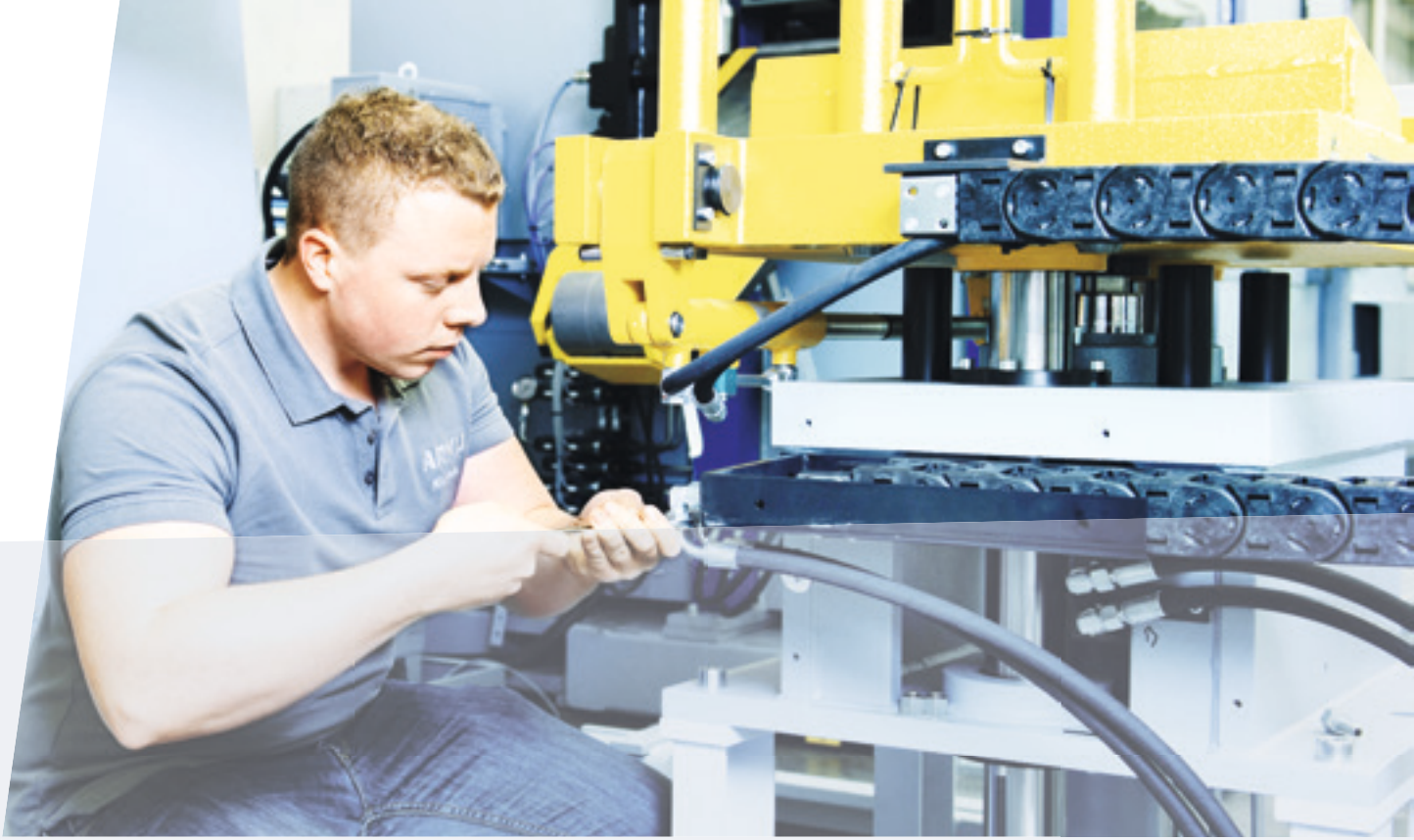
Used machines

Page 10



Leveling trainings and workshops

Page 11



Customer service and repair. Essential for maximum profitability.

Machine and line downtime can be very costly for companies. That is why ARKU always strives to solve problems immediately. Thanks to 24-hour service which immediately connects you with an excellently trained technician – worldwide and around-the-clock. With a professional service team. And with efficient logistics capable of rapidly delivering the right spare part and the right assistance. For systems from ARKU and other manufacturers.





// Your advantages

- Rapid and efficient service and repairs – worldwide
- Greater delivery reliability and competitiveness
- Highly qualified and experienced employees - internally and in the field. At our headquarters in Baden-Baden, our subsidiaries in the USA and China and at our sales and service partners
- International 24-hour hotline with ARKU specialists
- Remote access with systems such as Teleservice – for immediate solutions

“Every minute the press line is down it costs us a lot of money. ARKU sets the standard here. You rarely receive such rapid and spontaneous service elsewhere.”

Maintenance technician at a supplier for the automotive and electronics industry.



Spare parts service. Rapid, flexible, international.

ARKU's coil lines and machines have a long service life. Regardless of when your machine or line was manufactured: Our spare parts warehouse always stocks the right spare parts and consumables. You profit from comprehensive spare parts support – provided by service technicians familiar with all of the brands. Beginning with the right initial package for new lines to advice regarding the spare parts selection. Also for machines from other manufacturers. Rapid and flexible. Worldwide.

Outstanding support

Coil line downtime at a roll former. The company's maintenance manager calls ARKU's service hotline and explains the problem at approximately 3 p.m. The specialist's analysis: a defective control panel. A new control panel is immediately taken out of ARKU's spare parts warehouse, programmed for the specific system and shipped to the roll former via overnight express. The next morning the customer simply installs the "plug & play" panel and production resumes. After minimum downtime. And without any extra travel costs to dispatch a service technician. This is customer service at ARKU.



Coil line modernization and conversion.

Ready for new requirements.

It is not always necessary to invest in a completely new line when adapting processes, changing materials or making better use of available capacities. Our engineers work together with you to analyze your current situation, requirements and requests. They develop concepts ranging from minor retrofits to complete conversions. This enables you to make your production processes more efficient and improve your competitiveness.

// Your advantages

- Modernization and conversion of precision levelers for parts, slitting lines, cut-to-length lines, press feed lines and coil preparation lines for roll formers
- Replacement of line components
- Feeding line automation concepts
- Control system modernization with remote maintenance option
- Modernization of machinery from other manufacturers





- Headquarters in Baden-Baden, Germany
- Subsidiaries in Cincinnati, USA, and Kunshan, China
- Sales and service partners



Preventive maintenance. Intelligent protection for your investment.

Consistent line availability and constantly convincing results determine a company's competitiveness. That is why we are always at your side to support you with all of our experience and technical competence. Internationally, ARKU provides service when you purchase a machine in order to protect your investment from the outset.

Surprisingly flexible. Perfectly tailored to your needs.

Working together with you, we create your tailored maintenance package. This ranges from individual service appointments to regular preventive maintenance as part of a sustained service concept. The maintenance is scheduled to precisely match your processes. This prevents expensive downtimes and can also increase the service life and the added value of your line or your machine. Safeguard all of the benefits gained from maximum process and investment reliability. Service is also available for feeding lines and levelers from other manufacturers.

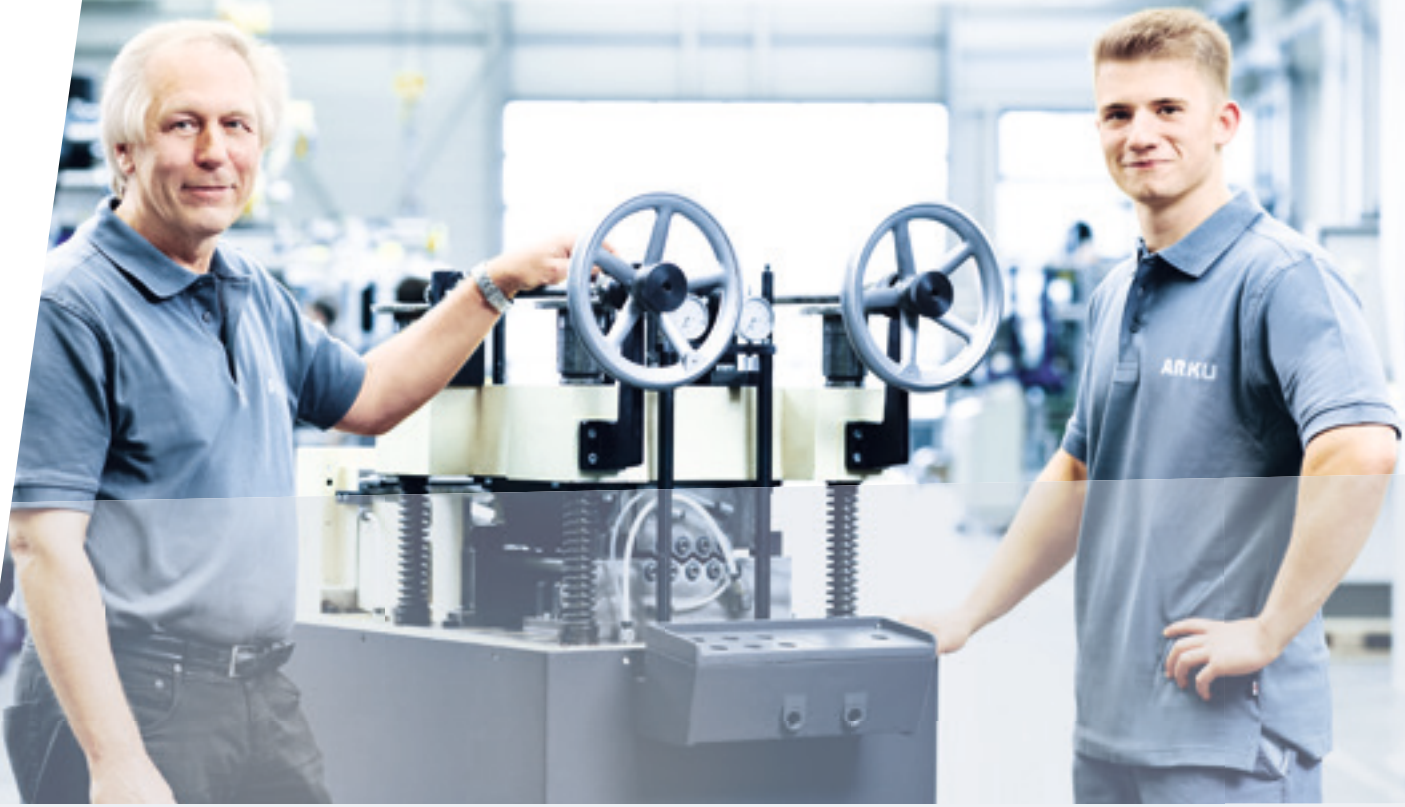
// Your advantages

- Preventive maintenance based on defined checklists
- Flexible and individually tailored maintenance packages
- Attractive discounts off spare parts and consumables.
- Reduced travel and labor rates



“ ARKU maintains all of our feeding lines and levelers, regardless of their brand. We are happy to have found a reliable partner who provides us with comprehensive and, above all, highly experienced support. ”

Plant technology Manager at an automotive specialist



Used machines. Ready without waiting times.

You save time and money with thoroughly inspected and factory refurbished exhibit machines, leasing machines, used customer models or test systems. And also obtain ARKU quality from the market leader for leveling technology. Rapid, economical and reliable. We take care of the disassembly, logistics, project management, factory refurbishing, set up and commissioning. From precision levelers to feeding lines, decoilers and more. The current used models are available on our website at www.arku.com/us/service/usedrefurbished-equipment.

Upon request, you can test our used machines at any time using material from your own production. Are you interested in a factory refurbished model or would like to sell your machine? Talk to us or contact your local service partner.



Leveling trainings and workshops. For optimum results.

Outstanding leveling pays off quickly. It increases the process reliability and reduces expensive rejects and waste. Alongside ARKU's precision levelers, well-trained operators ensure consistently high quality. Our experience leveling specialists pass on their extensive knowledge.

In training seminars and workshops they teach the basics and provide expert tips regarding the best settings for the broadest range of requirements. Practically oriented and exciting. And for questions in between? ARKU's free expert portal at www.levelingrollers.com provides you with extensive information and tips about rollers and leveling units.

“The FlatMaster® 180 enables us to achieve tolerances which were once either impossible or would have required an enormous amount of work. This enables us to take on orders which we once would have lost.”

Head of Public Relations at a European manufacturer of preliminary and semifinished copper and copper alloy products



ARKU – The experts for leveling sheet metal and coils

ARKU represents more than 50 years of experience in manufacturing levelers and coil lines. As a market and technology leader in leveling technology, we offer the broadest range of high-performance and precision levelers in the world. ARKU maintains leveling and service centers on three continents:

- Baden-Baden, Germany (Europe)
- Cincinnati (USA)
- Kunshan (China)



ARKU Maschinenbau GmbH
Siemensstraße 11
76532 Baden-Baden, Germany
Phone: +49 72 21 / 50 09-0
Fax: +49 72 21 / 50 09-11
service@arku.de
www.arku.com

ARKU

EXPERTS IN LEVELING