



GRAFTECH CUSTOMER TECHNICAL SERVICE

Assisting you in achieving
your business objectives



INNOVATIVE SERVICES, HIGH-TECH SOLUTIONS

GrafTech International Ltd. is a leading manufacturer of high-quality graphite electrode products essential to the production of electric arc furnace (“EAF”) steel. Our Customer Technical Service (“CTS”) team serves as a critical collaboration tool for sharing product expertise and knowledge with our customers. It is a key opportunity for our teams to help customers increase productivity, reduce costs, and improve safety. Our global multidisciplinary network of experienced professionals provides collaborative support to customers, troubleshooting issues, finding solutions, increasing efficiency, and enhancing product satisfaction.



VALUE-ADDED ACTIVITIES

- Electrode consumption reduction
- Productivity increase
- Energy consumption reduction
- Charge materials and refractory optimization
- Foaming slag and oxygen best practices
- Ladle metallurgy furnace optimization
- Equipment consultancy
- Tailored training programs and best practices



Reduce Cost

Translate and simplify complex data into bottom line results



Increase Productivity

Surface hidden problems and opportunities



Improve Safety

Improving safety through training programs and best practices

EAFF BEST PRACTICES

- Comparative analysis through benchmarking
- Advice and training on industry best practices
- Total energy audits

OPTIMIZING ELECTRODE PERFORMANCE

- Handling practices
- Jointing techniques
- Time utilization
- Oxygen and burners
- Foaming slag
- Electrode spray cooling
- Furnace regulation
- Power programs
- Raw materials

TRAINING PROGRAMS

- Electrode handling
- Modes of electrode consumption
- EAF benchmarking, productivity, and raw material
- Total energy utilization
- Ladle furnace operations
- Electrical principles
- Chemical energy
- Oxygen practices
- Slag practices
- Inventory management

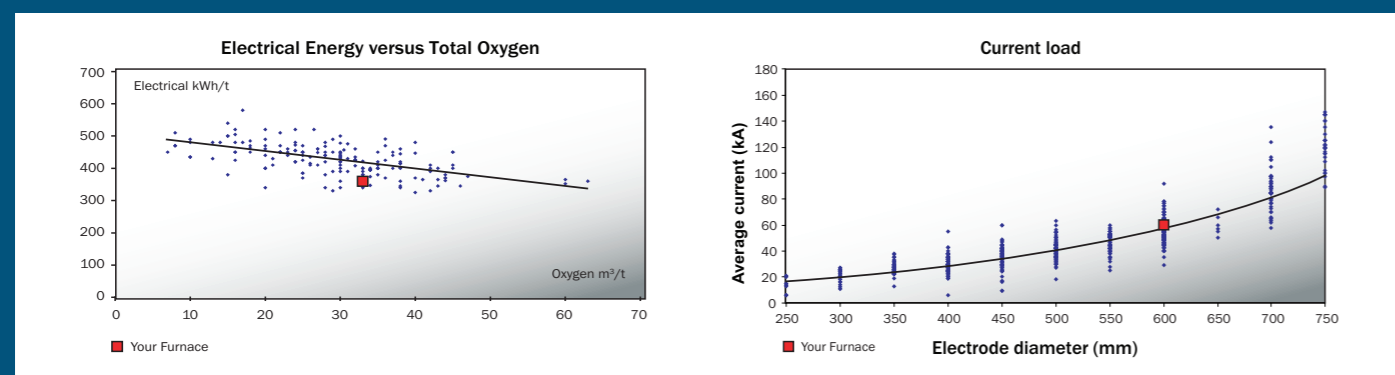
ARCHITECH® PROCESS ANALYSIS AND ALERTS

- EAF and LMF process alerts
- EAF and LMF process analysis and insights

EQUIPMENT CONSULTATION

- Equipment selection
- Productivity planning and capability
- Configuration, layout, and vetting
- Assistance with understanding implications of new EAF technology
- Start-up services

BENCHMARKING ANALYSIS



ARCHITECH® FURNACE PRODUCTIVITY SYSTEM 6.0

ArchiTech® System is a 24/7/365 advanced high-speed EAF diagnostic, analysis, and reporting system. It is small, self-contained, scalable, easy to install and supported by customer technical service representatives. ArchiTech® System has helped customers to reduce cost, increase productivity and maintain uninterrupted flow.

ArchiTech®

FURNACE PRODUCTIVITY SYSTEM



MORE THAN 250 INSTALLATIONS IN OVER 45 COUNTRIES

ArchiTech® System 6.0 new features include...

- Six new statistical alerts and more than 30 alerts in total
- Furnace efficiency trending
- Improved mobile experience and mobile alerting
- GrafTrack® System available to all customers

ArchiTech® System is...

- 24/7/365 advanced high-speed EAF diagnostic, analysis and reporting system
- Complements existing supervisory systems
- Small, self-contained, scalable, easy to install and supported by customer technical service representatives

ArchiTech® System helps customers to...

- Reduce cost
- Increase productivity
- Maintain uninterrupted flow

What ArchiTech® System does for you...

- Real-time data analysis and comprehensive diagnostics
- Continuous remote service connection
- Assists with decision-making
- Alert notification

GrafTrack® System Now Available

- Electrode tracking and reporting
- Inventory management assistance

GrafTrack®

SYSTEM

WE ARE GRAFTECH

- We are a global leader in the production of high-performance graphite electrodes
- We offer our ArchiTech® Furnace Productivity System to track electrode performance, measure overall efficiency, and perform diagnostic testing
- Our CTS team helps customers increase productivity, reduce costs, and improve safety
- We provide long-term security of supply through our multi-site manufacturing footprint and integration into our key raw material
- We produce competitive products in a sustainable manner





Contact Us

+1-216-676-2000 (Toll-Free USA) | +41-21-821-3111 (International) | www.graftech.com

AFRICA

Alberton, South Africa
Service Subsidiary
GrafTech South Africa (PTY) Ltd.
74 Hennie Alberts Street
Brackenhurst, Alberton, 1448
SOUTH AFRICA
Tel: +27-11-867-4228

ASIA

Hong Kong, China
Service Subsidiary
GrafTech Hong Kong Ltd
13/F, Gloucester Tower, The Landmark,
15 Queen's Road Central,
Central, Hong Kong CHINA
Tel: +86-139-1106-0499

Chiba-shi, Japan
Sales & Service Subsidiary
GrafTech Japan G.K.
CD/3F Makuhari Techno Garden,
1-3 Nakase, Mihama-ku, Chiba-shi,
Chiba, 261-8501 JAPAN
Tel: +81-43-296-8178

EUROPE

Bussigny, Switzerland
Global Sales & Production Planning Office
GrafTech Switzerland S.A.
Boulevard de l'Arc-en-Ciel 36
1030 Bussigny SWITZERLAND
Tel: +41-21-821-3111

Calais, France
**Graphite Electrode Manufacturing Facility,
Sales & Service Subsidiary**
GrafTech France S.N.C.
Rue des Garennes
F62100 Calais, FRANCE
Tel: +33-3-21-19-1420

Milano, Italy
Sales & Service Subsidiary
GrafTech S.p.A.
77 Via Monte Napoleone, 8
20121 Milano MI, ITALY
Tel: +41-79-838-08-61

Pamplona, Spain
**Graphite Electrode Manufacturing Facility,
Sales & Service Subsidiary**
GrafTech Iberica S.L.
Carretera de Astrain S/N
E-31171 Ororbia
Navarra, SPAIN
Tel: +34-948-321-200

Ratingen, Germany
Sales & Service Subsidiary
GrafTech Germany GmbH
Kaiserswerther Str. 115
40880 Ratingen, GERMANY
Tel: +49-151-724-470-17

Sheffield, United Kingdom
Sales & Service Subsidiary
GrafTech UK Limited
Hart Shaw Building, Europa Link
Sheffield, South Yorkshire S9 1XU ENGLAND
Tel: +44-114-251-8850

MIDDLE EAST

Dubai, United Arab Emirates
Sales & Service Subsidiary
GrafTech International FZE
Office 1124 JAFZA ONE
Tower A, 11th Floor
Jebel Ali Free Zone, Dubai, UAE
Tel: +971-48-170-570

NORTH AMERICA

Brooklyn Heights, Ohio
Corporate Headquarters
GrafTech International Holdings Inc.
982 Keynote Circle
Brooklyn Heights, Ohio USA 44131
Tel: +1-216-676-2000

Monterrey, Mexico
**Graphite Electrode Manufacturing Facility,
Sales & Service Subsidiary**
GrafTech México S.A. de C.V.
Carretera Miguel Alemán
Km. 20 #600 Ote.
Apodaca, Nuevo León MEXICO 66600
Tel: +52-81-8-135-5600

St. Marys, Pennsylvania⁽¹⁾
**Graphite Electrode Manufacturing Facility,
Sales & Service Subsidiary**
GrafTech USA LLC
800 Theresia St.
St Marys, Pennsylvania USA 15857
Tel: +1-814-834-2801

Port Lavaca, Texas
Petroleum Needle Coke Manufacturing Facility
Seadrift Coke L.P.
8618 State Hwy. 185 North
P.O. Box 192
Port Lavaca, Texas USA 77979
Tel: +1-361-552-8887

SOUTH AMERICA

Salvador, Brazil
Machine Shop, Sales & Service Subsidiary
GrafTech Brasil Participações Ltda
Rodovia BA-522 / Km-7
Candeias, Bahia BRAZIL 43813-300
Tel: +55-71-2108-9462

(1) While maintaining the capability to produce graphite electrodes and pins, production activities at St. Marys were indefinitely suspended in 2024, with the exception of graphite electrode and pin machining.