

FLOW SERVICES

LAUNCH // CARE // SAFE // 24/7 ...

FOR
YOUR
CONTROL



ARCA
VENTILE

CONTROL THE FLOW – OVER ITS ENTIRE LIFECYCLE

Customer-oriented, so you can get to the heart of our commitment to service.

Our qualified service technicians and engineering consultants are ready to assist you.

Good control solutions are inconceivable today without accompanying services.

A good service program, like the kind offered by ARCA, covers all dimensions of plant control. From energy efficiency and the best possible failure prevention all the way to spare parts storage or the fastest possible delivery. From initial consultation during the planning phase, to revision and repair, to training.

We also offer you modular services for our module-based control valve system. Always the right fit. We can provide you with no-obligation consultation about the scope of services and warranty range at any time before, during or after an investment. Our service is therefore just as flexible as our control valves.

A personal service consultation with our engineering consultants will give you the best solution, custom tailored to your needs. ARCA Service guarantees you high failure prevention measures, maximum efficiency, optimum material protection and economical use of energy. Of course, our entire package is available worldwide and with decades of experience in virtually every field of application.

Because we always adapt our control technology to your plant before delivery, every ARCA control valve is available to you upon request with a basic consultation, free of charge. An investment in our technology includes further services to improve plant performance and security based on the latest technological developments. This means that you are always up to date with ARCA Service.

Our services accompany you over the entire lifecycle of our control solutions with modules presented in succession.

Thanks to the QR code on the identification plate, ARCAonsite guarantees you access to all the relevant data of your control valve directly on site



OUR SERVICES – YOUR ADVANTAGES

- **Comprehensive Revision Management**
 - Planning revision cycles
 - Implementing revisions
 - Ordering spare parts and spare parts storage
 - Documentation
- **Performing complex repairs in the shortest possible time**
- **Modifying existing control technology**

OUR INHOUSE-SERVICES – YOUR ADVANTAGES

- **Comprehensive repair service at the ARCA Workshop**
 - Diagnostic including cost estimate
 - From repair and maintenance to complete overhaul at our Tönisvorst and Strotzbüsch location
 - Replacement of all wear and spare parts
 - Mechanical reworking of the sealing and control surfaces in the ARCA machine park
 - High-quality painting according to customer specifications
 - Pressure and leak testing
 - Final inspection and shipping



to our certificate
of clearance

EQUIPMENT

- Extensive machine park (lathes, blasting, CNC, milling, drilling machines, paint facility, clean room etc.)
- Special tools (pneumatic and hydraulic impact wrenches, calibrators, positive material identification [PMI])
- Testing equipment (surface and coating thickness measurements, non-destructive examinations (NDE), hardness tests etc.)

WHAT WE GUARANTEE ALWAYS

- **Extension of service life of valves**
- **Increase in system security**
- **Savings in energy costs through optimum performance parameters**
- **Extension of warranty to our services**
- **Certifications for in-house authorized ARCA service workshop**
- **All performed work subject to QA processes**

OUR MODULAR SERVICE F

ARCA launch

COMMISSIONING SUPPORT

With ARCAlaunch we provide you with support during the commissioning of the control fittings. This applies in the support of the pipeline planning and routing as well as also during the cold and hot commissioning. During cold commissioning, we walk you through the plant under construction, checking accessibility and operability of your instrumentation to optimize it if necessary. In hot commissioning, further critical points are excluded from the outset, because valves as throttling points are typical dirt traps. Special flushing kits within the scope of this service module solve this problem. Don't forget to get our ARCAlaunch service package when you place your order!

ARCA care

STANDARDIZED MAINTENANCE CONTRACTS

With ARCAcare we offer you maintenance services tailored specifically to your plant. Preventive service appointments will henceforth safeguard against failures of important valves. After all, an important service appointment is postponed for capacity reasons – and that is precisely when an important fitting fails. The costs of the subsequent loss of production are umpteen times higher than the costs of regular maintenance. With the ARCAcare service module this is no longer an issue. We determine all the relevant maintenance positions for your system with you in advance. Once your contract is active, we will contact you without prompting on the agreed date, including resource and parts planning.

ARCA 24/7

AROUND THE CLOCK AVAILABILITY

With ARCA24/7 Service we are always there for you. We listen and respond to your concerns around the clock, seven days a week and immediately notify our specialists to work out prompt solutions. No matter whether you have urgent questions about the actual application, need specific tips on your valves, getting technical details for problem solving on site or assigning an intervention team. Our 24/7 promise automatically applies when you purchase our products and the associated services. Contact us whenever you need us!

ARCA safe

PROVISION OF SPARE & WEAR PARTS

With ARCAsafe we keep the common spare and wear parts in your plant. Thanks to our production depth and our modular system, we can ensure a safe and quick exchange of parts. With ARCAsafe your worries about the delivery of specific wear and tear parts are over. Along with individual parts, we also keep the right raw materials, semi-finished parts and precursors in our warehouse. Thanks to our extensive machine park, special tools and testing equipment as well as additional treatment methods such as hardening, nitriding, kolsterising etc., we cover every need.



FORMULA:

ARCA
knowhow

AFTER-SALES-SERVICES

Transfer of know how is an important component for the right "flow" of your system. Not only before an investment (consultation) and during operation (maintenance, repair etc.), but also after your investment in our control technology – due to process security and process optimization services. Along with the four accompanying service modules and our in-house and on site services on page 5, seminars for your employees are an additional component for the right "flow".

PRACTICAL SEMINAR

»CONTROL VALVE AND POSITIONER«

Participants first get a comprehensive overview of our products, the structure of our control valves, and the functionality of our positioner technology. The second part of the course is dedicated to hands-on training under the supervision of our experienced technicians, with emphasis on maintenance and repair.

SEMINAR „TECHNOLOGY

AND DESIGN OF CONTROL VALVES“

Participants in this seminar will learn the latest user-specific findings about regulation and control, combined with practice-oriented experiences and tips for designing and calculating of control valves (our ARCAVENA-Tool).

Our seminars provide
the ideal mix of
theory and practice for
your regular operation



For reasons of better readability, we use the male form, e.g., "he". However, this always means all genders. The shortened form of speech is neutral.





IT'S ALL ABOUT THE FLOW

Our service stands head and shoulders above the rest with rapid response times. You report anomalies. Then the ARCA service team provides rapid assistance. Either by telephone support or a prompt service call. With our know how, special tools and testing equipment we tackle your problem and get things "flowing" again.

IN CONTACT WITH ARCA



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ARCAonsite

Control valves with digital linking to all the relevant technical documentation due to QR code on the identification plate