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NEWS

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Trust. Right from the start!

August 2017

Information for our customers, employees and business friends

A Trusted Top Partner of North America's PVC Industry for 30 Years

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2017 is a very special year for the team at Urban Machinery based in Cambridge (Ontario) and Fredericton (New Brunswick): One of the leading suppliers of machinery technology for the PVC window industry in North America celebrates its 30th anniversary.

"With our deep history in the field of welding and corner cleaning PVC window profiles, we are part of an elite group of suppliers with extensive experience in this industry" says President & Secretary Thomas Urban. The know-how of Urban Machinery turned out to be successful in North America. "More than half of the top 100 window and door manufacturers in North America have our welding and corner cleaning equipment in operation. For many years, the leading producers have made their choice in favour of our machinery when it comes to new investments. We want to express our warmest thanks to our customers for all the trust they have placed in us over the last three decades. "Our customer's loyalty is a daily motivator for us" says Mitchell Heckbert, Vice President Sales & Service at Urban Machinery.

After expanding to North America, we realized that in order to properly support this unique market, we needed a local design and manufacturing facility. This aspect of Urban Machinery allows us to combine the very best from two worlds. Experts in Fredericton and Cambridge develop custom-made machinery concepts that are specific to the requirements of North American window producers. In addition to that, the know-how from Urban GmbH & Co. Maschinenbau KG is also incorporated. This German based enterprise, that has been



Urban plant in Cambridge, Ontario.

producing welding machinery for 50 years, is considered to be the world market leader and enjoys the reputation of being an important technology partner for door and window manufacturers all over the world. Josef Urban, the father of President & Secretary Thomas Urban, recognized early on, the immense market potential of North America and founded Urban Machinery in 1987. This enabled us to offer efficient and professional window and door production solutions locally.

"Our customers have continued to benefit from this strategic expansion and our goal of building a vertically integrated North American operation developed from our successful German business model. In the past 30 years we have succeeded in fine tuning our know-how to focus specifically on our regional

customers' requirements" says Thomas Urban. Mr. Urban is very pleased that many staff members have been loyal to the company for many years. Nine staff members have been working for Urban Machinery for more than 20 years with an additional 22 for more than ten years. "That's the proof that many things have been executed the right way since inception. We have continuously evolved in order to maintain a dynamic and exciting working environment for all employees", explains Rob Macaulay, Vice President Operations at Urban Machinery.

From a technological point of view, Urban Machinery continues to push the limits of PVC welding and cleaning. With the AKS 6600 NA horizontal four point welder, Urban offers their North American customers a high end

model for the welding procedure. The favourite among stand alone corner cleaners is the SV 354 with two machining heads each being controlled via four servo axes. Still the fastest and most flexible cleaner of this type in the industry. The combination of the AKS 6600 NA and SV 354 are the center piece in window and door production at many customers. They are considered to be the invincible combination for efficient and reliable high speed production. "Right from the start it has been important for us, as a full-range supplier, to offer the appropriate machines for all production environments. That's the reason why we are the preferred machine partner for most North American window and door manufacturers right from the smallest to the largest", says Mitchell Heckbert.



Urban plant in Fredericton, New Brunswick.

EDITORIAL

Dear Customer,



What a great story: 30 years ago, Urban Machinery's success story began in North America.

We are very proud and thankful of what we have achieved and, of course, our gratitude goes first to you – our customers.

Your trust and longstanding commitment have played an important role in making Urban Machinery a reliable partner for the North American PVC window industry.

We look forward to partnering with you on many future projects. We will assist you with our know-how, with our innovative ideas and with our full commitment.
Sincerely yours,

Mitchell Heckbert
Vice President
Sales & Service

Urban Machinery in Fredericton

A Great Deal of Know-How in All Divisions

The Fredericton team is perfectly prepared to face future challenges

Since 1992, Fredericton has been the location for production, engineering and development in North America for Urban Machinery. It all started with six employees and has continuously grown to more than 47 people today.

More than 50% of the Fredericton staff have been working for the company for over 10 years which reflects a very high level of knowledge across all divisions. Urban Machinery's customers benefit from this know-how.

Milestones

Interesting milestones have been reached in the development division of Urban Machinery in Fredericton: In 1995, the Urban team developed their first machine on their own – the SV 520 CNC corner cleaner.

In 2000 they developed the SV352 twin head CNC corner

cleaner – a real workhorse. Further important steps in development were the introduction of the CAD platform Pro-E/Creo, and the development of the following machines: SV 342, AKS 1300, SV 354, AKS 4020, SV 722, AKS 1900, SV 742 and SV 350.

The first saws

In 2012 Urban Machinery manufactured their own saws for the first time – the USC 4590 and UNS 4590 in close coordination with the experienced engineers from Urban Metall in Austria. In order to be well prepared to meet future tasks, the development team of Urban Machinery in Fredericton was reinforced with PC programmers and control specialists.

"With our experts, we can respond very quickly to changes. This is of utmost importance as technologies are evolving rapidly" says



The Urban Machinery team in Fredericton.

Siegfried Mehlitz, Research and Development Manager at Urban Machinery. Administration and production also rely on new technologies at Urban Machinery. Last year the complete ERP-system (now Sage B7/Tisoware)

was upgraded to help streamline office procedures. In recent years, the production machinery was updated and increased in several areas, including four new CNC milling machines. Urban Machinery in Fredericton

is therefore in an excellent position to manage today's production requirements. In the past 25 years, they have built more than 25 different machine types including welders, corner cleaners and saws.



Precision work at Urban Machinery in Fredericton.



Several CNC machining centers ensure highest manufacturing precision in Fredericton.

Further information concerning the Fredericton location:

General data
Staff members: 47
Area: 30.650 Sq.ft

Divisions:
Development and engineering

Production
Sawing, Welding, CNC Milling, Conventional part manufacture, Painting, Foundry for heater plates

Assembly
Electrical and mechanical

Parts warehouse
with around 7.000 articles

Urban Machinery in Cambridge

The Sales & Service Professionals

Perfect customer care at Urban Machinery

Urban Machinery’s North American sales and customer service headquarters is located in Cambridge, Ontario with 37 staff members employed at that location. Here again, the principle applies: Nothing can replace experience.

22 team members have been working for Urban Machinery in Cambridge for at least 10 years.

From the four-member technical sales team, two staff members are working in the Cambridge based headquarters and the other two are located in Texas and Georgia. “This puts us in a very good position so that we can take care of the complete North American market” says Mitchell Heckbert, Vice President Sales & Service.

In-house processes are perfectly coordinated with one another: As soon as an order is received, it is passed on to the application engineering department for processing. The project managers then coordinate all details with their colleagues from the sales

and engineering departments. When required, experts from the other Urban locations in North America and Europe can be involved in this coordination process. Custom machine tooling and modifications are manufactured in house by the seven person machine shop. Programming modifications are also handled in house by our experienced software technologists.

Introduction during acceptance

Customers are encouraged to visit the Cambridge facility for runoff and acceptance prior to the machinery shipping to their plants. This can include thorough operator and maintenance training. “At this stage, final fit and finish items can still be taken into account to make sure that a perfect machine is delivered” says Mitchell Heckbert.

Trained staff members

Urban’s service technicians not only install and start-up the machines on site at the customers, they also provide additional training for both operator and maintenance staff to ensure a smooth integration into the production environment.

After sales service by Urban Machinery is primarily handled through the qualified phone service support team. In case of emergency, competent and immediate assistance is provided for the customer. Required spare parts are typically shipped the same day that the order is received.

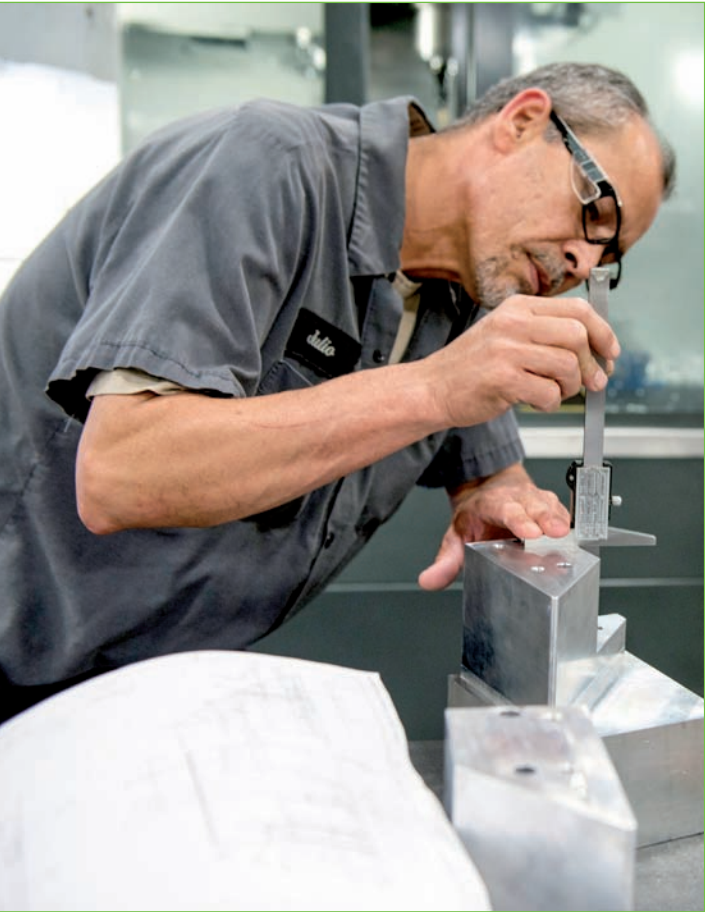


Picture on the top: Overview of the assembly hall in Cambridge



Picture on the left: Fine tuning of a corner cleaning machine SV 350 before delivery to a customer.

Factory trained technicians with a wide range of know-how travel across North America to bring the machines back to original spec. From phone assistance with troubleshooting tips, loading of software updates, a fast spare parts shipment, or on site service: You can rely on Urban’s specialists!



Manufacture of fixtures for welding machines at the Cambridge location.



Overview of fixture manufacture in Cambridge.

A Great Team

Qualified, and above all, loyal specialists are the great asset of Urban Machinery

Trust. Right from the start. In order to keep this guiding principle alive, a company needs staff members with a great deal of know-how and extensive experience.

We at Urban Machinery are proud that we can count on that: A team that has been faithful for many years both to the enterprise and also to our customers. This holds true in top positions: Mitchell Heckbert, Vice President Sales & Service, Rob Macaulay, Vice President Operations and Siegfried Mehlitz, Research and Development Manager are the leading trio, all three are employees for more than 20 years.

Siegfried Mehlitz

Siegfried Mehlitz has been working with us since January 8, 1996. Due to his technical know-how he soon became head of the development division and evolved into a technical expert. From new ideas for machine designs, new software solutions or even special customer inquiries and individual system solutions: Siegfried's experience and expertise will guide us to the ideal solution.

Along with the Fredericton based production team, Siegfried makes sure that our machinery



Siegfried Mehlitz



Mitch Heckbert



Rob Macaulay



Long-standing staff members at Fredericton

Not only the chiefs, but also the complete Urban Machinery team remain loyal. Below all the Fredericton based staff members who have been working in our enterprise for at least ten years. Many thanks for your support! On the photo, **front row from left to right:** David Griggs (25 years), Bernie MacDonald (10), Calvin Hurley (19), Glenn MacNaughton (19), Rheal Savoie (19) – **second row:** Ed Walsh (18), Gary Stone (11), Clarence Reid (18), Renate Reid (24), Ed McAloon (10), Doug Schroeder (21), Siegfried Mehlitz (21) – **third row:** Jamie Wilson (21), Matt Billard (19), Drew Lutes (20), Adam Leblanc (10), Ed Leblanc (23), Jonathon Leblanc (15), Harald Kopp (17) – **fourth row:** Peter Lawrence (14), Brian Gallant (12), Kelvin Charlton (15), Carsten Graune (16), Brent Lawson (13), Kevin Guidry (25), Brian Sherwood (25).

will comply with what the customers have been promised by Mitchell Heckbert and his colleagues from the sales division.

Mitch Heckbert

Mitchell, our Vice President Sales & Service, has been working at Urban since February 11, 1997. He is a fully dedicated service and sales man. As the head of sales for our company, he is in constant contact with customers and the North American PVC window industry.

Together with the Sales & Service team, they take care of our customer's requirements and offer customized solutions that are fully coordinated with the individual requirements of each window and door manufacturer.

"All customers are important to us – regardless of their size. We consider ourselves as a full-range supplier offering cutting, welding and cleaning machinery for all production volumes" according to a statement made by Mitchell Heckbert.

Rob Macaulay

Rob Macaulay, Vice President Operations joined the company on February 24, 1997. Rob runs the company's core section where customer's special requests and requirements for North American window systems are handled. His team is in charge of the production schedule in Cambridge and – if necessary – with the plants in Fredericton and Memmingen. All aspects of the final fit and finish of the equipment are worked out under Rob's direction. After all parameters have been incorporated in the machinery, the equipment will be available in Cambridge for customer acceptance. "We as Urban family are very proud of having three fantastic people like Siegfried, Mitch and Rob spearheading the company and who live our values day by day. That's why they are respected by customers, business partners and also our staff members, not only in Fredericton and Cambridge but worldwide" praises Thomas Urban, President & Secretary.



Long-standing Cambridge team

Also the Urban machinery team in Cambridge consists of staff members who have been working loyally for Urban for many years. On the photo, **front row from left to right:** John Gross (19 years), Robert Moyer (14), Nelson Araujo (10), Joanne Wheeldon (17), Pat Bonneville (20), Damien Smith (16) – **middle row from left to right:** Adam Fishback (16), Paul Poirier (11), James Boyd (14), Andrew McLagan (17), Jamie Zinger (14), Jim Cowman (20), Julio Hernandez (11), Dheeraj Arjune (14) – **back row from left to right:** Joel McDowall (15), Paul Kraayenbrink (17), Jon Versteeg (19), Mitchell Heckbert (20) Rob Macaulay (20), Darryl Kirkwood (17), Brad de Belleval (19). Jeff Masdon (19) is missing.

“We are Working with Passion”

On the occasion of the 30th anniversary of Urban Machinery“ we spoke to Thomas Urban, President & Secretary.

Mr. Urban, congratulations on your company's anniversary. Where is your enterprise positioned in the anniversary year 2017?

Thomas Urban: I am very glad that we are excellently positioned in our anniversary year. More than half of the top 100 North American window manufacturing enterprises rely on our machines for many years and make their choice in favor of our products when it's about new investments. Mutual trust has grown over the years which is of immeasurable value. Special thanks to our great team we have in Cambridge and Fredericton. Many staff members have been loyal to our company for more than 20 years. My brothers Martin, Peter and I are very glad that the values of our family owned enterprise are appreciated and practiced in North America too.

What do you consider to be the decisive factor for this development?

Thomas Urban: There are always several reasons which cannot be separated from one

“We benefit from a high level of trust”

another. At the end, it's important to provide our customers with an excellent quality, not only in the field of products but also in view of consulting and technical service support. Regarding our new developments, we have always set a focus on our customers' requirements to offer them the best possible solution.

Could you give us examples in this regard?

Thomas Urban: Of course – we responded specifically to the particularities of the North American window and door production. So we optimized the corner cleaning machine SV 352 for frame machining. On the other hand, type SV 342 was the hit for many years in the field of sash machining. This is also taken into account with our current machinery. Concerning welding, the special features notch weld-

ing or double and quad stack welding are taken into consideration. These are the special characteristics in North America. Another factor of success is certainly based on the fact that we started at an early stage to build up our own technical know-how in our plants in Cambridge and Fredericton. We manufacture our machinery in Canada ourselves and we continuously made investments on site to expand the production step by step. Based on this sustainable commitment, we developed a high level of trust in the market from which we benefit now. Furthermore, we benefit from the advantage to make use of the Germany based Urban manufacturing facility so that we are always in the position to offer our customers the machines that suit best their production environment.

Urban is considered to be one of the pioneers in the PVC window industry. How does it come that it also worked in North America?

Interview with Thomas Urban



Thomas Urban

in Waterloo with a small team. Volker Lamprecht was the very first staff member there. He contributed considerably to the company's success for more than 24 years as managing director for sales and service. In the beginning, we rented a very small area in a large building. Now, we can proudly say that we sold almost 2700 machines in North America during the last 30 years. All in all, this corresponds to more than 4000 welding heads and almost 1500 CNC cleaning heads. A real impressive result.

How do customers benefit from Urban's know-how?

Thomas Urban: We're the top partner for our customers as we are able to develop with our know-how customized solutions for the special requirements of the North American market. At the same time, we have the advantage to be one of the world's leading suppliers of machinery technology for the PVC window industry for 50 years now. This kind of know-how is priceless.

1987: The Beginning of Urban Machinery



In this small building section, Urban Machinery started in Waterloo in 1987.



Urban in Waterloo; from left to right: Peter Urban with his wife Sonja, Josef Urban, Elli Mildenberger with daughter, Wilfried Mildenberger and Franz Steigler.



The hall in Waterloo from the inside.



Urban Machinery's trade show booth in 1987.

A Selection of Machinery Development over time

1980 | AKS 4010



1989 | SV 800



1993 | SV 610



1993 | AKS 1105



1995 | SV 490



1997 | SV 342



1998 | AKS 4020



2001 | SV 530



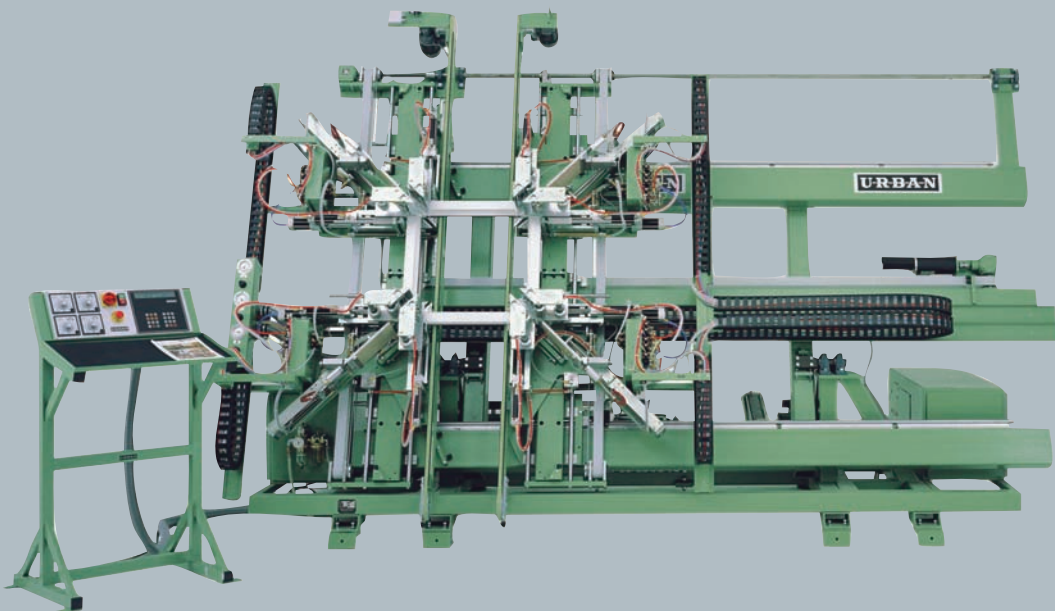
2002 | AKS 1600



1976 | SV 300



1987 | AKS 1400



2000 | SV 352



A Selection of Machinery Development over time

2003 | DKS 380



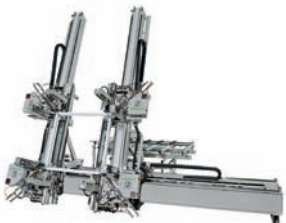
2006 | SV 722



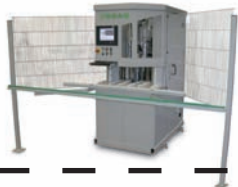
2008 | AKS 1150



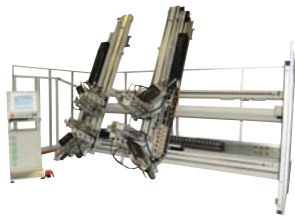
2008 | AKS 8400NA



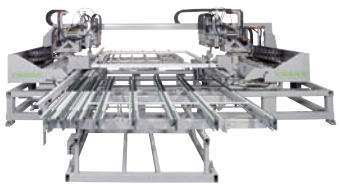
2009 | SV 410



2010 | AKS 1900V



2010 | SV 840



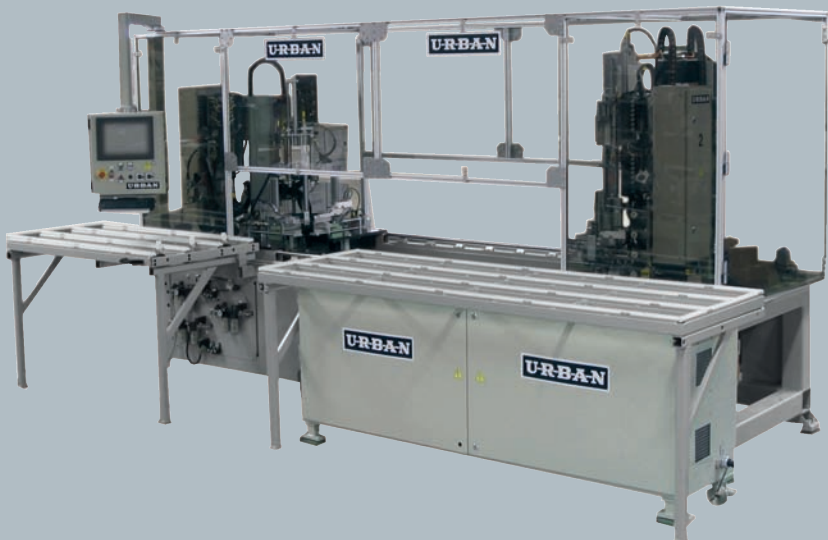
2012 | UNS 4590



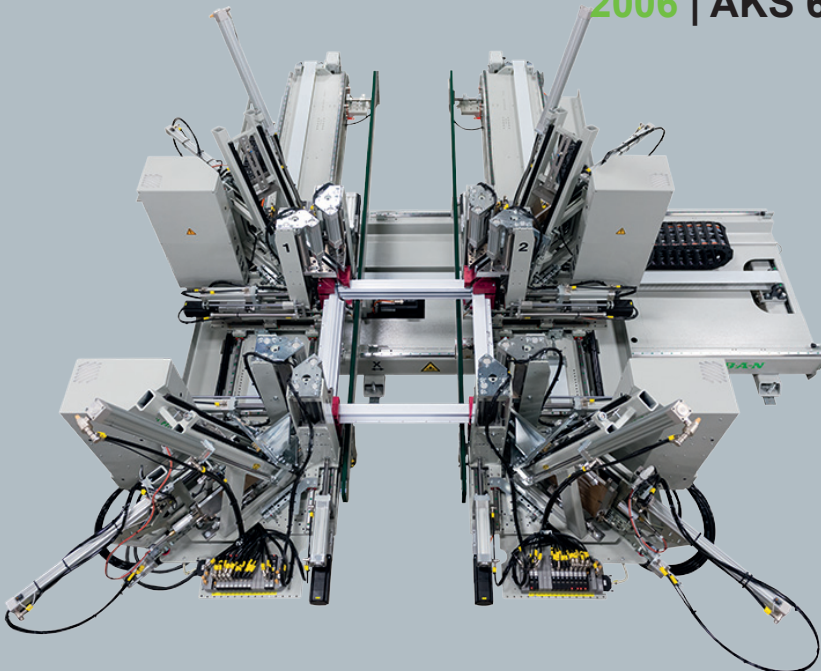
2015 | SV 744



2004 | SV 354



2006 | AKS 6600 NA



2012 | UCS 4590





Urban plant in Memmingen in the 1970s.



Urban plant in Memmingen today.

What a Success Story:

Partner of the PVC Window Industry for 50 Years

A real pioneer: In 1967, Urban developed the first welding machine

In 2017, not only Urban Machinery had a reason to celebrate but also the complete worldwide Urban Group. The enterprise with its roots in Memmingen (Germany) has stood for high competence in the window industry for 50 years.

In 1967, after receipt of an order for a prototype, company founder Josef Urban and his team started with the development of the first automatic welding machine for PVC windows. The great success followed three years later in 1970: On the world's leading trade show BAU in Munich, Josef Urban presents the welding machine, now equipped with pressure cylinders. From



That's how the story began: Urban's success on the Bau 1970. On the photo Josef Urban (right) and his customer Heinz Fackler from Memmingen.

that time on, the machine was a direct hit! The first seven machines are sold right on the

booth. Subsequently, Urban strengthened its competence and continuously developed

new machines which became very popular with window and door manufacturers. There is an increasing demand for innovative machinery made in Memmingen.

1987 is a memorable year for Urban. On one hand, the foundation of Urban Machinery and the start of overseas activities in North America and on the other hand, new technological advances allowing Urban to present its new AKS 1400 4-point automatic welder, signifying the first step into the age of automation.

The AKS 4010

Urban Machinery starts its success story in North America

with the combination of the AKS 4010, a legend among welding machines and the SV 300 corner cleaning machine. Both machines are incredibly well received in the USA and Canada markets.

Customers appreciate the technological maturity and the day to day reliability of this welding and cleaning combination. In 2003, Peter and Martin Urban, the sons of company founder Josef Urban, become managing directors and later on the third brother, Thomas Urban. 2017 stands for 50 years of welding. This anniversary marks the start for new technologies from Urban.

Stay tuned!

GlassBuild
AMERICA
THE GLASS, WINDOW & DOOR EXPO
September 12 - 14, 2017, Atlanta (GA)

INVITATION



Come Celebrate our 30th Anniversary With Us

On Wednesday, September 13, 2017, commencing at 4.00 pm on booth #2152

30 years of Urban Machinery in North America – a good reason to celebrate. We would like to invite you for an anniversary happy hour on our booth during the GlassBuild America Trade Show in Atlanta.

Please come see us and be our guest! We look forward to seeing you there.



SV 360:

- SELF CENTERING CLEANING TOOLS
- TODAY'S LATEST ROBOT TECHNOLOGY

