Voith Service
Mining & metals

Our Service –
Part of Your Business.
Every day holds new challenges. We help you master them successfully. Anytime. Anywhere.
Mining and metal production, power generation, oil and gas, chemicals and petrochemicals – all these industries work with highly complex plants. Voith has been a part of this work as a manufacturer and service provider for more than 150 years.

Our service for mining and metal production covers all components between the driver and the driven machine, from belt conveyors, armored-face conveyors, mills, presses, shredders, crushers or rolling mills to blowers, fans and generators.

Voith is your skilled service partner. We offer customized service packages and a high degree of know-how and reliability. Speak with us about your systems and special service requirements. We’ll be there for you. Every time. Everywhere.

You can also find all the information on our service at voith.com/turbo-industry-service
<table>
<thead>
<tr>
<th>Mining, open-pit &amp; underground</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal (hard coal, lignite)</td>
</tr>
<tr>
<td>Ores (precious metals, non-ferrous metals, light metals, iron)</td>
</tr>
<tr>
<td>Bedrock, limestone, slate, gravel, sand</td>
</tr>
<tr>
<td>Salt, potash</td>
</tr>
<tr>
<td>Soils</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Steel industry &amp; non-ferrous metal production</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot and cold rolling</td>
</tr>
<tr>
<td>• Hot- and cold-rolled strip</td>
</tr>
<tr>
<td>• Plates, sheet metal</td>
</tr>
<tr>
<td>• Rails, blocks, ingots</td>
</tr>
<tr>
<td>• Rods, wires, pipes</td>
</tr>
<tr>
<td>Slab casting</td>
</tr>
<tr>
<td>Metal straightening</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Raw material processing, utilization, refinement &amp; recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scrap metal</td>
</tr>
<tr>
<td>Rock</td>
</tr>
<tr>
<td>Concrete recycling</td>
</tr>
<tr>
<td>Coal</td>
</tr>
<tr>
<td>Ores</td>
</tr>
</tbody>
</table>
3 000 m
above sea level
Gas-fired power plant
in Quito, Ecuador

850 meters underground
Platinum mines in Rustenberg, South Africa

100 percent humidity
Petrochemical complex in Rayong, Thailand

30 m high waves
LNG tankers between Australia and Japan

50 °C in the shade
Gas and oil separation plant
in In Salah, Algeria
We go the extra mile for our customers

Our service teams are everywhere in the world – at extremely high altitudes, far underground, on the high seas, in deserts, and in jungles. No matter where your system is, we’re ready to tackle anything for you and always give it our best.

Read more examples of our assignments at voith.com/turbo-industry-service
Hydrodynamic couplings

- Constant-filled couplings
- Fill-controlled couplings
- Variable-speed couplings
- Material handling (TurboBelt components for belt conveyors, TurboHoist components for shaft hoisting)

Variable-speed drives

- Hydrodynamic torque converter
- Rotor turning gear units

Excellent service for systems and components – from Voith and other manufacturers
As the Voith Service Team, it’s our job to get the best out of your system. First and foremost, we provide high-quality service offerings, on-time delivery, and binding budgets – for the complete product range of Voith and other manufacturers.

Learn more about Voith Service for our own and third-party products at voith.com/turbo-industry-service

**Turbo gear units**
- Parallel shaft gear units
- Integral gear units

**Coupling technologies**
- Torque-limiting couplings (SafeSet, SmartSet, SlipSet, AutoSet)
- Connection couplings (HyCon, HyLoc, HyGrip)
- Highly flexible couplings
- Diaphragm couplings (TwinTors, EconTors)
- Hirth couplings
- Universal joint shafts
“In a customer consultation, we aim to provide an optimized solution and not follow a one-way thinking. I guess this is a big success factor of Voith.”

Chelluboina Prasad
Senior Manager Service Sales, IND
With Voith since 1998
“Voith reacts as soon as I contact them. Service technicians are on site immediately and support us in unscheduled shutdowns. They are there from start to finish with scheduled shutdowns, too – if necessary until late at night.”

Hans Devell
Senior Service Technician, SSAB, Oxelösund, SWE
You can rely on the experts from Voith

We work quickly, reliably, and proactively to ensure the maximum availability of your drivelines. We are there for you worldwide and around the clock. Take advantage of our customized service packages and smart solutions. With Voith at your side, you are ready for anything that might come along.
A single source of service for the complete lifecycle of your systems and components

+ Higher availability and profitability
+ Greater productivity
+ Longer working life
+ Fewer failure and unplanned shutdowns
+ Lower total operating costs

For more on our service offerings, go to voith.com/turbo-industry-service
Spare parts & replacement machines
+ Spare parts packages
+ Spare units
+ Make-to-order spare parts
+ Fast-track delivery
+ Warehousing
+ Tools and accessories

Maintenance, repair & overhaul
+ Installation and commissioning
+ Field service
+ Voith workshop-based MRO
+ On-site repairs
+ Emergency repairs
+ Test runs

Retrofit & modernization
+ Modernization
+ Upgrades
+ Exchange
+ Retrofit
+ Turnkey solutions
Technical service & agreements
Our experts – equipped for every service call

The highest levels of uptime are required for the drives of complex systems. With Voith, you are well equipped for any challenge. Our expert team delivers tailored solutions and provides you with the planning security that you need. Speak with us about your requirements!

Advantages and benefits

• Cost and time savings through round-the-clock service
• Direct knowledge transfer from the manufacturer to the user using modern tools and means of communication
• Improved efficiency and best possible system operation through central support
• Increased operational safety and system uptime through preventive maintenance to avoid problems
• Service agreements on uptime and performance parameters, from a single application to an entire fleet, even for products of other manufacturers
• Less risk and more financial planning certainty thanks to determined lifecycle costs
“Having all competences in Voith regional organizations ensures quick and highly qualitative services valued by our clients.”

William Zanatta  
Repairs and Project Management, BRA  
With Voith since 2012

Advantages and benefits

- Product reliability thanks to high OEM quality standards  
- Customization to drawings or exact measurements  
- Comprehensive spare part inventories and long parts availability for fast delivery  
- Warehousing agreements or purchase in online shop  
- Intelligent and custom-fit special tools and aids  
- Fair price-performance ratio for high cost effectiveness  
- Operating capital value retention through long-term operation and high system uptime

Spare parts & spare units  
Reliable quality of an original equipment manufacturer

We have been delivering the highest quality spare parts in the shortest possible times for generations. Operators of production-critical systems trust in products from Voith – regardless of the source of the original equipment – because you can rely on Voith spare parts and spare units every day.
Maintenance, repair & overhaul
Linked worldwide and always available

A specialized team of experienced in-house and field service technicians are standing by to support you quickly and reliably, either in Voith Service workshops or directly on site. With modern equipment we are always on your side – worldwide.

Advantages and benefits

- Dense network of Voith Service workshops for fast availability of highly qualified service technicians
- Comprehensive capabilities for on-site repair, even in an emergency
- Higher productivity and operational reliability through continued training for compliance with quality, health, safety and environmental guidelines
- High system uptimes through fast processes and flat organizational structures
- Ensured quality for your system’s long life
“Voith service technicians are like a calling card: They represent our organization. Their technical talent, their dedication and their competence contribute to the continuous development of our industrial customers.”

Paul Barkway
Field Service Manager, RSA
With Voith since 2011

Retrofit & modernization
Return to state of the art

You have a lot of money invested in your system and want to get the most out of it over a long operating life. A retrofit or modernization by Voith will return your drive train to the state of the art. A tailored upgrade will make your systems ready for the future.

Advantages and benefits

- Comprehensive consultation and needs-based, detailed solutions
- Fast, on-time realization by an international team of experts with many years of experience
- A large pool of expertise, tools and calculation programs, even for products of other manufacturers
- Highly cost-effective, with long-term planning certainty
Annually 60,000 hours deployed at customer sites

13,000 spare part deliveries per year

More than 500 service employees for oil & gas, power generation, metals and mining

Over 6,000 customers served per year

43 workshops worldwide

54 sales offices worldwide

Each year almost 3,000 maintenance calls, repairs and overhauls
Benefit from 150 years of experiences and direct contacts in your vicinity

“Supported by increased networking and digitalization, with service providers we offer a measurable added value – for our products and those of other manufacturers.”

Andreas Gruber
Senior Vice President, Voith Turbo Industry Service, GER
With Voith since 2010
“Simple spare parts are always available in our web shop. For something more complex, our specialists in Sales offer tailored solutions.”

Timo Laumer (far left)
Complex Spare Parts Specialist, GER
With Voith since 1996

Gabriele Diehm (2nd from left)
Installation Deployment Planning and Travel Management, GER
With Voith since 1978

“I am not satisfied with my work until a field service technician confirms quick, problem-free arrival on site.”

Jörg Fassnacht (3rd from left)
Field Service Technician Trainer, GER
With Voith since 1999

“Our customers are most concerned with saving time and money – while at the same time retaining high quality. I place great importance on this in my training courses, and everyone agrees enthusiastically.”
“Every experience gained while working around the globe makes us just a little better.”

Pascal Merath (4th from left)
Field Service Technician, GER
With Voith since 2005

“Sometimes, every hour, or even minute, counts. The maxim of my expert team in Customer Support is: Never leave a customer down.”

Frank Ehmer (5th from left)
Team Leader of Technical Support
Hydrodynamics, GER
With Voith since 2005

“Regardless of the area at Voith where I am working, my personal motto has always been: For our customers, every contact must be a positive experience.”

Helmut Hippelein (far right)
Business Development, GER
With Voith since 1983
At your site – around the world

Available around the clock for technical emergencies:
Phone +49 7951 32 1666 or +49 8321 802 555

You will find the contact for your country under: 
voith.com/turbo-industry-service