

# Customer Service Is The Key To Great Products

**Effective customer service can provide ideas and solutions for products that make the job easier for the technician and more profitable for the owner.**

Great products and ideas come from listening to your customers. ARC Manufacturing has listened and used these ideas as the basis for over 10 years of research and development. So far, ARC has developed and implemented these ideas into 6 innovative products which include our "Panel Beater" line of 2 dent pullers, 2 mig welders and 2 resistance spot welders all of which are D.C. Each one has specific features that make the job faster, better and more profitable. The latest of these products is our New Model 1250 Hybrid System Resistance Spot Welder / Dent Puller. ARC developed this welder due to the concerns of insufficient or non-existent 3-phase power. O.E.M.'s will not approve single-phase resistance cable welders because they do not pro-



vide enough amperage to meet O.E.M. demands. So, what about the shops that cannot get 3-phase or do not want to invest in 3-phase? ARC is the only manufacturer to address this concern and provide a solution. ARC's use of our patented battery technology allows for many benefits which were previously unknown to the industry. The most important benefit is D.C. Current. ARC does not need to change A.C. to D.C. current, which is exactly what inverter welders do. This has a cost savings of approx. 30-50% compared to equal amperage units. Our welders operate on 110 volt 20amp service. Beyond D.C., ARC has perfected the use of this patented technology to perform to extremely high standards. Now, with the introduction of our Hybrid Series Welders, which uses a combination of battery and transformer

power, there are no limitations due to power sources. This new Hybrid will have as standard equipment all necessary specifications to present this welder for O.E.M. approval. By listening to our customers needs, the same quality spot welds that O.E.M.'s currently require can be performed without the capital investment of bringing 3-phase power to the location of the Body Shop for the sole purpose of operating a single piece of equipment such as a welder. Less overhead means more profit.

ARC Cares. Built-in safeguards are added to alert the technician should a problem develop. The welder is equipped with overheating sensors and audio voltage warning. If the storage batteries ever drop below 12 volts, the welder will shut off. Under normal conditions the voltage never falls below 12 volts which ensures confidence in the welder's performance. All resistance welders have heat limitations. The Model 1250 can be air cooled or water



cooled giving the welder a duty cycle as high as any in the industry. Other features include a 4 cable system with 10 foot cables. The pneumatic double side welding handle has up to 1000 lbs. of tip pressure which can be adjusted for different thicknesses of metal. Single side welding or dent pulling is readily available at your finger tips, also with 10 feet of reach. Easy to use digital settings and controls move side to side along with the user as the work is performed allowing full view of control panel at all times. 10" and 20" U arms are standard as is a full dent pulling package and single side welding package. Also standard are spare electrodes and wheelhouse electrode. The transformer system has a five year warranty; all attachments have a 1 year warranty. The batteries have a full year replacement and after that are pro-rated out. The average life of the batteries is 4 years.