Q&A

with **Arno Ren**

Commissioning Engineer

Solutions that travel with you.

Introduction

My name is Arno Ren, and I have been working as a Commissioning Engineer at Jota Machinery for over ten years. My job takes me to many different countries, where I help clients install, debug, and optimize their machines. Every factory has its own challenges—different raw materials, different working habits, different environments—and I see it as my duty to make sure our machines adapt smoothly.

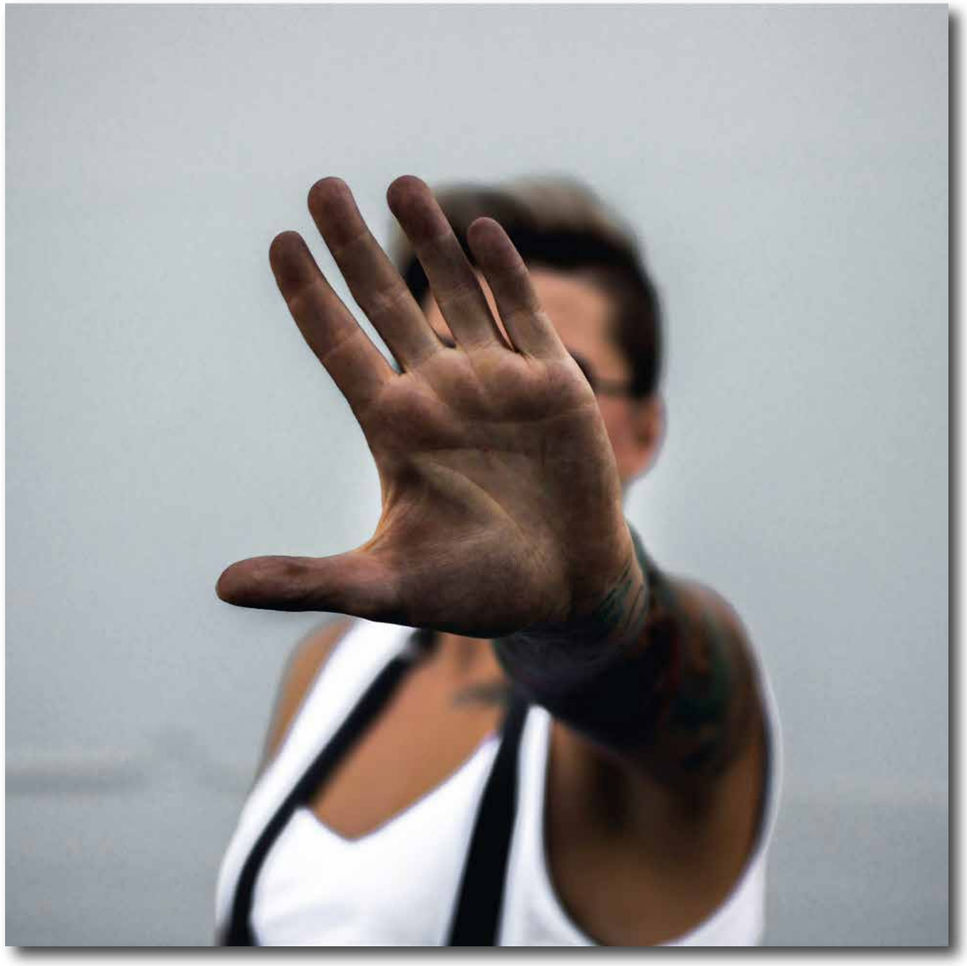
What I enjoy most is not just solving technical issues, but earning the trust of the people I work with. When a client can run the machine confidently on their own, I know my mission is complete. Flying from place to place is not always easy, but I believe true service has no borders. Each successful startup, each satisfied client, makes the long journey worthwhile.

01 What’s the first challenge in client factories?

The first challenge is usually the raw material. Jumbo rolls from different suppliers vary in coating, thickness, and moisture. If the roll is too soft or uneven, it affects tension stability and cutting quality. Before fine-tuning the machine, I always test the client’s actual rolls to understand how they behave. This way, the adjustments we make are based on real production conditions, not just our samples from the factory.

02 Will the machine work with our raw materials?

Every client asks this, and the truth is: yes, but only after proper adjustments. Raw materials behave differently—European kraft cores are dense, African cores sometimes have weaker glue, and paper coatings vary worldwide. I adjust the tension curve, EPC sensitivity, and slitting knife pressure to match the local material. That’s why commissioning engineers travel—because one “standard” setting doesn’t work everywhere.

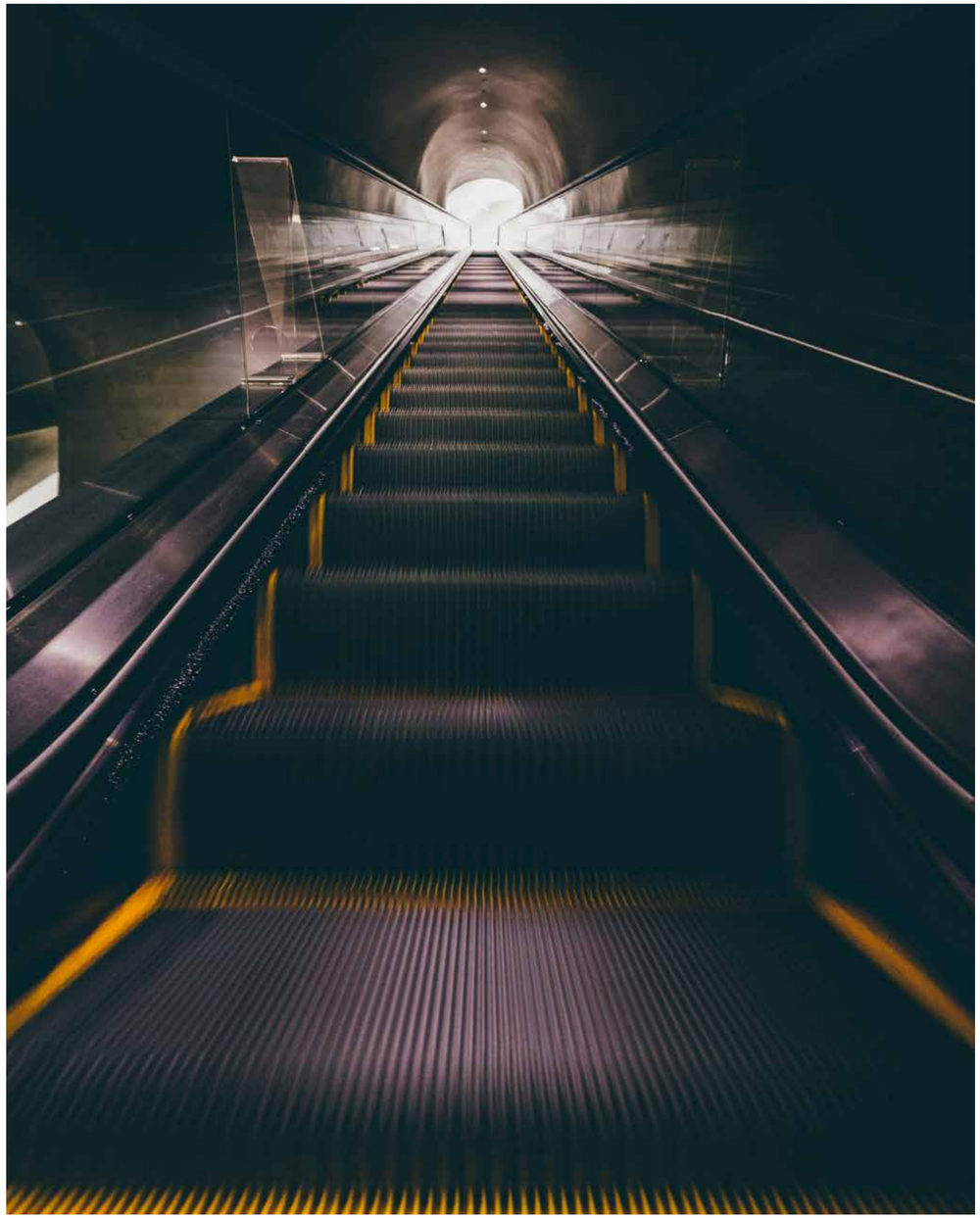


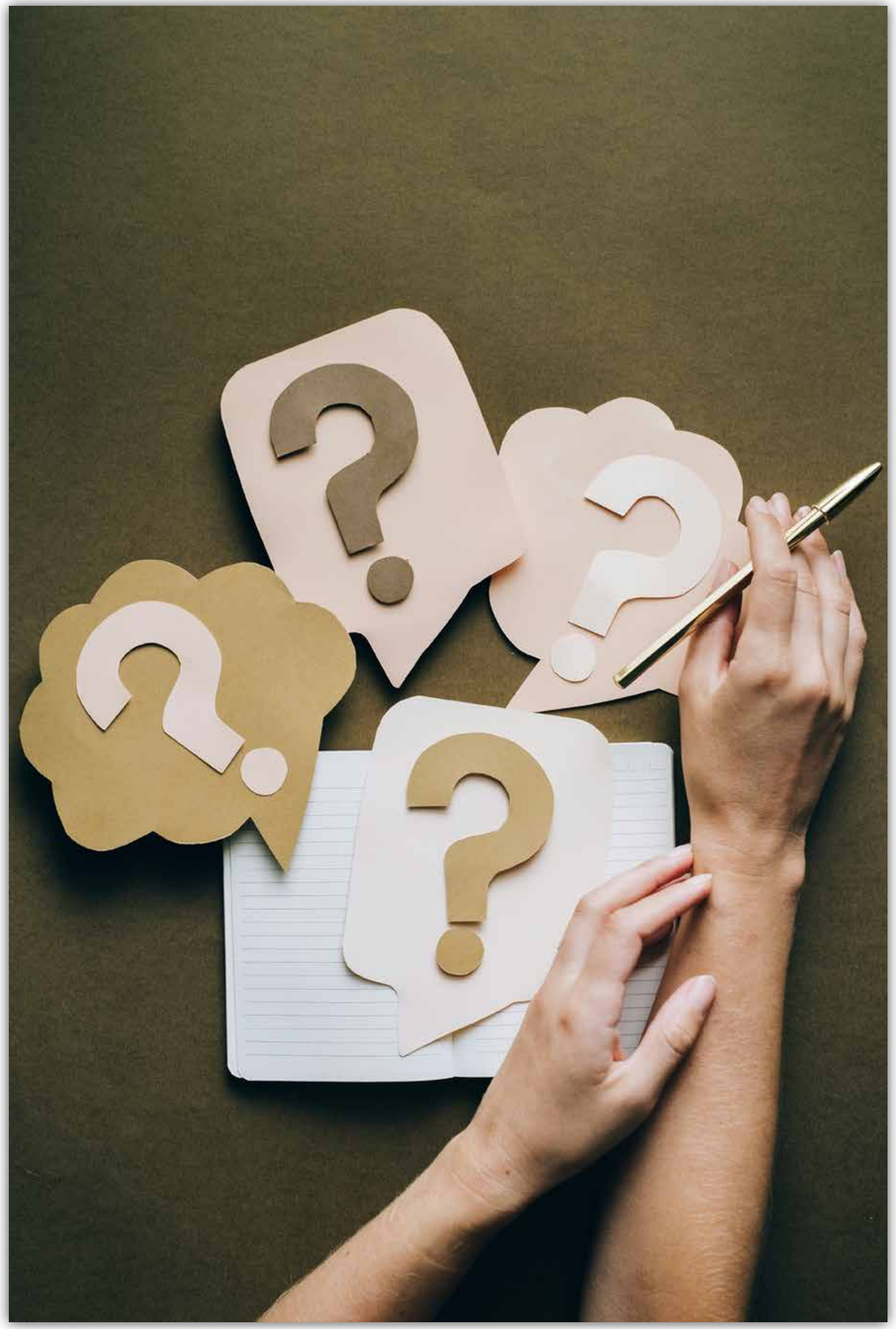
03 What mistakes do operators often make?

The most common mistake is skipping daily checks. For example, if air pressure for the pneumatic shafts is too low, the blades slip and edges become rough. Poor-quality cores or wrong sizes also cause telescoping rolls. Many operators also forget to clean dust from the knives, which reduces cutting accuracy. Training them to build simple daily habits often prevents bigger problems later.

04 How do you debug step by step?

My debugging always follows a sequence. First, I check all mechanical parts—knives, shafts, and bolts. Then I test the electrical system, making sure the grounding and voltage match. Next, I run an empty test to check EPC, tension sensors, and the banana roller. Only then do I load a jumbo roll, set the cutting width, and run trials. After everything is stable, I train operators at full production speed.





05 Can you share a tough problem you solved?

In Turkey, a client's rolls developed wrinkles whenever they ran above 600 m/min.

At first, they thought it was a machine fault. After checking, I found the banana roller angle was too steep, creating uneven web path tension. **I reset it to 8°,** balanced the tension zones, and the wrinkles disappeared. It was a reminder that small setup details can completely change production quality.

06 How is debugging different in developed vs. developing countries?

In developed countries, operators are usually disciplined, follow manuals, and ask about fine details like blade pressure or EPC settings. In developing countries, many operators are new, so my focus is more on basic safety and building habits. For example, wearing gloves, checking air pressure, and monitoring tension sensors. The difference is not capability—it's just training culture. What stays the same everywhere is respect: I adjust my teaching style to their work culture.

07 How do you train operators?

I use a three-step approach. First, I run the machine myself and explain each function clearly. Second, I let operators practice under my supervision, correcting mistakes in real time. Finally, I leave them to produce a batch independently, usually 100 rolls, and only sign off when the quality is stable. To support them after I leave, I also prepare daily checklists in English or their local language.

08 What gives you the most satisfaction?

The best moment is when the first perfect roll comes out during training. The client smiles, sometimes even takes a photo with it. In that moment, I know the machine is ready, and the operators are confident. It feels like signing my name on the project, even if my name isn’t on the machine. That connection makes all the travel and long nights worthwhile.

What we build together, moves the world forward.

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