Total Equipment Service
Reliable all-round service for your requirements
Total Equipment Service
Customized service packages

Excellent paper quality and maximum productivity can only be achieved with perfectly functioning process equipment running to or even exceeding its original performance specification. However, the root cause of problems is usually not directly evident. To avoid unexpected downtime, professional technical service and maintenance should be carried out on a regular basis.
Three service packages
for the perfect fit

All service packages are set up to match your production and maintenance schedules. The services are available as single packages as well as service agreements.

Optimized maintenance
Regular inspections ensure that maintenance is limited to the necessary tasks. This results in shorter downtimes, effective spare parts utilization and higher operational efficiency.

Maximized availability
Regular inspections and preventive maintenance reduce the risk of unscheduled downtime and eliminate most failures, prolonging the functional lifetime of your equipment.

Reliable experience
Voith service engineers are backed up with a global expert network. With over 150 years of experience in paper industry you can rely on our resources to get the best results from your equipment.

Package scope

<table>
<thead>
<tr>
<th>BASIC service package plus:</th>
<th>COMFORT service package plus:</th>
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<tbody>
<tr>
<td>B</td>
<td>C</td>
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<tr>
<td>Inspection</td>
<td>Maintenance</td>
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<tr>
<th>Package scope</th>
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<tr>
<td>• Comprehensive functional test</td>
<td>• MRO materials</td>
<td>• Guaranteed equipment availability</td>
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<td>• Technical condition check</td>
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<td>• Discount on spare parts and hourly rates for troubleshooting</td>
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<tr>
<td>• Maintenance consultation</td>
<td>• Full preventive and corrective maintenance execution</td>
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<tr>
<td>• Service report, including recommendations for further measures</td>
<td>• Technological consultation</td>
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Your coverage

<table>
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<tr>
<th>Service agreement</th>
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<th>Your coverage</th>
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<td>Your benefit</td>
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<th>Your benefit</th>
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<tr>
<td>• Full transparency of mechanical condition and functionality</td>
<td>• Trouble-free preventive maintenance execution</td>
<td>• Carefree operation and equipment performance</td>
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<tr>
<td>• List of corrective measures and recommendations</td>
<td>• Guaranteed functionality according to TES specification</td>
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For all packages are several additional bolt-on packages in the areas of mechanical, electrical and automation services available.
Fibers and energy are valuable resources. Our pulping service ensures technical availability and meeting capacity demands whilst preventing waste of expensive resources at the same time.

### Pulping Service

**Lowest fiber loss**

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**Package Scope**

<table>
<thead>
<tr>
<th>BASIC</th>
<th>COMFORT</th>
<th>PREMIUM</th>
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<tbody>
<tr>
<td>Inspection</td>
<td>Maintenance</td>
<td>Performance</td>
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- **Inspection**
  - Inspection of complete pulping system for damages, wear and leakages (pulp, grease, etc.)
  - Inspection of gap rotor & screen plates
  - Setup, condition and performance check of pulping system during operation
    - Feeding belts
    - Pulper feeding system
    - Pulper performance
    - Detrashing performance
  - Report on findings and list of measures to improve

- **Maintenance**
  - Inspection according to BASIC service package
  - Preventive maintenance during shut down (internal inspection of the machines):
    - Check shaft for wear
    - Remove of rotors & screen plates and sealing check
  - Yield optimization:
    - Review operating data incl. fiber loss benchmark
    - Report on findings of optimization potential
    - Implementation of necessary measures

  - Exchange of defined spare parts or upgrade
  - Complete service including service personnel, detail planning and tools

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Discfilter Service
For best and sustainable filtrates

A sustainable condition of the discfilter system with high quality and ideal production conditions can be achieved in collaboration with our professional service team.

Package Scope

• Inspection of complete DiscFilter or deposits, damages, wear and leakages (pulp, grease, etc.)
• Setup, condition and performance check during operation of
  - filtrate valve vacuum
  - drop leg’s (leakages)
  - bearing and rollers
  - drive unit
  - oscillating shower
  - conveyor drive
• Report on findings

BASIC service package plus:
• Preventive maintenance during shut down (internal inspection of the machine):
  - check center shaft for cracks and wear on end of shaft
  - remove valve / check sealing plate
  - condition assessment of the bags
  - check nozzles functionality, position and correct if required
  - collate operating data
• Report on findings and optimization potential

COMFORT service package plus:
• Exchange of defined spare parts or upgrade
• Complete service including service personnel, detail planning and tools
• Technology support
Headbox Service
Improved CD profiling

Regular preventive maintenance by Voith consistently guarantees the optimum headbox geometry that is crucial to perfect CD profiles.
DuoShake Service
Perfect sheet formation

DuoShake is your key to perfect sheet formation and the availability of this shaking unit is crucial to your production success. You can make sure of this by opting for preventive DuoShake service by Voith.

**Package Scope**

- **BASIC** service package plus:
  - Replacement of all required wear parts
  - Replacement of small spare parts such as manometric switches, manometer etc. if required
  - Start-up support (forming section in operation mandatory)

- **COMFORT** service package plus:
  - Complete service including service personnel, detail planning, tools and spare parts
  - Training for operation and maintenance

Please make sure to have the spare and wear parts available for the visit of our service technician. If you would like us to take care of your inventory, please request a service agreement.

**Bolt-ons**

- **Training for operation and maintenance**
- **Detail planning**
- **Training for operation and maintenance**
DuoCleaner Service
Effective cleaning

Clean fabrics and felts are key requirements for the high runability of your paper machine. The DuoCleaner service maintains the superlative cleaning performance of DuoCleaner Express and DuoCleaner Excell.

Package Scope

- Inspection of complete DuoCleaner system for deposits, damages and wear
- Mechanical condition and basic alignment check
- Inspection of DuoCleaner and high-pressure pumps
- Definition of necessary spares, repairs and overhaul activities

BASIC service package plus:
- Exchange of spare and wear parts according to maintenance schedule
- Operation performance check
- Training for operation

Please make sure to have the spare and wear parts available for the visit of our service technician.

COMFORT service package plus:
- Optimization of operating parameters
- Supply and upgrade of defined wear and spare parts
- Optimization of controls (upgrading of program)
- Maintenance training
- Complete service including service personnel, detail planning, tools and spare parts

Bolt-ons

- Operation and performance check
- Training for operation
- Annual safety check

- Annual safety check
- Six-monthly service
- Annual service
- Two-year service
- Three-year service

Repetition: The three-year service is again followed by the six-monthly and annual service.
Unscheduled machine downtimes lasting several days and unexpected costs for clothing and press shoe are infuriating. With the NipcoFlex press service you can substantially reduce the risk of such downtimes.

NipcoFlex press Service  
Optimum CD profiles after the press

Unscheduled machine downtimes lasting several days and unexpected costs for clothing and press shoe are infuriating. With the NipcoFlex press service you can substantially reduce the risk of such downtimes.
Coater Service

First-class coating quality

Coating quality is highly dependent on the very accurate interaction of all components and their stable positioning. The coater unit service identifies problems and rectifies them immediately before they become critical.

Inspection and Maintenance

BASIC service package plus:
- On-demand exchange of pressure strip, clamping device, flow strip and gap strip
- Annual safety check
- Profiling check
- Nip impression test
- Start-up monitoring

Please make sure to have the spare and wear parts available for the visit of our service technician.

COMFORT service package plus:
- Optimization of cross profiles
- Optimization of coating blades/metering elements
- Optimization of start-up times of new blades, blade lifetime
- Calibration (DF Coater)
- Supply of defined spare parts
- Complete service including service personnel, detail planning, tools and spare parts

Bolt-ons

- Exchange and re-alignment of
  - pressure strip
  - clamping device
  - flow strip and gap strip
- Nip impression test, profiling check
- Exchange/cleaning of support bar
- Detail planning
- Start-up support
- Refurbishment of flow strip or OnQ ModuleCoat actuators

Voith also offers this service for size presses and DF coaters types B-C-P. For these services some items from the scope of supply are not included or apply only in modified form.
Winder Service

Excellent winding quality

Are worn, incorrectly adjusted press cylinders, winding heads and guide rolls impairing your winding quality? Thanks to Voith’s winder service these deficiencies can be identified in short time, individual components replaced, realigned or the entire winder optimized.

Winder Service | 21
Threaded system Service
Reliable threading process

Only a reliable process allows proper web threading. For our customers, this represents greater security combined with fewer production losses.

Package Scope

- Inspection of complete TailThreading system and/or TailCutters for deposits, damages, and wear
- Mechanical condition & basic alignment check
- Condition and operation performance check of TailThreading
- Definition of necessary spares, repairs, and overhaul activities

BASIC service package plus:
- Cleaning of TailThreading and/or TailCutter System
- Exchange of spare and wear parts according to maintenance schedule (see bolt-ons)
- Optimization of operating parameters
- Training for operation and maintenance

Please make sure to have the spare and wear parts available for the visit of our service technician. If you would like us to take care of your inventory, please request a service contract.

COMFORT service package plus:
- Optimization of controls
- Supply and upgrade of defined wear and spare parts
- Complete service including service personnel, detail planning, tools, and spare parts

Bolt-ons

- Maintenance and operator training (system handling) on site, if customer personnel assists to service.

- Annual safety check
- Six-monthly service
- Annual service
- Two-year service
- Three-year service

- Annual safety check
- Six-monthly service
- Annual service
- Two-year service
- Three-year service
Web stabilizer Service

Stable web run

A stable web run is essential for a high paper machine runability. The web stabilizer service identifies and rectifies typical issues causing poor web release and wrinkles during normal operation. Additional focus is put on the tail threading performance after a web break.

Package Scope

- Inspection of complete WebStabilizer area for deposits, damages and wear
- Mechanical condition & basic alignment check
- Performance check during operation (vacuum measurement)
- Inspection during shut down
- Definition of necessary spares, repairs and overhaul activities

BASIC service package plus:
- Exchange (as-needed) of sealing elements
- Repair of web-stabilizers
- Alignment check / realignment
- Vacuum measurement and adjustment
- Sequence control check and adjustment
- Start-up support

COMFORT service package plus:
- Exchange of defined spare parts or upgrade
- Complete service, including service personnel, detail planning and tools
- Technology support

Bolt-ons

- Alignment measurement
- Threading sequences control check and adjustment / optimization
OnCall Service

Guaranteed availability 24/7

We offer proven service agreements for selected equipment to support you 24 hours a day, 7 days a week. Expertise and experience are absolute prerequisites for a professional service. Voith has the know-how in both products and processes.

Package Scope

- 24-hour / 7-day telephone service
- Guaranteed response times
- Trouble shooting by telephone assistance for hardware and software
- Help with handling documentation

- Hotline Module included
- Remote diagnostics via modem or internet
- Fast fault analysis
- Fast hands on remote help in customer system
- Software or parameter adaptation online

- Hotline or Remote Diagnostic modules included
- 24-hour / 7-day on-call on site service for emergencies
- Service organization close to the customer for as quick as possible response times
- Guaranteed on site response times
- Tailor made add-ons available on request

Customer Benefits

- Guaranteed availability of Voith experts on time
- Voith expert advises customer staff how to eliminate the problem

- Voith expert dials into customer server, stays online and rectifies faults remotely
- Faults recognized by Voith will be brought immediately to customer’s attention

- In case the problem can’t be solved by phone or remotely, the Voith expert will be on site within a guaranteed time after ending the phone call.