

PT. Voith Paper Service Indonesia

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To Whom It May Concern,

Voith has a long history of service and workmanship in the paper industry. We provide state of the art products and services to ensure efficiency and reliability for our customers' production process. The paper industry is a well-developed industry, where speed and efficiency is of utmost importance. Our goal is to achieve the optimum condition together with our customers.

It is Voith's outstanding commitment to the Asian market that brought the first service centre in Asia in 1999. This service centre is located in Karawang, West Java, Indonesia, servicing the South East Asian and Australian market. The task for this workshop is to provide mechanical and roll recovering services to the paper mills. The service involves mechanical services, like journal replacement or roll cover tooling and grinding. To be able to match the paper industry's high precision requirement, we have to make sure that we have the right equipment.

This is where CNC Design comes in. We purchased 3 heavy duty lathes for our workshop. Two of them, namely the Poreba lathe and the Wagner heavy duty lathe, are intended be able to perform with highest precision. CNC Design helped us by providing a refurbishment for the lathes, both mechanically and electrically. We replaced old gear system with electric motors and Siemens FMNC controls. CNC Design was also able to keep up with our tight scheduling during the start up of our workshop.

This is not the end of the story. As many of you are familiar with, to supply a retrofit doesn't only mean that the system must work properly, but you have to be there when something unexpected happens. CNC Design has proven their commitment to come during emergency shutdowns, even late at night. When the main shaft of Wagner lathe's drive was broken due to internal failure, CNC Design also responded swiftly by ordering one new motor from Germany under 'machine shutdown emergency' procedure.

After running for over 2 years, now our customers are the best witnesses to the high quality services that we've provided. In doing this, CNC Design has played an important role in working together with us on the early stage and to troubleshoot problems in an often very short notice. I would recommend CNC Design for similar projects and I wish all the CNC Design team a good luck.

Thanks for your attention.

Best Regards,

-HarryHN-

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