

Voith Service Mining & metals

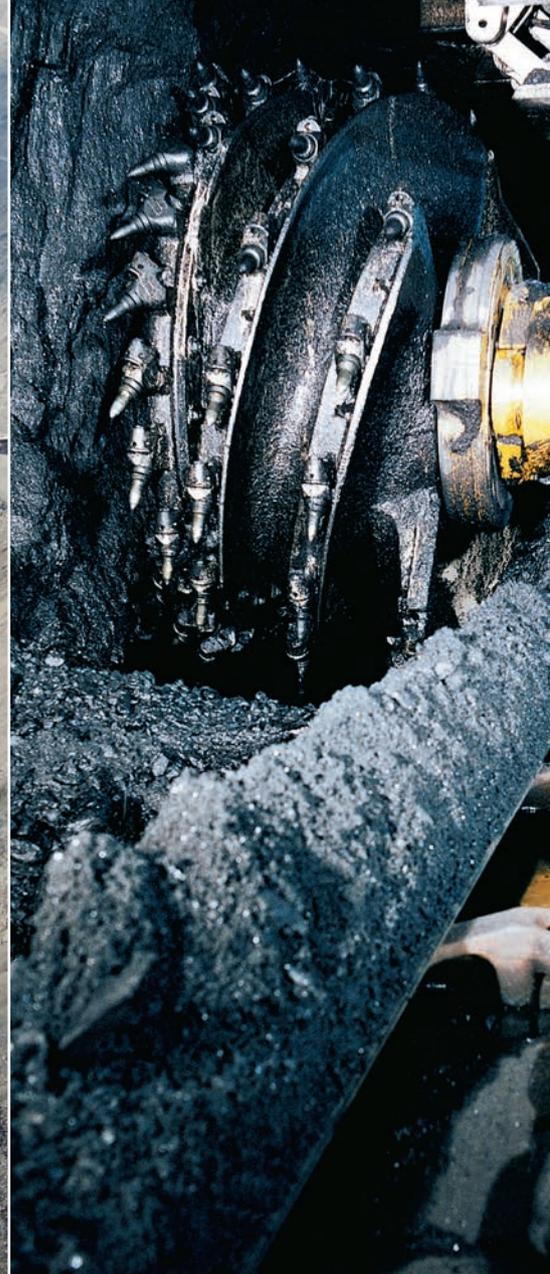
Our Service –
Part of Your
Business.



Every day holds new challenges. We help you master them successfully. Anytime. Anywhere.







Voith Service Maximum availability of your drive train

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



Mining, open-pit & underground

Coal (hard coal, lignite)

Ores (precious metals, non-ferrous metals, light metals, iron)

Bedrock, limestone, slate, gravel, sand

Salt, potash

Soils

Steel industry & non-ferrous metal production

Hot and cold rolling

- Hot- and cold-rolled strip
- Plates, sheet metal
- Rails, blocks, ingots
- Rods, wires, pipes

Slab casting

Metal straightening

Raw material processing, utilization, refinement & recovery

Scrap metal

Rock

Concrete recycling

Coal

Ores



**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



Excellent service for systems and components – from Voith and other manufacturers

Variable-speed drives



- Hydrodynamic torque converter
- Rotor turning gear units

Hydrodynamic couplings



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



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







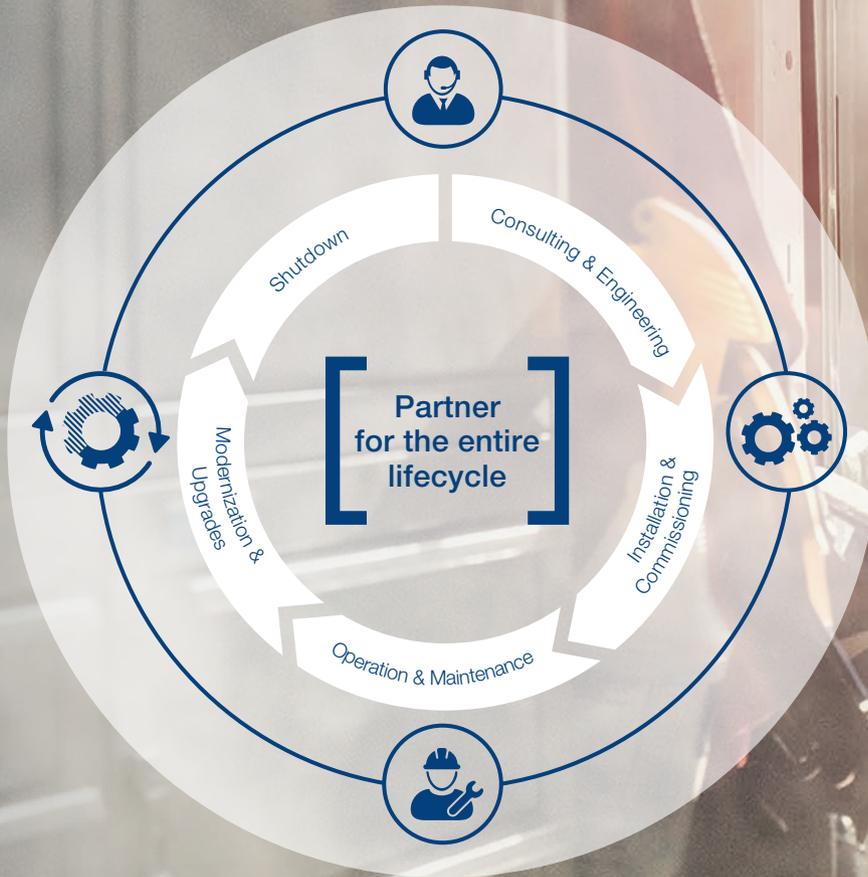
VOITH

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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



Technical service & agreements

- + 24/7 emergency number
- + Technical support
- + Failure and root cause analysis
- + Troubleshooting
- + Remote service
- + Condition monitoring
- + Condition assessment (Health check)
- + Measurements and analysis
- + Customer training classes
- + Service agreements
- + Warranty extensions



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



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.

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
-



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 K

spare part
deliveries
per year

More than

[500]

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

6 000

Over
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

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

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

“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.”

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



“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

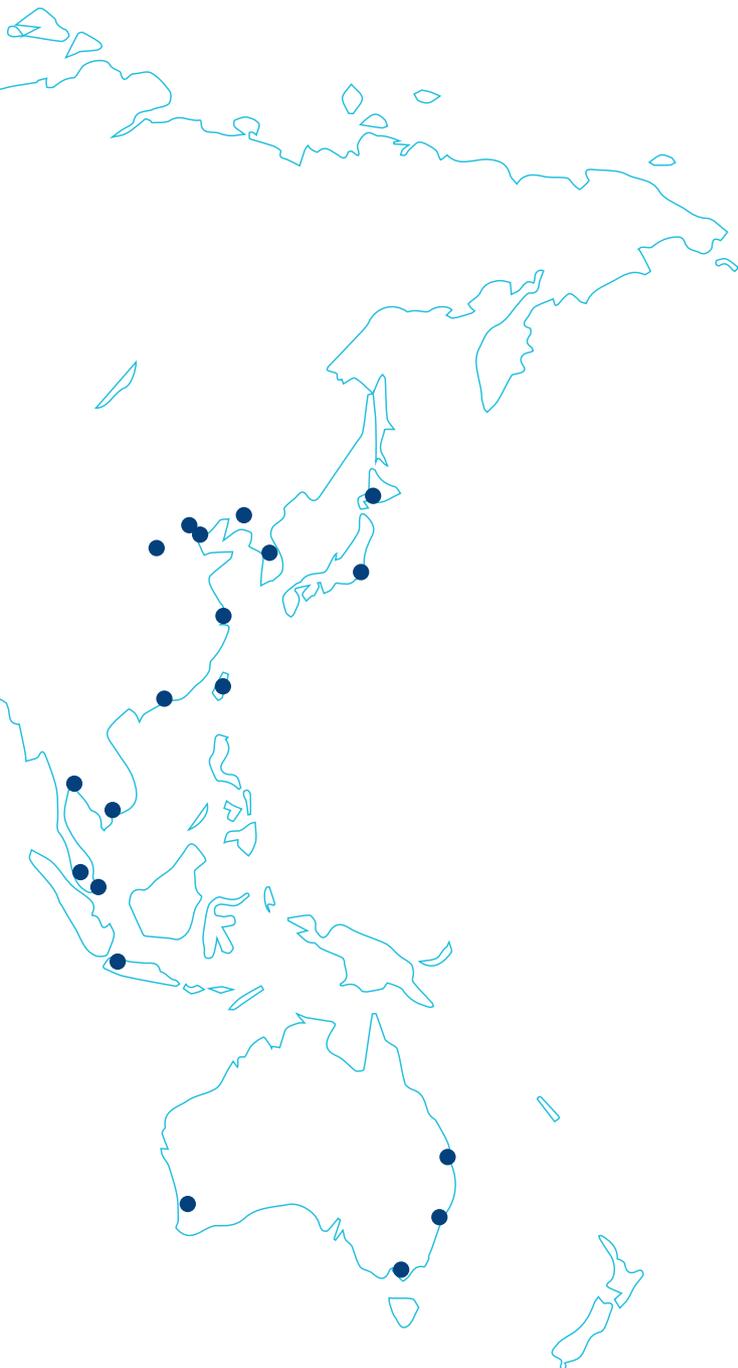


Available around the clock for technical emergencies:

Phone +49 7951 32 1666 or +49 8321 802 555

You will find the contact for your country under:

voith.com/turbo-industry-service



- ① Workshop
- ② Production
- ③ Sales office

Australia, Brisbane (Archerfield) ① ③

+61 7 3276 8105

Australia, Melbourne (Dandenong) ① ③

+61 3 9554 3800

Australia, Perth (Wangara) ① ③

+61 8 9303 0000

Australia, Sydney (Smithfield) ① ③

+61 1800 0 86484

Austria, St. Pölten ①

+43 2742 806

Brazil, Sao Paulo ① ③

+55 11 3944 4393

Canada, Calgary ① ③

+1 403 236 7399

Canada, Toronto (Mississauga) ① ③

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Chile, Antofagasta ① ③

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Chile, Santiago ① ③

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China, Guangzhou ③

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China, Beijing ③

+86 10 5665 3388

China, Shanghai ① ③

+86 21 2408 7688

China, Shenyang ③

+86 21 2408 7688

China, Taiyuan ① ③

+86 35 1526 8890

China, Tianjin ③

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Czech Republic, Brunn ③

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Finland, Helsinki ③

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Finland, Vantaa ③

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Norway, Oslo (Skjetten) ③
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Peru, Lima ① ③
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