

# PROGRESSIVE SOLUTIONS

For White Fish & Salmon



Product Catalog 2019

# VALKA AT A GLANCE

Valka is your partner in processing technology and system solutions. We specialize in the development and marketing of high-tech equipment and automation solutions for the fish processing industry.

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# WE ARE VALKA

At Valka, we are passionate about improving fish processing. We want to improve the fish production process so that our clients can produce better quality products and be more profitable.

Using state of the art technology, we design and build innovative, efficient equipment and systems that create added value for fish processors. Our systems will assist you to process with more accuracy, maintain the highest quality, minimize waste and increase the raw material yield into higher value products.

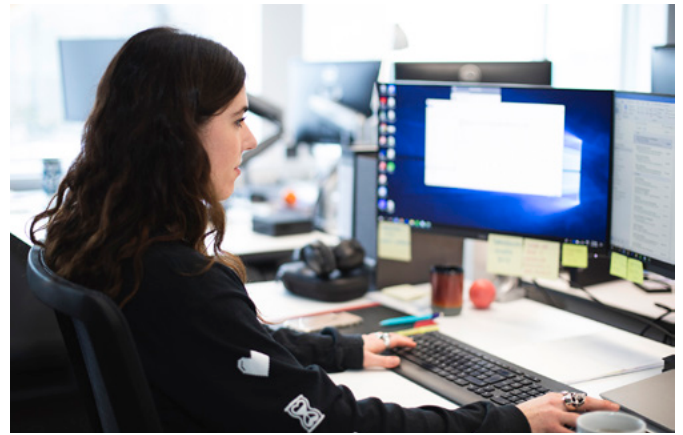
Valka offers expertise and excellence in the technical side of the seafood industry where we work in close cooperation with our customers to meet their needs by tailor solution specific to their requirements and addressing any issues promptly and efficiently.

We take pride in what we do and acknowledge that the future of the builds on qualified, honest and innovative employees and a good partnership with our customers.

## We value our relationships with our customers!

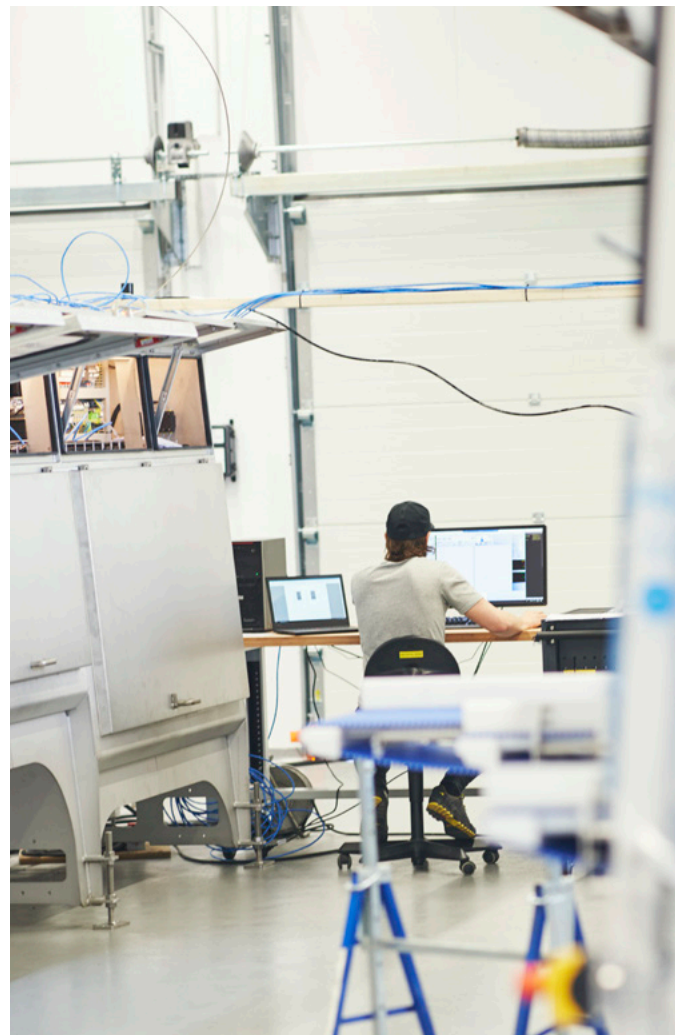
Valka accompanies our customers in their projects and offer tailor-made, solution that align with their expectations.

We are committed for the long-term and strive always to improve our products to meet our clients' needs while continually evolving to match their changing demands.



## SOLELY FOCUSED ON FISH

We're experts in fish processing equipment and software





# OUR PRODUCTS

Valka offers a range of equipment and software designed to substantially increase productivity, improve yield and maximize accuracy for fish processors of all sizes.

From a single machine, or software module, to a complete system, Valka has a solution. Our products are constructed with the highest quality materials and components and built with quality craftsmanship. The company's products are designed to deliver higher yield, improved processing, and handling with reliability. Valka has a solid reputation in the industry and has customers worldwide. Our clients range from the smallest producers and traders to some of the largest salmon and white fish processors in the world.

## Hygienic Design

When creating new machines, we strive to have all of our products meet the strictest hygienic standards.

- » Easy access to all machine surfaces for cleaning, disinfecting, and inspecting purposes
- » Eliminating corners and edges that could pose sanitary risks as well as hidden areas in constructions
- » Sloping surfaces that allow liquids to flow quickly and hygienically into vessels
- » All stainless steel components that directly contact the fish are electropolished to ensure optimum resistance to corrosion and ease of cleaning
- » All other steel is acid cleaned (pickled) for optimum resistance to corrosion and ease of cleaning
- » Use of sheet metal steel and open U-shaped structure and circular pipes where feasible
- » Drip pans under all conveyors are equipped with quick release hoses to floor drains for ease of sanitation
- » For long distance runs, electric cables are mounted on wire tray in as straight as line as possible

Designed to greatly increase productivity, improve yield and maximize accuracy



## SERVICES

We offer a full range of services for our customers for each phase of their project. From development and design to construction and installation, Valka stands by its clients and will be there for any after service care.

Whether you require basic service or a service plan tailored to your unique operations and business requirements we will work with you to:

- » Optimize designs
- » Improve productivity
- » Improve safety
- » Extend the life and service of equipment
- » Minimize maintenance
- » Obtain an ergonomic work environment
- » Reduce Total Cost of Ownership

# ADVANCED PROCESSING LINE

Fully automated operations with capacity of 4.000 kg/hour with 8-10 people\*

The Valka advanced processing line ensures more profitable fillet production with exceptional quality, more valuable products and less labor

**Box Handling**

...page 24

**Grading, Batching & Packing in a single machine**

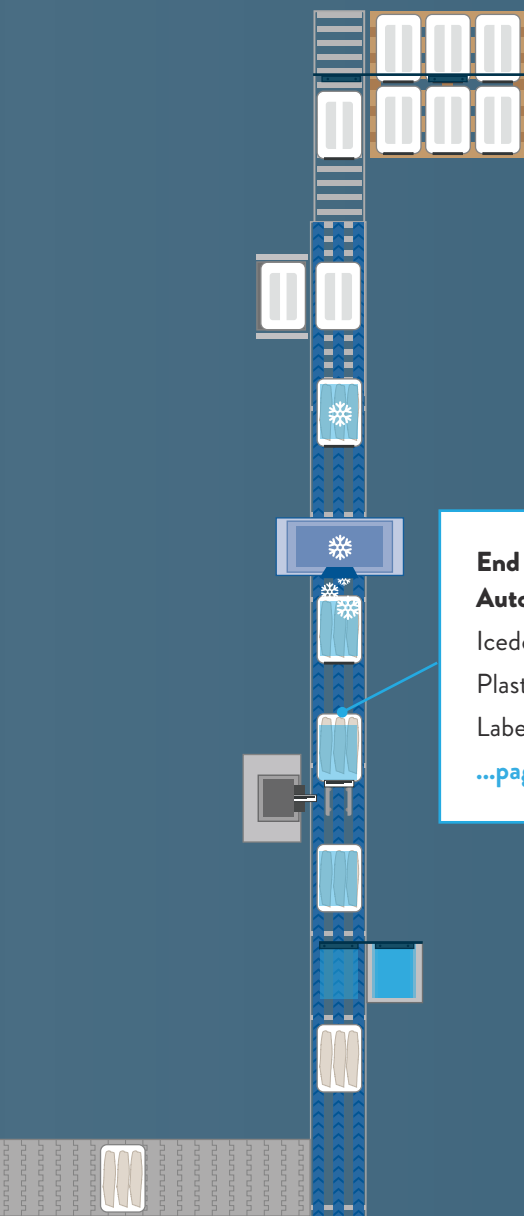
...page 14

**Portion Grader**

...page 9

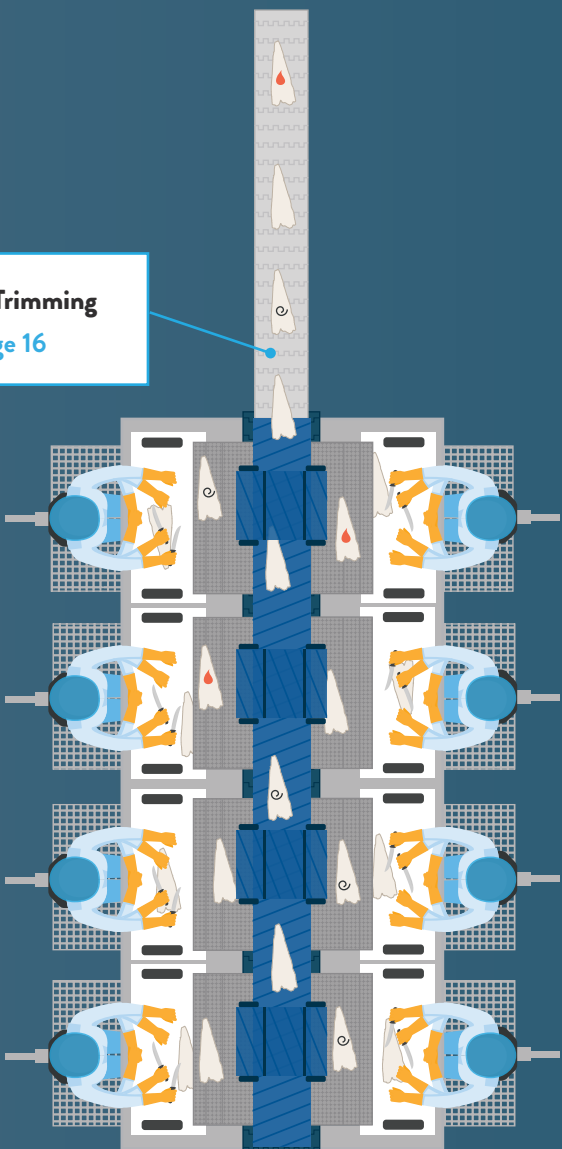


\* Based on average weight of 3kg gutted cod.

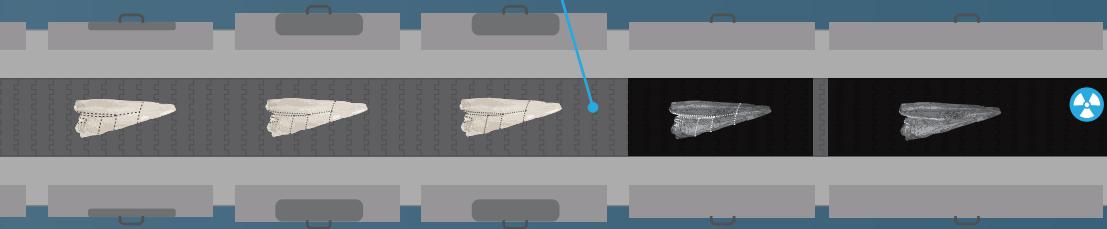


**End Of Line  
Automation**  
Icedosing  
Plastic Sheet  
Label Applicator  
...page 21

**Pre-Trimming**  
...page 16



**Valka Cutter & Portioning**  
...page 18



Scan to see  
the system  
in action









# GRADING & WEIGHING

Valka offers a variety of graders for whole fish or fillets as well as for portions of either fresh or frozen fish. We offer various types of infeed systems including; dynamic weighing, batching and manual-or automatic packing.

The graders can be custom made with numerous options all to match your particular needs.

WHOLEFISH GRADERS

FILLET & PORTION GRADERS

IQF GRADERS

SCALES

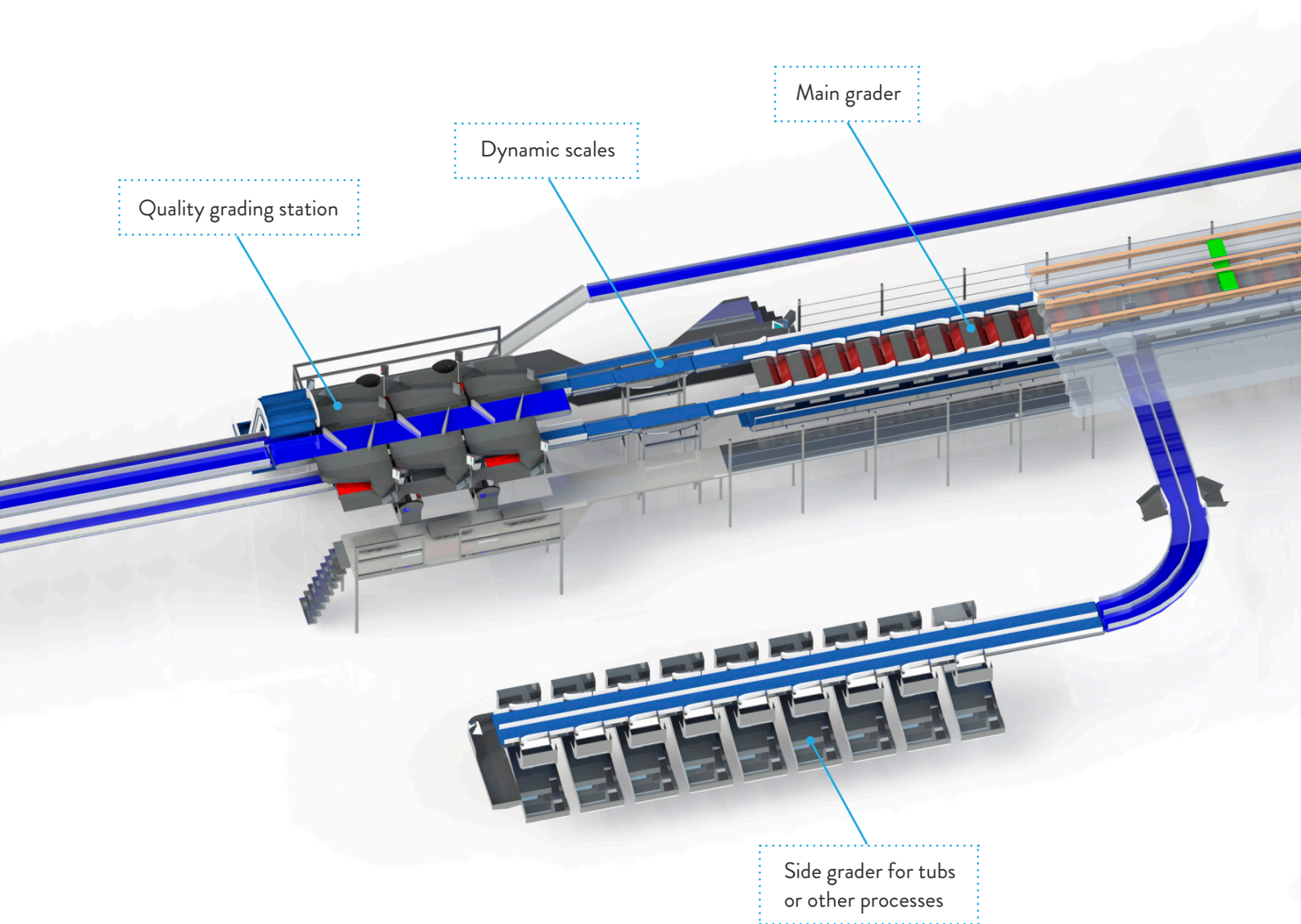


# WHOLEFISH GRADER

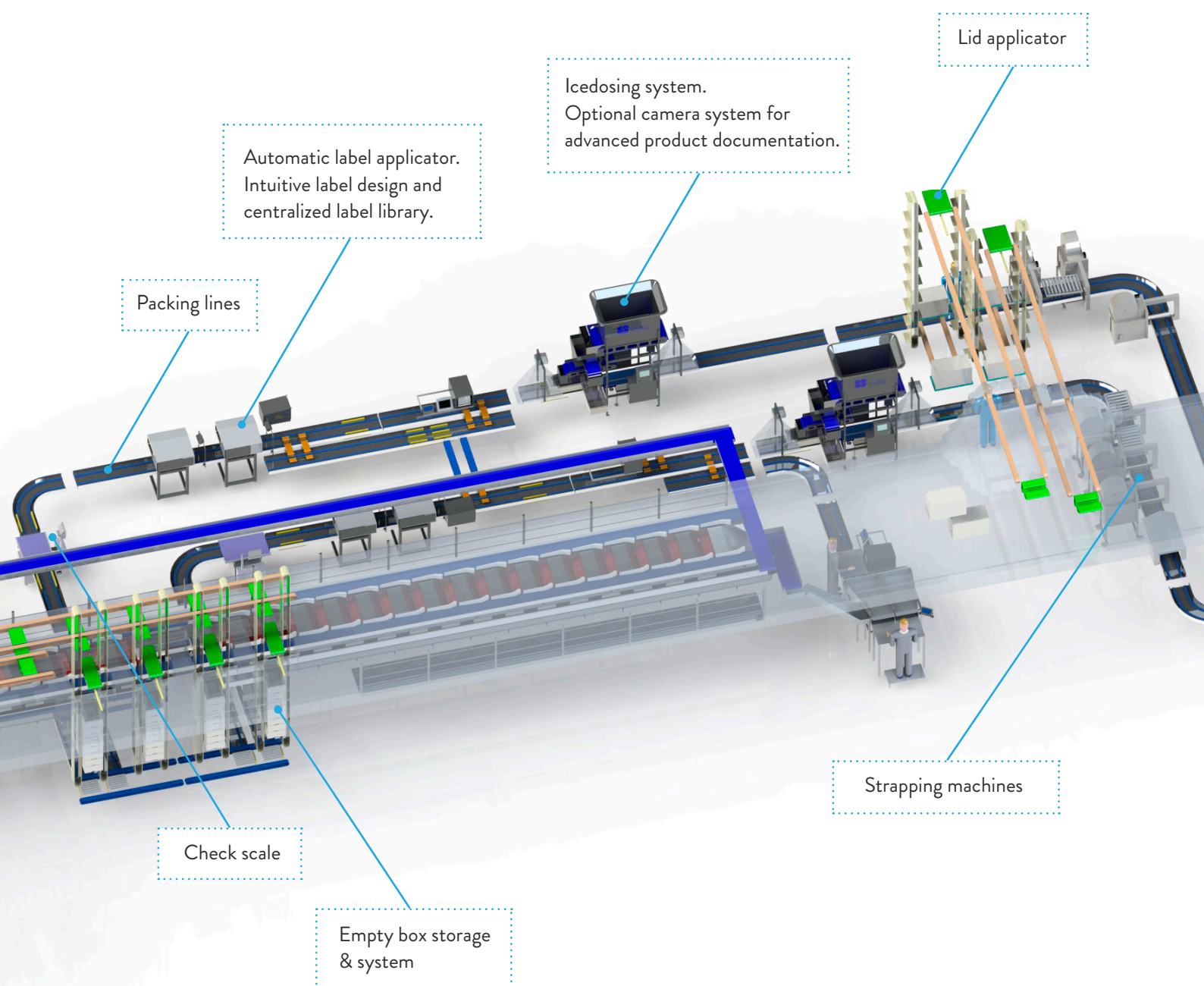
## & Packing System for Salmon

Optimized operations  
from order to dispatch

This fully automated processing plant consists of a Salmon Whole Fish Grader with daily capacity that can exceed 200 tons/shift. There is a packing system with automatic label applicators, an ice dosing system and automatic empty box handling and lid applicators.



Scan to see  
the system  
in action



## FEATURES & BENEFITS

- » 60-70 fish/min per lane
- » Automatic gate assignment
- » Throughput regulation
- » Optimization of box utilization
- » Simultaneous packing to multiple box types
- » Advanced error reporting
- » Informative reports for optimizing throughput
- » Advanced product distribution
- » Optimized operations from order to dispatch
- » Single server controls the entire line with uniform user interface for all operations
- » Hygienic designed down to the smallest details
- » Real-time graphic interface for process monitoring for all systems

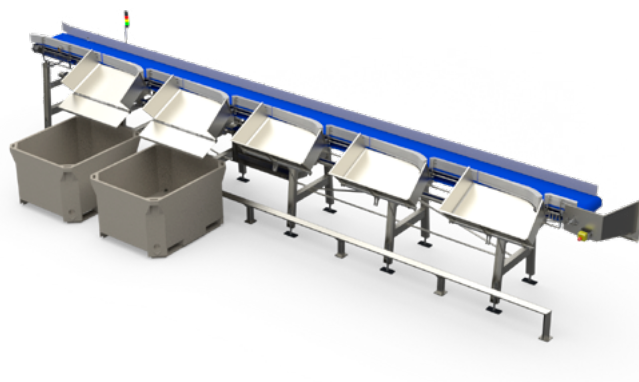


# WHOLEFISH GRADERS

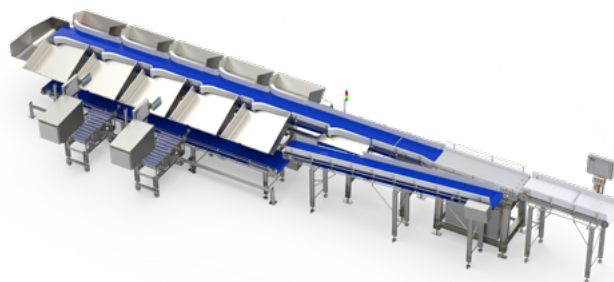
## Grading To Boxes Or Tubs

**Wholefish Graders** can be made to grade directly into tubs, boxes or both. With dynamic in-weighting the fish goes the assigned gate where a buffer chute directs the fish to the tub or a box. The buffer chute can store the fish while the operator is replacing a container.

The graders can be delivered to handle various sizes of fish, small and large. With a connected printer, a label can be automatically printed when the tub or box has been filled. All grading and packing information is stored and can be reported in the grader software.



Grading to tubs.



Grading to tubs on one side and packing to boxes on the other side. With packing screen and label printers.



# PACKING GRADERS & STATIONS

## Grading And Packing Fresh Or IQF Fillets Or Portions

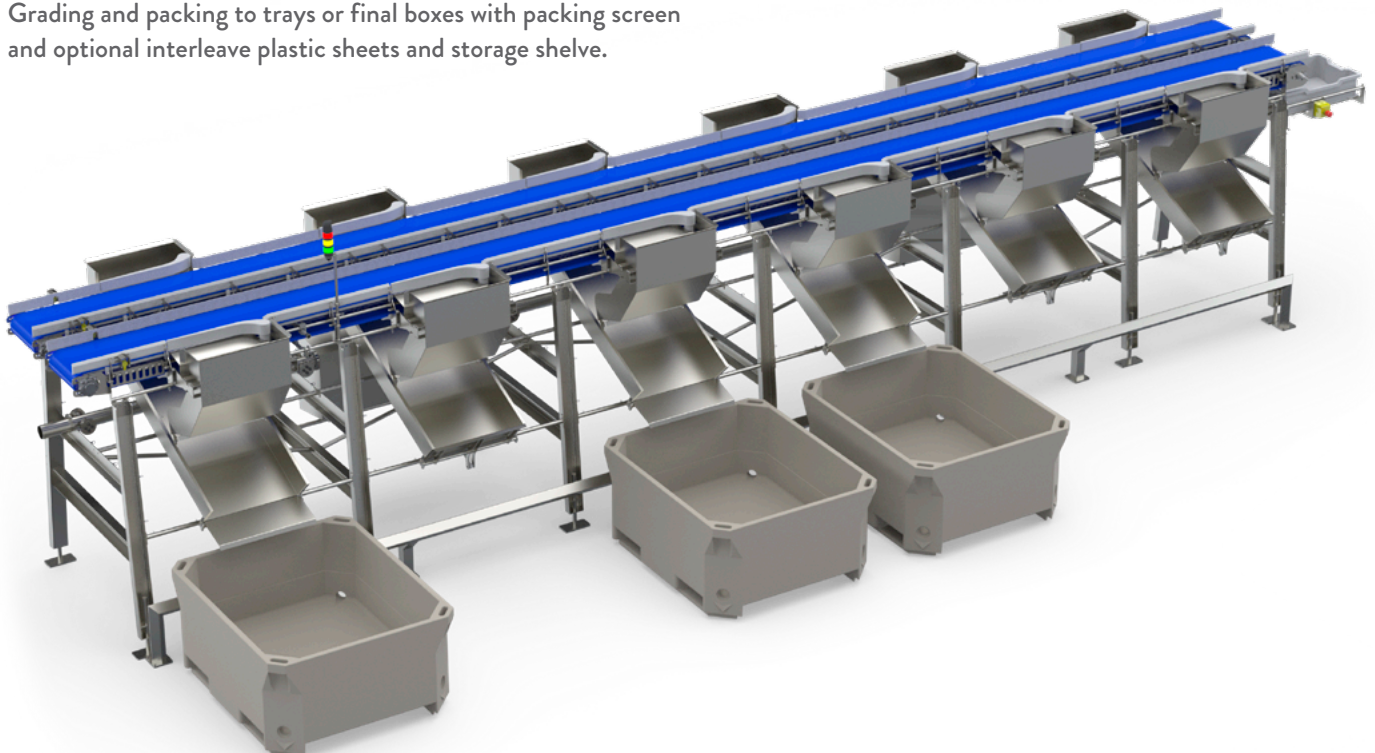
**Packing Graders** and stations can be adapted to suit various product types, fresh or frozen fillets, portions or other.

The products are weighed, graded and batched according to your needs. The graders can have a gate buffer with capacity that suits the packing requirements.

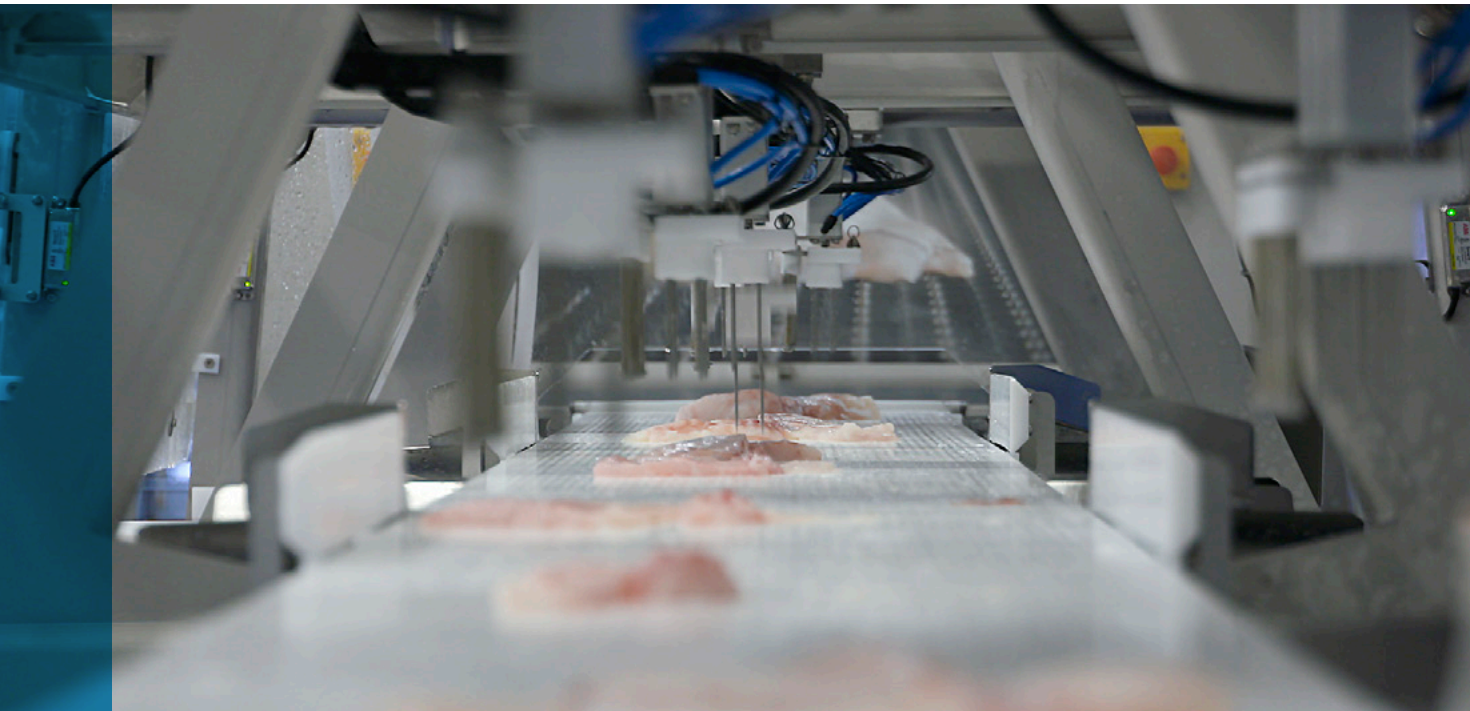
The operator packs the products manually into the tray, box or frame placed on the packing table. The table can be equipped with a scale and a packing screen for printing a label with the necessary product and order information.



Grading and packing to trays or final boxes with packing screen and optional interleave plastic sheets and storage shelf.



Grading IQF portions to tubs or boxes.



# PORTION GRADER

## Automatically Routing To Various Product Channels

Portion Grader is designed to distribute portions from the Valka Cutter to the appropriate product stream while maintaining the correct alignment.

The grader is built with linear servo robots and a pin “gripper” that gently drags each piece to the desired routes to a parallel or perpendicularly moving conveyors.

The grader is fully automatic and eliminates the human error factor in regards to incorrect portioning. The setup is completely customizable with options up to 16 different product routes and offers a flow control to optimize the utilization of packaging or freezing equipment.

## FEATURES & BENEFITS

- » Gentle handling
- » Accurate transfer
- » Alignment is controlled
- » Customizable setup
- » Pick & Place effect





# Wide Range of Grading & Batching Applications

with accurate weighing system to grade & batch products by weight, count, min/max weight requirements and other features

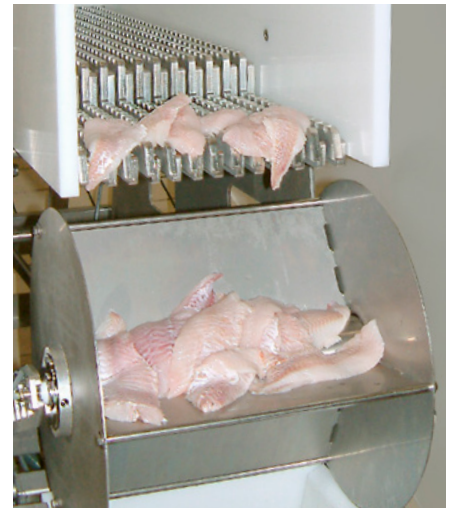
## PORTION FEEDER

**Valka Portion Feeder** is an in-feed control and dispersion machine that is designed to maintain even product flow to further processing lines.

**Valka Portion Feeder** can significantly reduce the number of workers required to feed product into an IQF and therefore provides a quick return on investment.

**Valka Portion Feeder** virtually eliminates fluctuations in production by maintaining a constant flow of product to each worker.

With **Valka Portion Feeder** the number of worker feeding into an IQF freezer can be significantly reduced.



## SCALES

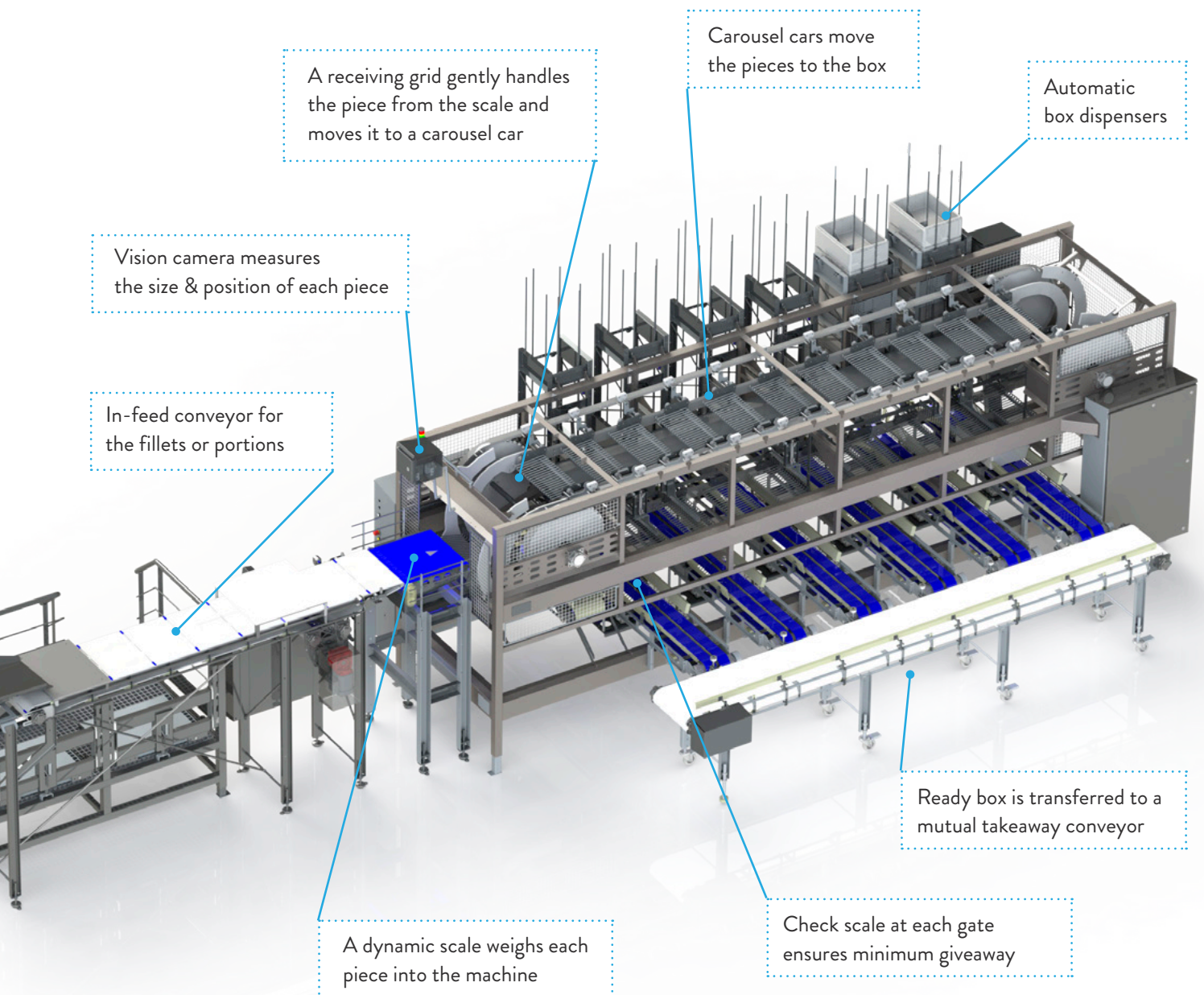
We have a wide range of bench scales for manual or automatic weighing process



# ALIGNER PACKING GRADER

## Grading, Batching & Packing – All In One Unit

The **Valka Aligner** grades, batches and aligns the products automatically into the final boxes or trays in which they are to be sold. Furthermore, the unit can be equipped with automatic box dispensers, plastic feeding system for automatic packing of interleaved products, integrated with label printers, check scales and order handling software.







The **Aligner Packing Grader** automatically packs fresh fish, fillets or portions according to the most demanding packing requirements with the absolute minimum giveaway.

## FEATURES & BENEFITS

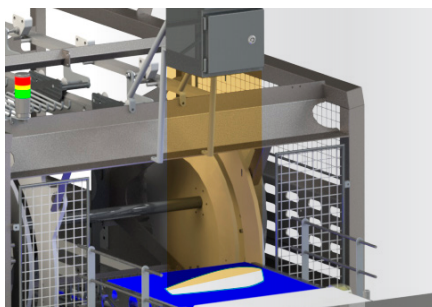
- » Exceptionally gentle handling
- » Absolute minimum giveaway
- » Minimum staff required
- » Excellent reliability

## SYSTEM OPTIONS

- » Handles pieces from 80-800 mm in length
- » Capacity up to 80 pieces per minute
- » Can grade based on weight, length or quality
- » Optional built-in interleave system
- » Automatic box dispensers



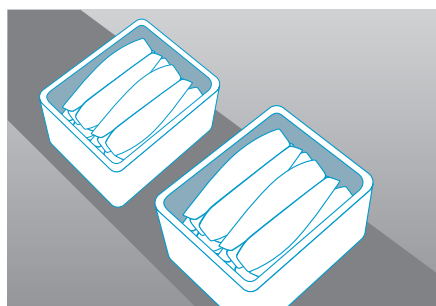
**Weighing:** All products are weighed into the grader.



**Measuring:** Vision camera measures the size.



**Gentle Handling:** Grids for gentle product handling.



**Aligning:** Pieces are cleanly aligned according to the system program.



**Accurate Batching:** Accurate grading ensures minimum giveaway.

Scan to see  
the system  
in action







# TRIMMING & CUTTING

Valka offers both traditional fish trimming flowlines where the fillets are weighed, trimmed and graded in a continuous flow as well as pre-trim lines specifically designed ahead of the Valka Cutter where minimum trimming is required.

TRIMMING LINES

CUTTING & PORTIONING

# TRIMMING

**Valka Trimming Lines** can be equipped with optional in-out weighing of fillets and products. Integrated with the Valka Cutter and grading units the customer can accomplish a process flow where the products are automatically transported in a continuous flow to the end packaging. The line can be customized to suit almost any process to achieve maximum results.

## Minimal Trimming Infront Of The Valka Cutter

With the Valka Cutter machine installed, only minimal trimming is required.

The Valka trimming lines are designed for exceptionally gentle handling of the product and allow for a first fillet in first out concept. The lines have extra wide buffer in front of each operator and the intelligent software maintains the correct level of fillets awaiting each trimmer. The dual-grid takeaway system secures a slot for each fillet to be transported to the Cutter machine.

All lines are equipped with fully lit trimming tables and bins for products and trimmings. Optional monitoring of throughput, yield and quality for individual workers is available and screens can be placed on each station.

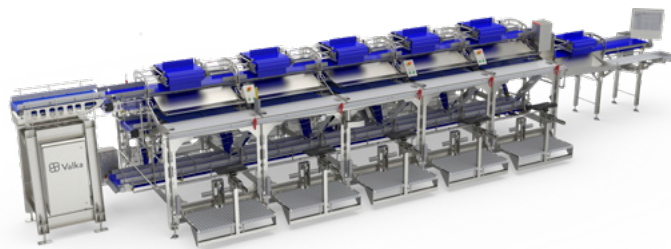
The lines can be delivered with push-off conveyors or arms and with workers station on one or both sides depending what suits best in each case.

## Active Trimming Line

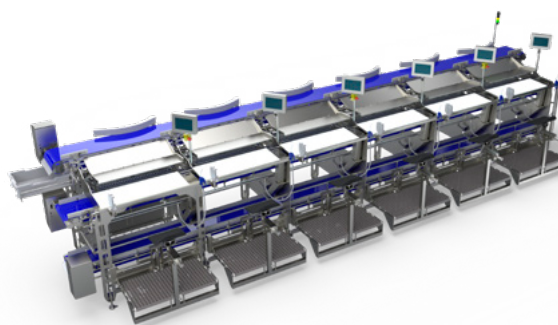
An active trimming line where fillets are trimmed on the belt. The trimming belt speed is reduced and when finished, the fillet is placed on a belt that is speed synchronized with the Valka cutter to obtain continuous product flow while ensuring optimal performance of the whole system.

## Quality Inspection Station

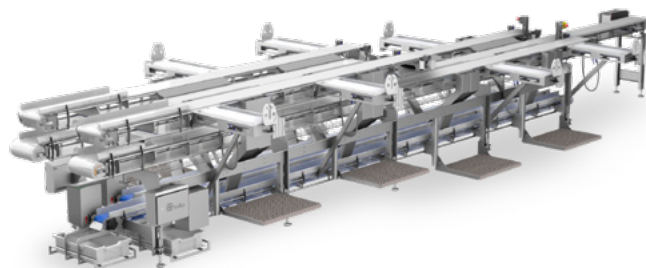
An optional Quality inspection station can be integrated with the trimming such that the QC worker can order a product from each trimming station for inspection. The inspection result is automatically registered and can be reported back to the trimmer.



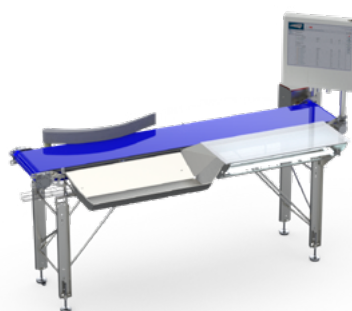
Dual side trim line with push-off conveyors and integrated QC station



Single side trim line with push arms and screens on worker stations



Active Trimming Line



QC Station





# VALKA CUTTER

## X-Ray Guided Cutting & Portioning

The most advanced pin-bone and portion cutting machine available for fillet processors.

Applicable to multiple species the cutter offers the highest efficiency and incredible flexibility in accurately portioning the smallest to the largest fillets.

## FEATURES & BENEFITS

- » X-Ray camera detects bones down to 0.2mm in size
- » Automatically removes pin bones and cuts portions to the desired size
- » Precise cutting into uniform portions
- » Greatly improves product handling as all cuts are made in a single machine
- » Reduces labor needed for trimming
- » Increases yield by minimizing the bone off cut, typically the V-cut and belly bone
- » Increases the yield into higher value products, most commonly by maximizing the size of the loins
- » Ensures bone free products

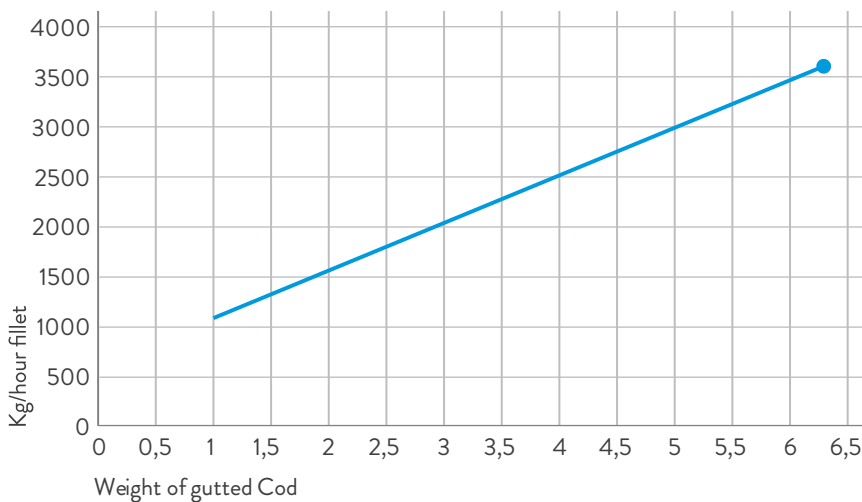
## Highest Efficiency And Incredible Flexibility

### Capacity & Yield

The machine belt speed can be adjusted up to 480 mm/sec. The throughput of the machine is calculated as a function of the weight of the whole fish. For example, with 3 kg gutted cod the machine capacity is about 2.000 kg per hour.

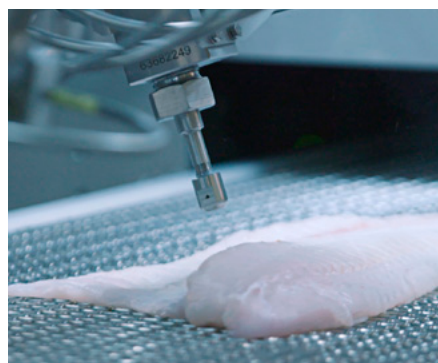
The pin bone cut-off in cod is around 5-6% of the fillet size. The cutting proximity to the bones can be adjusted to cut closer, and at an angle if possible, resulting in dramatically increased yield.

### Throughput As A Function Of Weight



### Cutting robot options

There are two robot types to choose from. The setup and number of water jet cutters and the robot types depend on the complexity of the cutting patterns and products that are to be produced.



D2 robot has movement only perpendicular to the conveyor belt. It is tiltable on both sides for angled cut to improve pin-bone or other desired cuts.



D3 robot has movement in all direction, both perpendicular and in plan with the belt. With the D3 robot it is possible to cut all portion shapes and sizes.



The robot cutting head tracks the fillet height and cuts from same distance above the fillet whatever the size (fillet height). This gives more accurate & visually better cut.

### Valka Cutter

automatically removes pin bones and cuts to the desired portions.

The machine uses combination of an X-ray and 3D image processing system together with robot controlled water jets to locate and cut pin bone and portions with great accuracy.

Continue on next page >>

**Valka Cutter** gives processors an opportunity to substantially improve throughput and yield with less labor when trimming and portioning fish fillets.

Minimum handling and short time from filleting to packing returns excellent material quality.



### Pre-Trimming Line

The fillets need only a minimum trimming, e.g. removing blood spots, filleting damages and parasites.

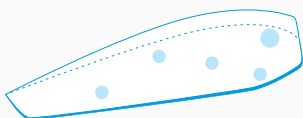
If a fillet does not need any trimming, it can go directly to the cutting machine.

### X-Ray

The X-ray system uses low energy X-ray technology which gives the highest contrast possible and more reliable detection of small bones than with conventional technology.

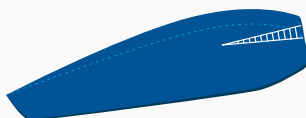
#### Pre-trim

Remove blood stains & spots, parasites & filleting defects



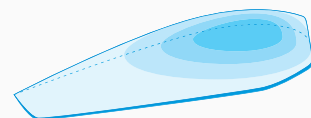
#### X-Ray Scan

X-ray camera scans the fillet and locates the bones



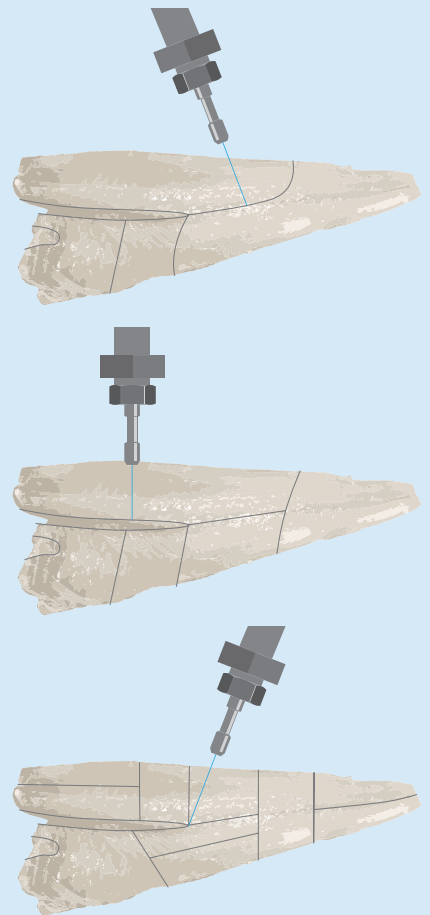
#### Measuring

Vision system measures the fillet density for cutting based on weight

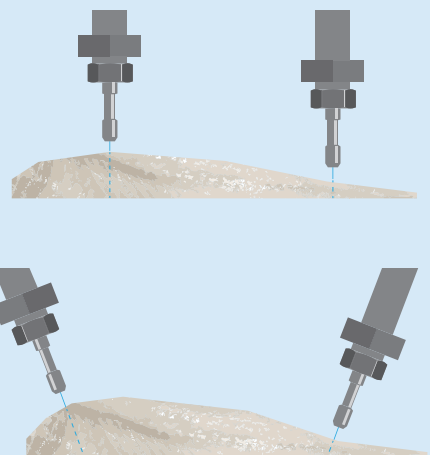


## Automatic Product Routing After Cutting

As all portions from **Valka Cutter** are known by weight, size & shape they can be routed to the appropriate product stream with gentle handling of each piece while maintaining correct alignment.



The number and type of robots for cutting are based on the desired cutting pattern



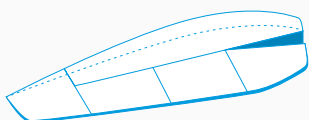
## Endless possibilities

The system analyzes each fillet and cuts highly uniform portions in relation to size, weight and thickness according to your specification. Prices are set for every portion and the system optimizes the value of every fillet.

Multiple cutting patterns or programs can be defined and different size fillets can be cut into various patterns. The user can easily switch between programs.

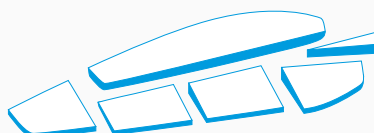
### Portion Calculation

Analysis software calculates the optimal portioning



### Water Cut

Water jets cut out the pin bone and portions

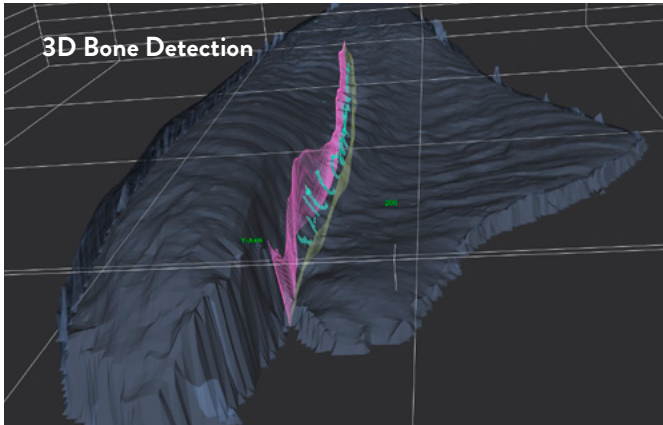


Scan to see the machine in action





# CUTTER OPTIONS & VARIETIES



## 3D Bone Detection

Accurate assessment of the bone structure gives more precise cut and less cut-off.

With dual X-ray camera system the bones are detected from two angles which produces an accurate 3D image of the bone structure and alignment. From that image the robots can cut out the bones precisely.

As the slope and alignment of the bones vary significantly between fillets, due to different anatomy, raw material quality or they're affected by the filleting machines, the 3D view and cutting results in less bone cut-off. Consequently, that translates into an increased value per fillet as more meat is left for higher value products.

## FEATURES & BENEFITS

- » Dual X-ray cameras
- » Less cut-off
- » More into higher value products



## Double throughput for small fillets

The dual stream version of **Valka Cutter** has double the capacity of cutting small fish fillets compared to the traditional cutter.

The dual stream version has a new improved image processing system that allows for a dual stream of fillets on a single conveyor belt consequently cutting double the volume from previous versions. The dual stream cutter is especially suited for small fish fillets.

## FEATURES & BENEFITS

- » Dual stream of fillets
- » Double the capacity
- » Up to 200 mm long fillets
- » Up to 180 fillets per minute

## Valka Cutter Applicable To Multiple Species

From the smallest to the largest fillets skin-on or skinned **Valka Cutter** can cut numerous types of fillets to the desired portions.







## Marine Version Cutter

### Bone free fillets & portions onboard a vessel

The marine version of Valka Cutter is specifically designed for operating onboard a vessel. The machine is shorter in length which makes it easier to fit into limited spaces marine vessels have to offer. The machine is more rugged with specially strengthened and extra legs to supporting it and rubber cushions to reduce high frequency vibrations commonly found in vessels. The X-ray detector has been put in a housing that was specially designed for Valka and has IP54 protection rating. Specific conveyor belts with excellent friction to fish are used.

All control unit compartments and electrical cabinets are specifically heated or cooled and dry air is directed into the area to prevent condensation.

## FEATURES & BENEFITS

- » Designed for operating onboard a vessel
- » Specific X-ray housing
- » Specialized in/out feed belts
- » Vibration cushions
- » Prevent condensation for Control & electrical cabinets

## Standalone X-Ray Scanning

### Accurate assessment of the bone structure gives more precise cut and less cut-off

The Valka standalone X-ray is designed for detection bones in fish fillets or portions with automatic sorting of defected pieces. The system can locate bones down to 0,2 mm in size. The system can reject the pieces found with bones and report the position on a image. The X-ray system uses low energy X-ray technology which gives the highest contrast possible and more reliable detection of small bones than with conventional technology.

## FEATURES & BENEFITS

- » For fillets or portions
- » Accurate location of bones
- » Detects 0.2 mm bones
- » Operates at max 480 mm/sec
- » Low energy X-ray technology
- » Ensures bone free products
- » Scans fillets up to 900 mm long
- » IP 67





# END OF LINE & INTERNAL LOGISTICS EQUIPMENT

To automate the entire process throughout the production line Valka supplies various integrated systems for efficient operations. We will assist you in reaching your goals of increasing throughput, reducing waste while minimizing human handling.

We feature engineering expertise and skill to work with you on a range of projects from: complete plant design, installation and upgrading existing lines.

ICE DOSERS

PLASTIC FEEDING, INTERLEAVE

LABEL & LID APPLICATORS

EMPTY BOX HANDLING

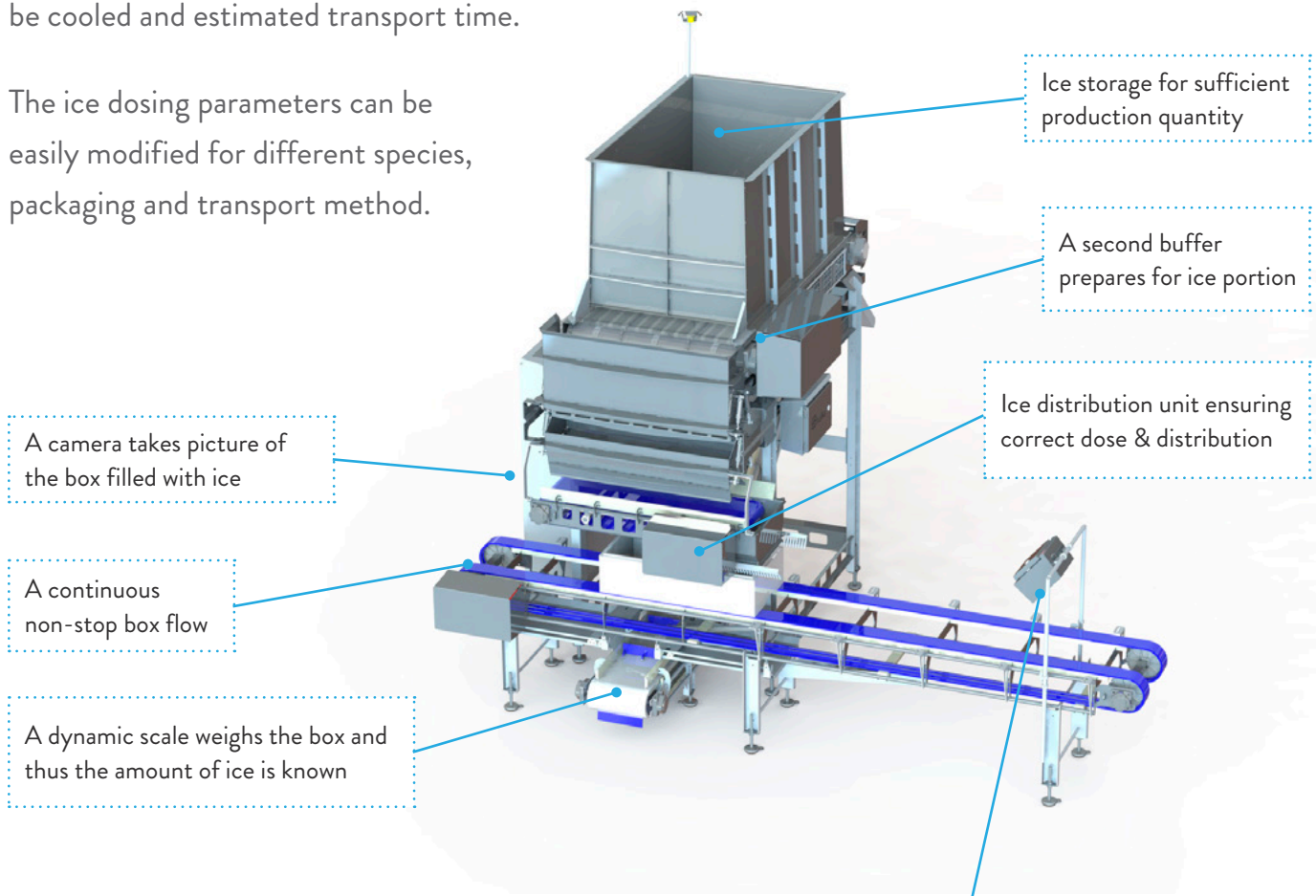
CONVEYOR SYSTEMS

# ICE DOSER

**Valka Ice Doser System** is designed to automatically dispense ice into boxes with fresh fish. The system ensures accurate ice dosing according to the quantity of fish to be cooled and estimated transport time.

The ice dosing parameters can be easily modified for different species, packaging and transport method.

Effective solution for ice dosing with optional camera system for advanced product documentation.



## Features & Benefits

### » Individual dosing

Can give fixed amount of ice to each box or a dose according to the individual box content

### » Uniform ice distribution

Ensures excellent distribution of the ice for the whole box

### » Registers ice weight

The quantity of the ice for each box is registered and logged

### » Multiple box types

Supports multiple box types simultaneously

### » Traceability

Offers full traceability by storing the weight of the ice together with a picture of each box

Boxes are identified for individual ice dose with a barcode reader. A camera photographs the boxes before and after ice dosing



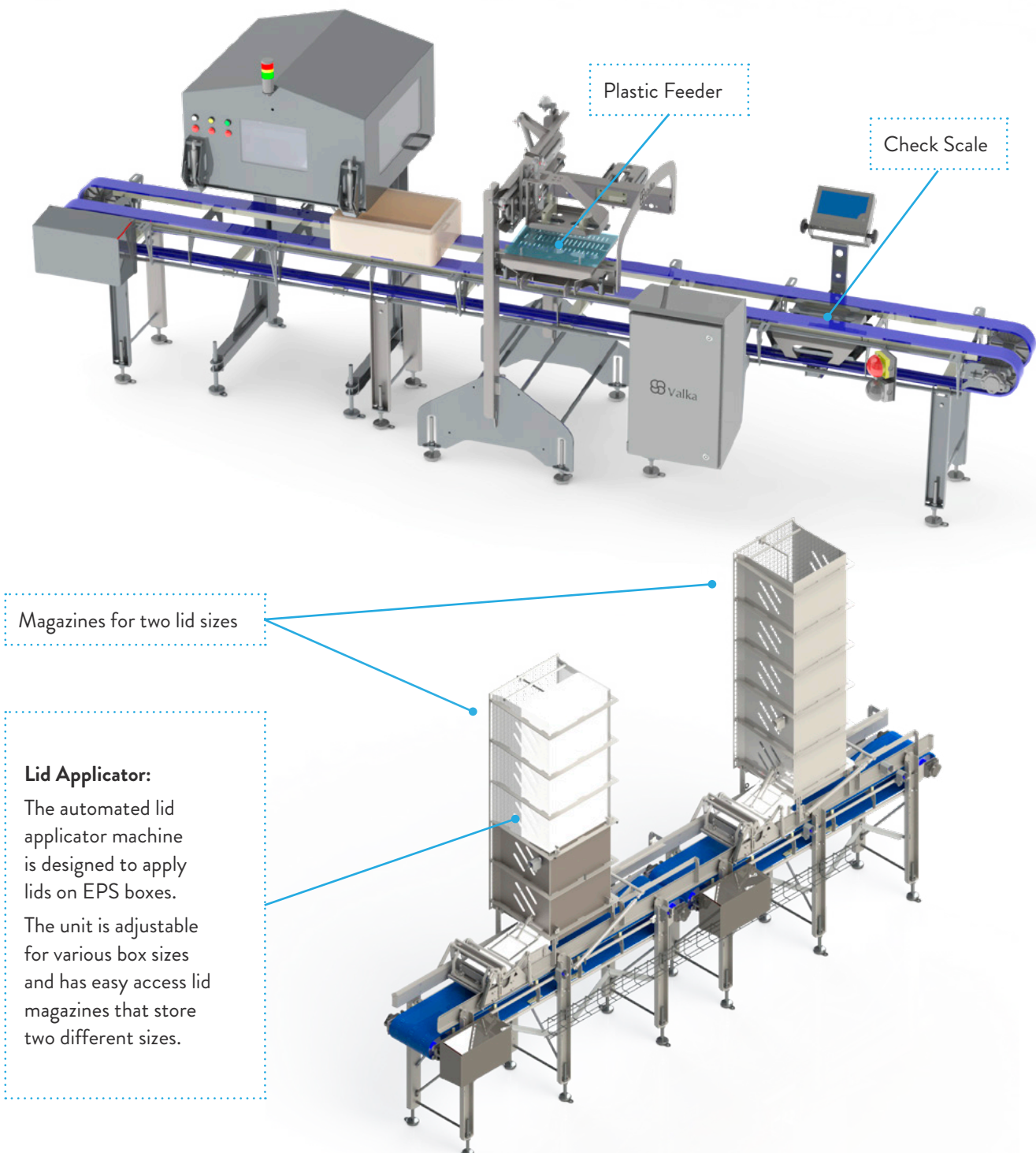


# COMPLETING THE BOX

We provide comprehensive, off the shelf or custom packaging solutions that will improve your packaging efficiency and fit your budget.

## Common end of line equipment:

- » **Label Printers** are sealed in watertight steel boxes
- » **Automatic Label Applicators**
- » **Plastic Feeding** for covering or packing interleaved products
- » **Lid Applicators**



# EMPTY BOX HANDLING

**Valka Box Handling System** is a empty EPS box storage and feeding solution that guarantees continuous and uniform flow of empty boxes for the production.

The boxes can be stored in the most convenient location in the plant and the system will promptly deliver the correct box when requested from the production.

The system gently handles loads from small 3 kg boxes, up to 25 kg salmon boxes.

## KEY FEATURES

### » All Types and Sizes

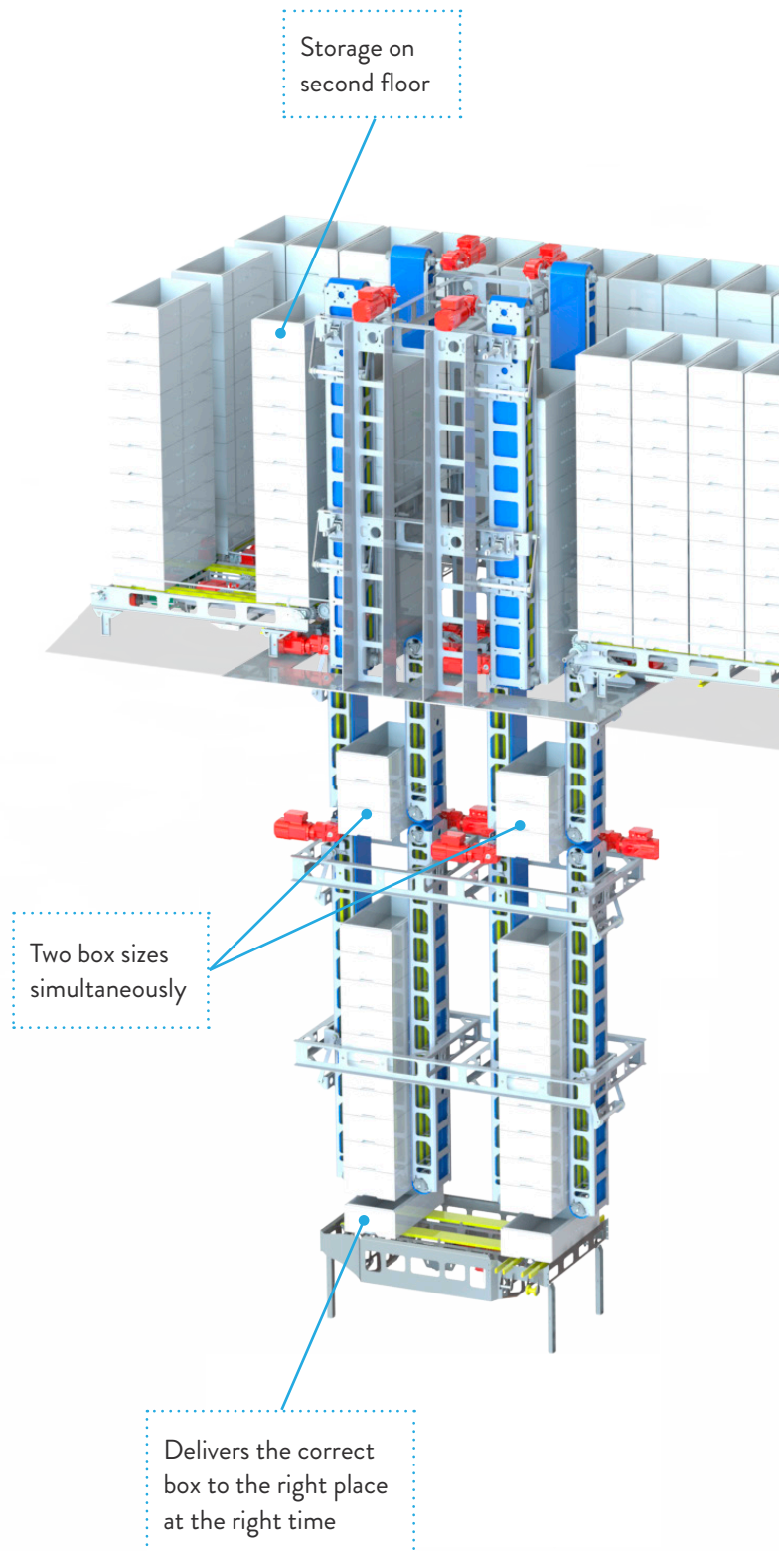
The system manages all sizes and types of boxes simultaneously according to the production requirements

### » Buffering

Buffer conveyors help to avoid delay in production. Buffer size is set according to customer requirements and available space

### » High Capacity

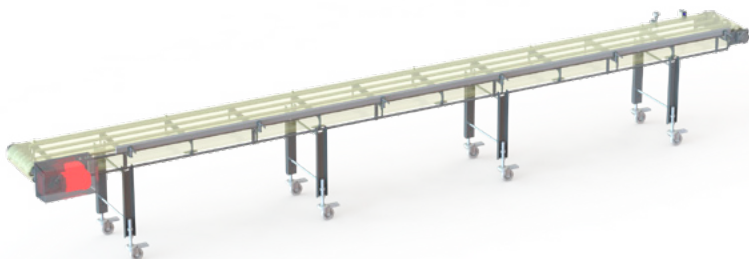
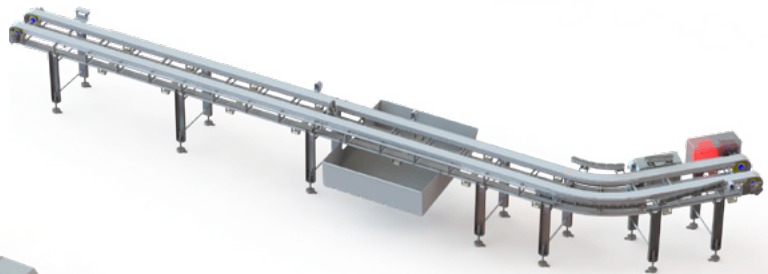
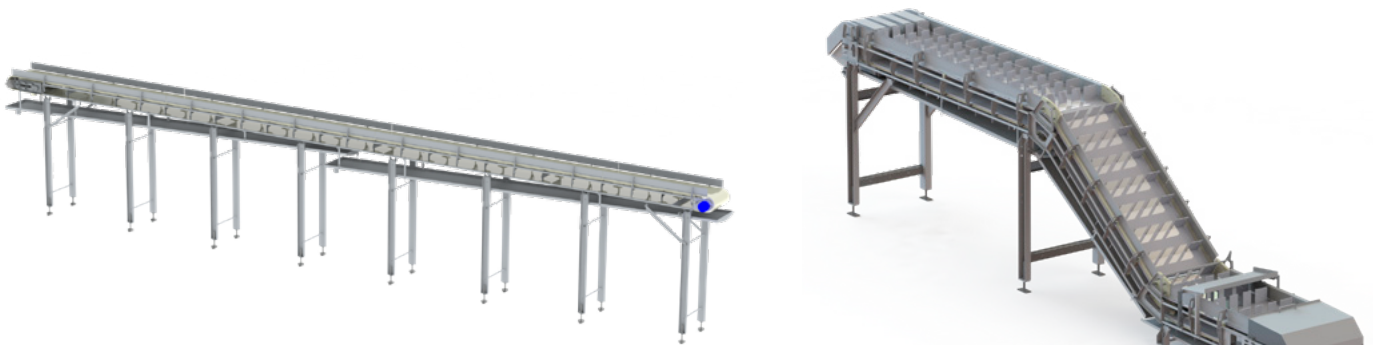
Can handle up to 20 boxes per minute



# CONVEYOR SYSTEMS

Valka provides a broad and diversified line of quality conveyors designed to match your needs.

All conveyors are developed according to our production guidelines and are made from the highest quality materials and components. All units are designed to meet the highest hygienic standards.



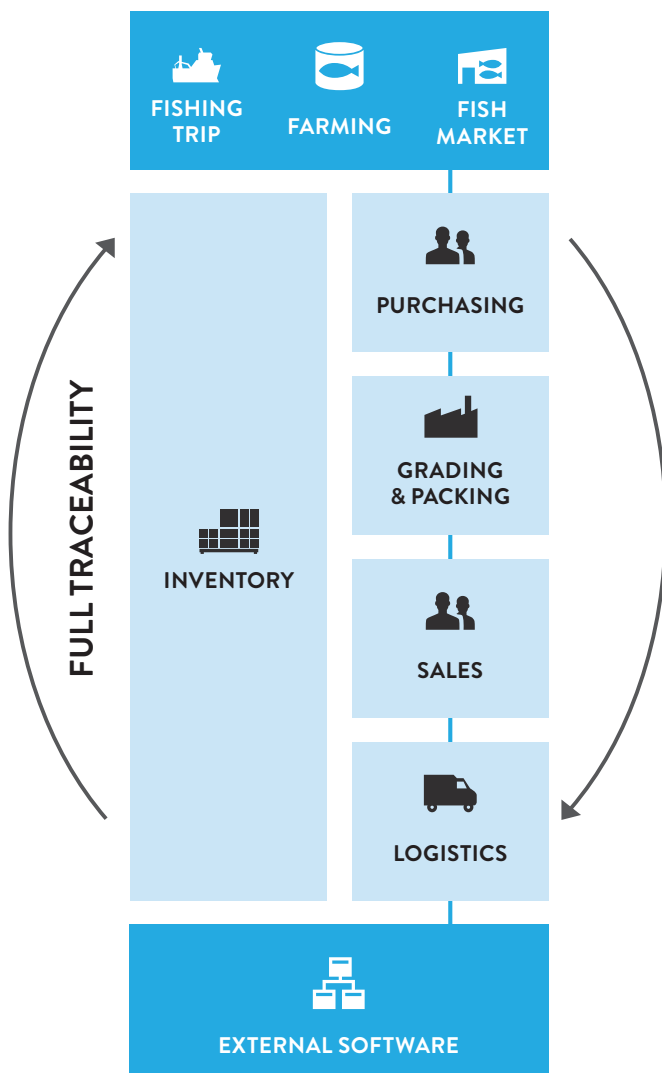




## Online order & production system for maximum automation

**RapidFish** is easily scalable to any size business from the one person trading company or a single scale packing solution, to the large-scale multi-site processing operations with the need for a **Manufacturing Execution System** and advanced tracking & traceability.

### End-To-End Solution For Fish Processors & Traders

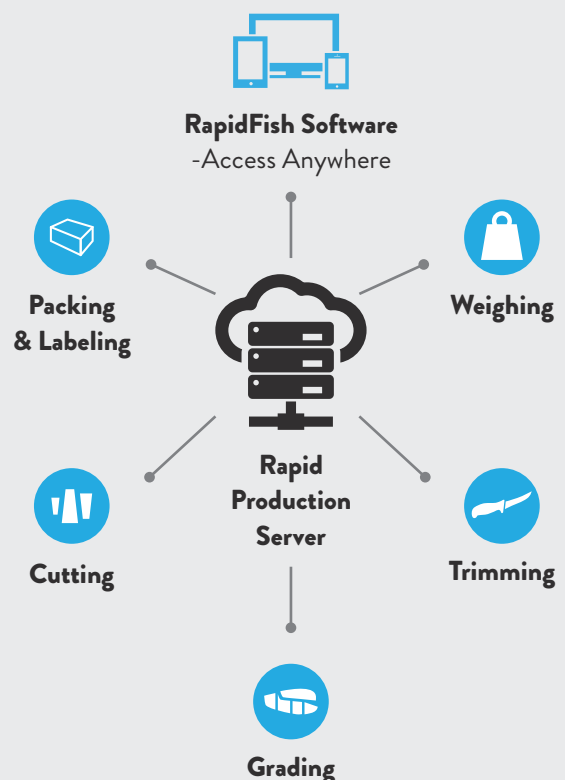


## INTEGRATED FUNCTIONALITY FOR:

- » Receiving of raw material
- » Vendor & customer management
- » Pricing, including multiple currencies
- » Production, including yield monitoring
- » Process monitoring
- » Customizable quality inspections
- » Packing & palletizing
- » Packing on graders or scales
- » Inventory control
- » Sales orders management
- » Dispatching
- » Advanced traceability features

## Centralized Production Server

A single server controls all production equipment one interface for operations





Raw materials can be registered both manually or imported from external systems. Necessary details (date, lot id, species, site, unit, av. weight, etc.) are registered with the intake consequently creating a traceability code down to the required level.

The system maintains traceability through levels from receipt of raw materials through processing, packaging, palletizing and shipping.

The system simplifies packing products directly for orders or to stock. Pallets can be created automatically, and all labels or documents are created accordingly.

In RapidFish it is possible to create and control unlimited number of storage locations, internal or external ones. The system maintains the location of the raw material, intermediate products and end products at all times and supports holding inventory of all packing material and ingredients.

- » Splitting or merging of pallets.
- » Performing storage transfer.
- » Splitting a pallet in a third party warehouse and applying external lot ID.

[illegible]



## KPIs

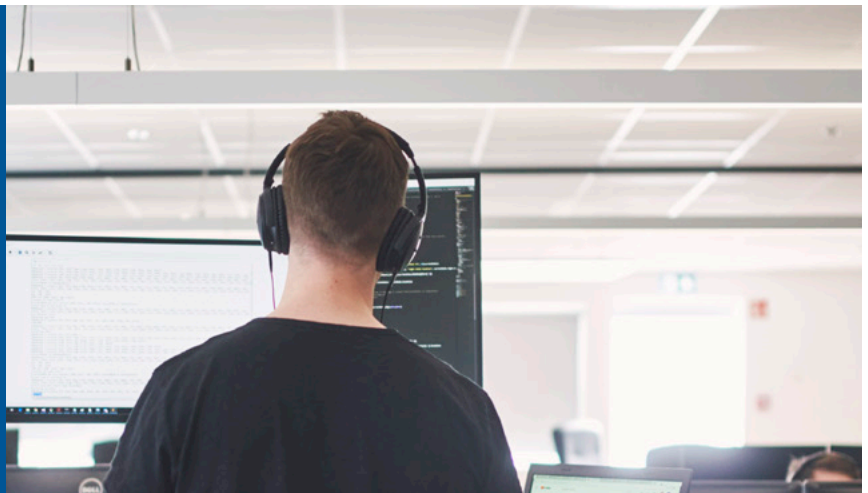
You can define various KPIs in RapiFish to measure your performance and evaluate against your production objectives, for example:

- Equipment & worker efficiency
- System downtime and causes of error
- Actuals against target values

## Yield Control

Yield monitoring is created from any flow of weighing data with defined in/out series. **RapidFish** can calculate the yield between any two or more data collecting points, depending on definition and reporting needs.

Guarantee your quality with our centralized online system linking to your lot, order, box, pallet or customer for easy tracking & traceability



## Quality Inspections

The **RapidFish** quality module is comprehensive and flexible in allowing organisations to effectively manage internal quality programs, tracking and quickly resolve quality control issues. The module allows users to build customized quality inspections with fully selectable criteria and parameters within a simple and easy to use interface.

### Customizable Interface

The user interface is customizable and can be used on a touchscreen or a mobile device if requested. The system allows the setup of a „parent child“ related inspection, as well as place exception values on a single quality parameter or on the inspection as a whole.

It is possible to incorporate supervisor approval in the workflow. If a value is out of the normal parameters the system can automatically send alerts or notifications via text messages or email. Quality inspections can be viewed and reports generated from various sources, tracking back to a specific production lot.

## FEATURES

- » Approval before inspection is confirmed
- » Attachment of pictures or external documents
- » Send notification feature if a value is outside normal range
- » Numerous inspection value types, text, numeric, boolean, temperature, weight, custom grade, dropdown list, date
- » Parent/child inspection
- » Effective reporting

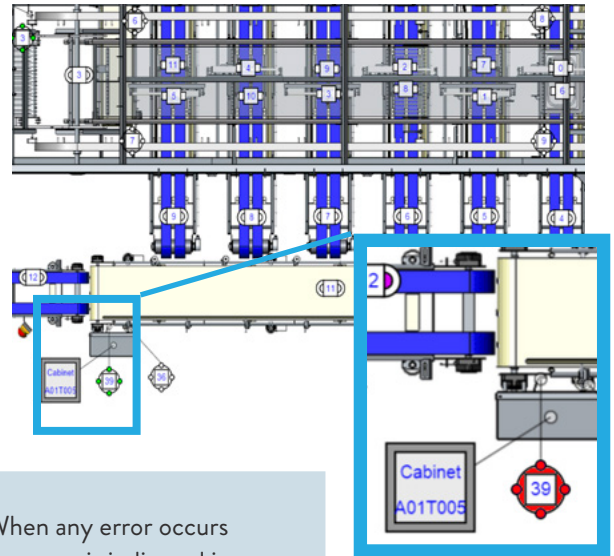


## Process monitoring

### Valka Process Monitoring (SCADA)

gathers machine performance and processing data for all machines. The

system instantly displays if a machine or module is running normally or in error. A graphical layout with marking on all sensors, cylinders, motors and scales that will indicate where maintenance is required if a module detects an error.



When any error occurs the error is indicated in the EventLog window of the respective application. With a mouse click the user has access to the respective overview image.

#### sensor

Name: Tacho Takeaway  
Number: A01S060  
Cabinet: A01T005  
IO-addr: 3904

Advanced process monitoring provides actionable insight critical to the production process.

## Label Design & Printing

RapidFish offers simple WYSIWYG label design within the interface. Labels can be designed with all data from the master database and/or any selected text. Centralized label library allows deployment of all label changes globally.

### THE LABEL SYSTEM ALLOWS FOR:

- » Client and order specific labels
- » Multiple characters, incl. Chinese & Cyrillic
- » Reprinting of labels (by box / pallet)
- » Drag & drop design feature
- » Centralized label library
- » Remote and local design of labels
- » Multiple barcode types, QR codes or RF ID
- » Images





## Order management

RapidFish provides comprehensive order handling from registration to shipping.

All stakeholders with permission may follow an order in real-time, whether the order is pending, in production, being packed or shipped.

### Order & Client Handling

RapidFish provides comprehensive order handling from registration to shipping. RapidFish incorporates an easy-to-use browser interface and allows those with permission to register orders that are instantly available for sales people, production staff and management. Orders can also be received from other systems into RapidFish, e.g. through TXT, XML, EDI. Everyone can follow an order in real-time whether the order is pending, in production, being packed or shipped. The reduction of typing saves time and minimizes mistakes.

Vendor and customer handling is embedded into the RapidFish system. All information associated with a customer is linked to orders. The „product alias“ function allows customers to use their own product codes for simplification. The initial customer information can be imported from the ERP system and synced if needed.

### Price & Cost Items

The system supports many pricing options. For example, day, week or contract prices can be set, as well as multiple currencies. Custom cost types can be defined as a fixed amount or proportional to user defined options, such as weight. A cost type can be associated with specific customers or contracts for time saving purposes.

### Dispatching & Document Handling

Dispatching is a standard feature in the system. All information related to a customer's order is linked to the shipment and relevant shipping documents can be created with the dispatch information stored in the system. Furthermore, Rapidfish can function as a order related document management system. It is possible to attach additional documents, with origin in another system, to an order and thus RapidFish can store all order related documents.

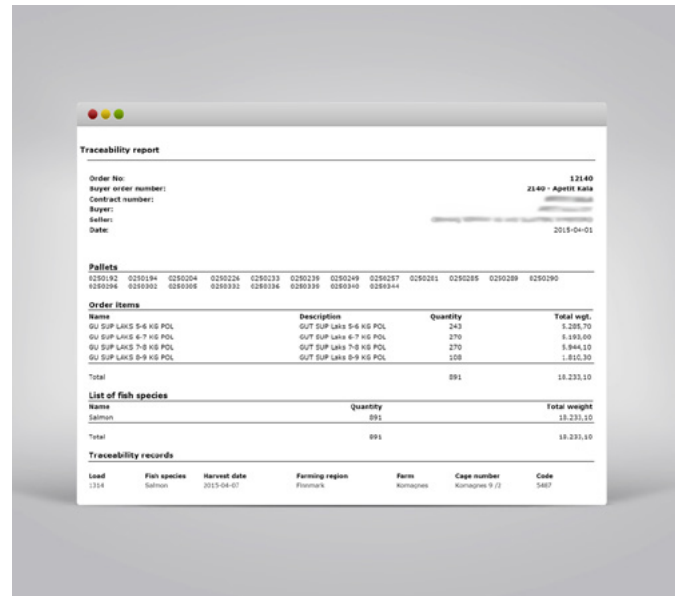
Reduced operating costs  
of sales, improves productivity  
and customer service



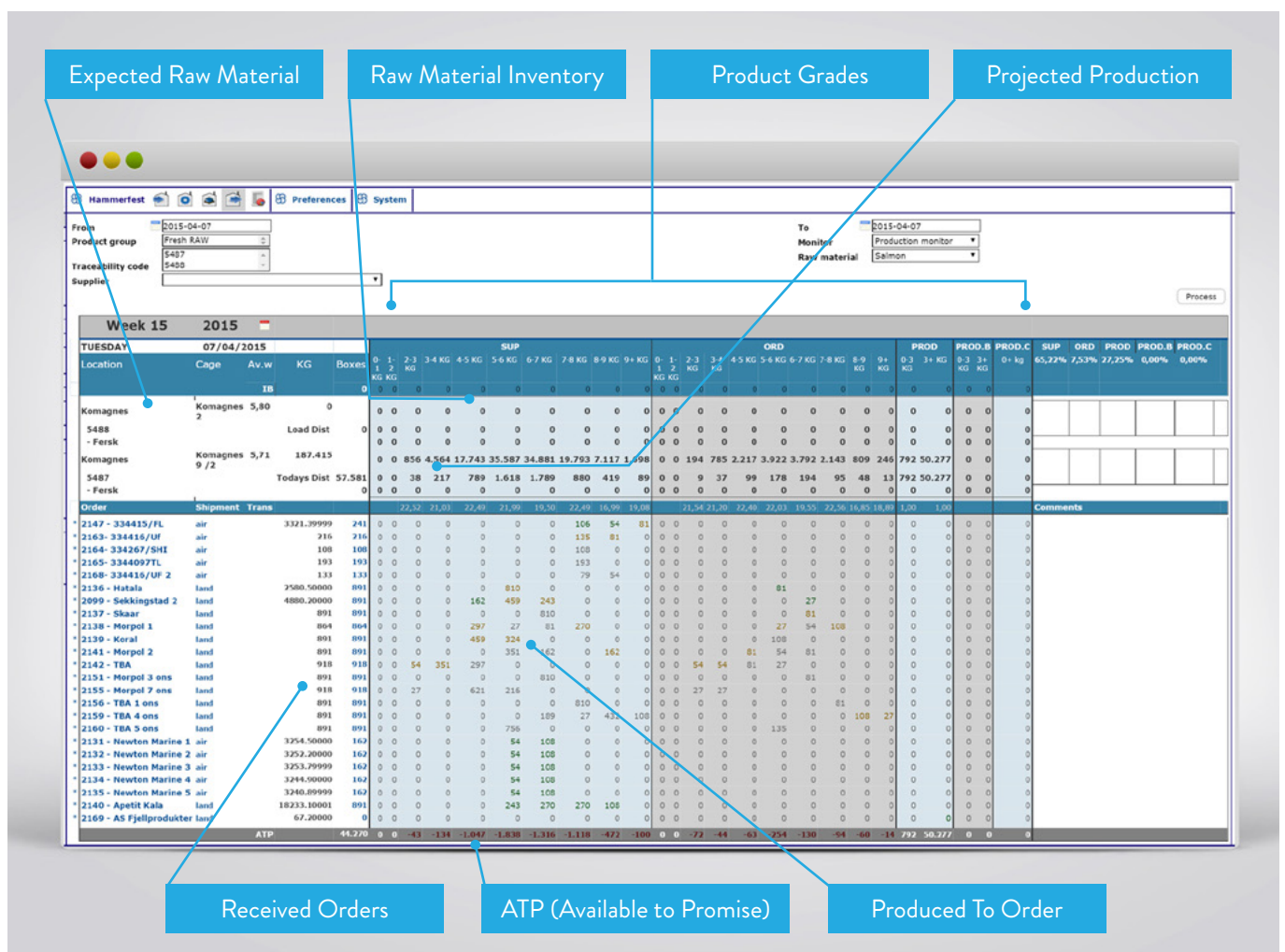
With its commenting (chat) & notification capabilities the system ensures that the correct information is always presented quickly to the right people via email and text message.

Customers or other external parties may be given select or all access permission to:

- » Place orders and request changes
- » Review sand tracking of order
- » Fetch packing lists and quality reports



RapidFish allows for the planning of raw material requirements based on real and forecasted sales orders. Within a simple „Excel like“ interface the user has a broad overview of the raw material available and expected, current production and sales, as well as what is available to promise (ATP). The user can monitor the production in real time and easily modify the orders to match the production.



# SERVICE OFFERINGS

Valka focus on outcomes, meaning that we provide what the customer needs and through our service offerings we meet these needs through service availability, service contracts, spare parts, preventive maintenance strategies, remote equipment monitoring and fault diagnostics.

Valka service support system is designed to provide customers high level of support and service available when needed. By providing a wide range of service to our customers, Valka's professional and highly skilled service engineers are able to support and service customers to ensure optimal performance of their Valka equipment with product up-time and extended equipment life cycle being the key focus.



## Service Level Agreements

### Ensure system uptime & operational efficiency

Valka understands the importance of maximizing up-time and performance of Valka products. With regular scheduled service visits, our preventive and proactive service strategy is highlighted and when the unexpected happens and support is needed, a replacement, repair on-site or spare part is sent straight away.

The Service Level Agreement is your key choice to solve these moments promptly and surely.

Valka's extensive experience and expertise ensures extended lifecycle of your equipment and maximizing up-time by choosing our proactive and preventive approach included in our service level agreement.

### FEATURES & BENEFITS

- » Regular on-site visits to conduct preventive maintenance, training and equipment
- » Priority response time and access to support services
- » Reduce risk of equipment downtime

## Spare Parts Services

### Have the right parts readily available

Valka understands the importance of maximizing up-time and performance of Valka products. With regular scheduled service visits, our preventive and proactive service strategy is highlighted and when the unexpected happens and support is needed, a replacement, repair on-site or spare part is sent straight away.

The Service Level Agreement is your key choice to solve these moments promptly and surely.

Valka's extensive experience and expertise ensures extended lifecycle of your equipment and maximizing up-time by choosing our proactive and preventive approach included in our service level agreement.

### FEATURES & BENEFITS

- » Essential spare parts in standard packages
- » Reliable part availability
- » Maximized operational efficiency & reduced lead times



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