

UPCAST®- Customer Support



Wherever. Better.

UPCAST® Stock – maintained for you



Expertise combined with professional **customer support**

UPCAST® Customer Support provides everything needed for the entire lifecycle of UPGAST® line. Whether it is about technical advice and guidance, spare parts or consumables, upgrading or modernizing your casting line, UPGAST OY's customer service team will take care of these issues reliably, professionally, quickly and make it easy for you. You will get the correct parts prolonging the lifetime of the casting line. By sourcing the specific and original parts and services from UPGAST OY you will gain clear cost efficiency and thus more resources are available for your own core business. Our experts will find you the right solution with the highest quality customer support.

Overview of our services

- Trouble shooting advice
- Technical service and training
- Spare parts
- Consumables and wearables
- Upgrades and modernizations
- Metallurgical analysis





UPCAST® Technical Support at your service – continuously and reliably

UPCAST OY has the best understanding of production process related challenges through years of experience

After commissioning of the UPCAST® line we maintain a quick-reaction customer support service to help you solve any equipment or process related situation in the shortest time possible. Our experts offer you advice online, on the phone or, if necessary, on-site.

Additionally, we can offer you metallurgical analysis of products and results based on our consistent and systematic research and development work. Results, which are also tested in real production circumstances if required.

UPCAST® upgrades and modernizations offer more capacity and better quality – always the latest results of our R&D

UPCAST® equipment is easy to modify

UPCAST® lines can be expanded and updated thanks to their modular construction. This can provide our customers an excellent opportunity for improvements in quality, casting speed and production capacity as well as savings in operational costs and longer lifetime of the equipment. Simply, with always the latest casting technology the customer can reach the best possible efficiency and still maintain **a small environmental footprint.**

Due to the modular design and unique upgradability of UPCAST® process and hardware itself, the existing lines can easily be modernized to meet the changing market demands whether it is a question of a new cast product, more production capacity or improved overall performance.



Are you looking for more efficiency, less costs, production reliability and continuity for your operation?

- Higher casting speed and more capacity
- Better melting efficiency
- Improved and consistent cast product quality
- Lower energy consumption and fewer maintenance breaks
- Different cast sizes
- Possibility to utilize clean scrap in the process

Upcast can offer you:

- ▶ Servo update with coolers of latest design providing third generation casting
- ▶ Furnace, inductor, automation and remote control systems upgrades
- ▶ UPCAST® Solution is always designed for your needs

Original UPCAST® components – lower operational costs and a longer **lifetime of your casting line**

UPCAST OY offers an extensive range of original UPCAST® spare parts and consumables

UPCAST OY is the exclusive source of original UPCAST® spare parts and consumables ensuring reliable and cost-efficient operation of your casting line. We keep a comprehensive range of parts and components in our stock - all specifically designed for the UPCAST® line. This service enables you to keep only the critical parts in your stock, while the rest will be

taken care by us. Us, who know the line and the entire casting process thoroughly.

We have strong expertise and experience in global export activities and wide network supporting our operations world-wide. Let our continuous support complete your process!



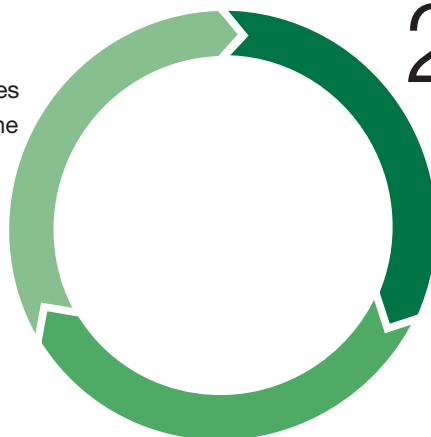


Smooth operation for your **UPCAST®-line**

High quality customer service, original parts and expertise in casting will lead our customers to success.

1 You might **need**

- Technical assistance
- Spare parts or consumables
- Offer for upgrading your line



2 We will **ask for**

- Technical details
- Descriptions or photos
- Specifications and requirements

3 You **will get**

- Advice and support by an expert online, on the phone or even on-site
- Correct and original UPCAST® parts and components
- Upgrade specifically designed for your UPCAST® line

UPCAST OY - Excellence through **years of experience**

UPCAST OY is the exclusive supplier of the original UPCAST® process developed within the Outokumpu Group. The work of early UPCAST® pioneers was characterized by technical innovation and production know-how. At UPCAST OY we have combined this legacy with a strong commitment to customer support providing UPCAST® technology users with unique performance.

We are innovative and reliable in our work and pride ourselves on the standard of our customer care. The corner stones of all our business activities are long traditions, founded on a sound performance record and a superior knowledge of the market and product. Low operating costs, reliability and easy operation as well as the superior quality of UPCAST® cast products have established a market leader status for us in continuous casting technology.



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