



### Best Graphics - Since 1977

Best Graphics is North America's largest independent importer and distributor of Pressroom, Bindery, Finishing, and Packaging equipment. Our portfolio includes 20 product lines from world-class manufacturers in the United States, Germany, Japan, Italy, Canada, South Korea, China, Taiwan, Israel, and the United Kingdom. Best Graphics also has a dedicated service department with factory-trained staff and maintains a fully-stocked parts inventory.

Not enough money for new or used equipment? No problem! Best Graphics' Parts and Service departments can help you to keep your current machinery well maintained for a long-lasting investment.

### Parts Department

Best Graphics maintains nearly \$750,000 USD in parts inventory at our Milwaukee, WI facilities to support equipment sold. With over 150 machine sales annually, we are very adept at assisting you in parts identification and problem solving. On hand parts can drop ship to arrive the next day if ordered before 4pm CST. Any hard to find parts not carried in our inventory will drop ship directly from our manufacturer partners to get you up and running as quickly as possible.

### Parts FAQ

**Q Who can I contact for Parts support?**

A To place a parts order, contact our Parts Manager Mike Keller at 1-800-236-7603 ext. 1010 or [Parts@BestGraphics.net](mailto:Parts@BestGraphics.net)

**Q Do you carry parts for my equipment?**

A Best Graphics inventory includes parts for APR Solutions, Busch, Chameleon, Ecosystem, Highcon, IBIS, Itotec, Kompac, Kudo, Laserck, Osako, Palamides, Saroglia, STOCK, Wohlenberg, and Young Shin machines. Best Graphics also works with the following manufacturers in support of client's machines:

- Albo Pile Turners
- Bobst Die Cutters and Folder Gluers
- Challenge Paper Cutters and Drills
- Duplo Bookletmakers and DC-745s
- Heidelberg Saddle Stitchers and Diana Folder Gluers
- Horizon Perfect Binders, Stitchliners & Bookletmakers
- Koenig & Bauer Iberica Die Cutters
- Kolbus Perfect Binders
- MBO Folders and Stackers
- Moll Folder Gluers
- Muller Martini Saddle Stitchers and Perfect Binders
- Nordon Glue Systems
- Polar Paper Cutters and Joggers
- Prism Paper Cutters
- Rima Stackers
- Rollem Slitter/Creaser/Perf Machines
- Saber Paper Cutters
- Stahl Folders

### Service Support

Best Graphics has a full team of Service Technicians providing phone and on-site service support along with qualified sub-contractors located across the country working in conjunction with Best Graphics to help support the 150+ machine sales and installations we complete annually.

### Frequently Asked Questions

**Q Who can I contact for Service support?**

A For Service Support, contact our Service Manager Gary Martin at 1-800-236-7603 ext. 1009 or [GaryM@BestGraphics.net](mailto:GaryM@BestGraphics.net)

**Q What will Best Graphics do to help?**

A In most cases, phone support will be offered as the first step. You will be connected with one of our service technicians for free over-the-phone support. We will provide you with any technical tools, manuals, drawings, etc. to help you service your own equipment internally. Should you need on-site service, we will then schedule a service call at your convenience to minimize any downtime. For machines under warranty, we offer a "guaranteed 24 hour on-site response" from the moment we get you on our service call board.

**Q How much will this cost?**

A Over-the-phone support is free of charge. On-site service will be billed out on an hourly or daily basis. [Click here](#) to request a service quotation.

### Key Contact Information

**Mike Keller – Parts Manager**

1-800-236-7603 x 1010

[Parts@BestGraphics.net](mailto:Parts@BestGraphics.net)

**Gary Martin – Service Manager**

1-800-236-7603 x 1009

[GaryM@BestGraphics.net](mailto:GaryM@BestGraphics.net)

**Nathan Loos – Operations & Supply Chain**

1-800-236-7603 x 1014

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