



Creating a strong foundation for a long-term partnership ARC Machine Company recommends Pilsen

ARC Machine, Inc. has purchased four machines from Pilsen Imports, and as a result of their successful relationship they plan to buy additional machines in the future.

In 1993, ARC Machine purchased a TOSHULIN SKIQ 20 (78" table) from Pilsen, and in the five following years they added a SKS 12 (49"), SKS 16 (63") and SKA 30 (118"). ARC Machine uses those machines to produce high-quality molds and other industrial CNC-machined parts in a variety of shapes and configurations. They work with general metals, such as cast iron and steel, as well as stainless steel, Inconel, Waspolloy and aluminum. All of their turning, milling and drilling goes through machines purchased from Pilsen.

"We primarily did mold work for the automobile industry for the first 10 to 15 years of business. Then, once we began utilizing the full potential of those machines, we branched off into wind energy, agriculture, oil and mining," said ARC Machine President George Koberlein. "The machines are a key component to supporting what our company does. They are a vital asset."

ARC Machine's Akron, Ohio-based 75,000-square-foot facility includes approximately 70 associates who pride themselves on bringing value to their customers and keeping up with the latest in machining technology. When Koberlein first discovered Pilsen at a trade show, he saw the potential in TOSHULIN machines and Pilsen's service.

"I have everything I would want in a machine. Mechanically, they perform very well. There have not been any hidden issues. Accuracy is consistent and they are reliable. They operate as good as they did when I first bought them over 10 years ago," Koberlein said.

For all the machines, Pilsen provided smooth and timely installation, as well as thorough operator and maintenance training. Their technical support and ability to answer questions quickly, usually within the same day, has been another positive for ARC Machine. Pilsen even shows the ARC Machine staff how to make repairs, so they can be fixed quickly, on their own, when possible.

In the years since the first machine was installed, TOSHULIN's drilling capability and solid reputation and Pilsen's industry-leading service have proven to be a winning combination. The machines remain in top condition while operating an average 18 hours a day, seven days week.

"From start to finish, Pilsen is good to work with. They follow through, communicate well and do a good job," Koberlein said. "They have courteous people who return your phone calls and then follow through. Weekends, day or night – you can get in touch, and they'll work with you. It's a great organization."

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