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**VOITH**

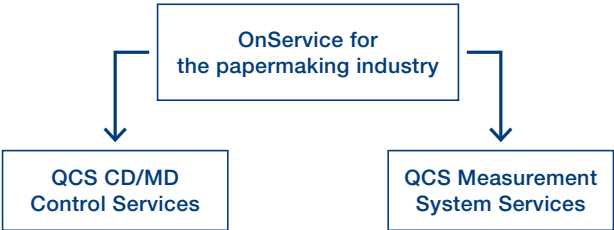
# OnService for the Papermaking Industry



Our Service –  
Part of Your  
Business.

# OnService for the Papermaking Industry

Our OnService for the papermaking industry cover the entire QCS to ensure the availability and productivity of your paper machine.



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“Since Voith’s team is constantly on-site and is very familiar with the system, suggestions for optimization can be implemented quickly and in the short term.”

**Senen Amunarriz** CEO of Papel Aralar

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### **Servolution. Service at the next level**

#### **1. Equipment Services**

We work to ensure the optimal performance and safe operation of process line equipment, systems and machine sections.

#### **2. Process Services**

Through audits, consulting and training, we identify the potential for process improvements, determine project feasibility, and support the implementation of complex improvement initiatives for our customers.

#### **3. Productivity Services**

In true partnership with our customers, we offer value-based productivity contracts that raise the bar in terms of accountability and performance outcomes.

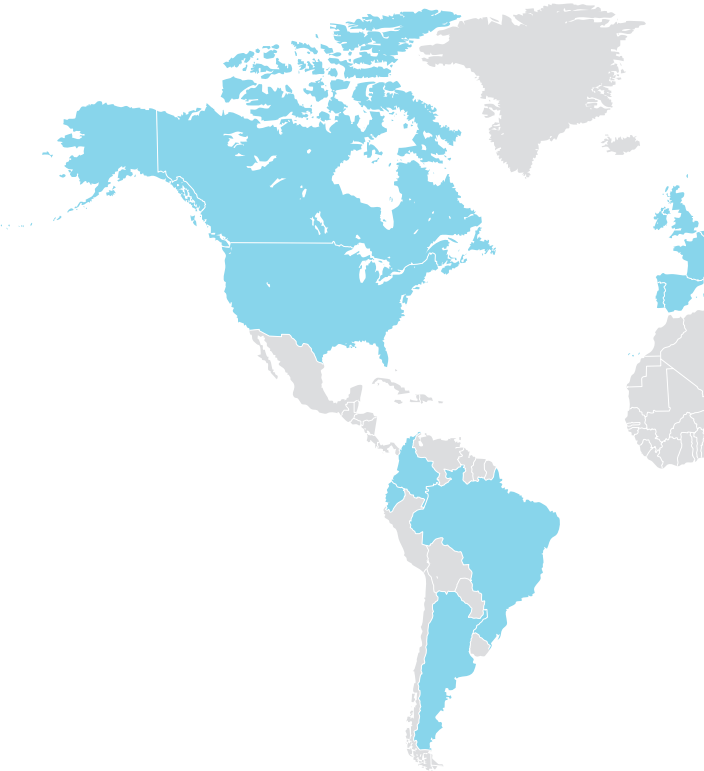
#### **4. Integrated Partnership**

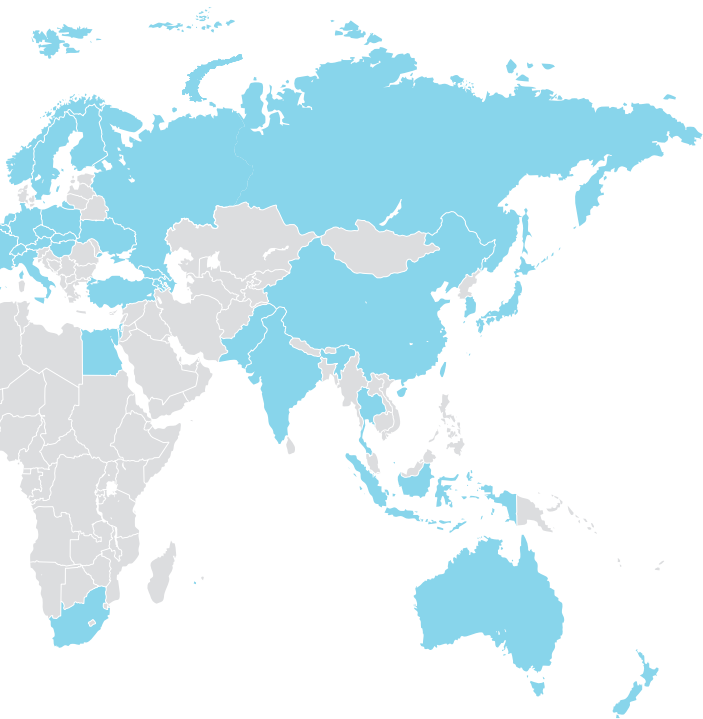
We assume full responsibility as a functional part of our customer’s organization in areas such as materials management and maintenance.

# Our global presence

## Services installed base

Countries where our paper OnService is installed





# Remote service



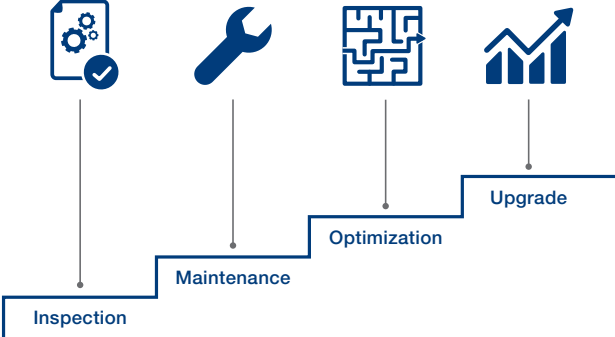
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Your immediate support when you need to get answers around papermaking technology

- Access to a specialist during normal business hours
  - Access to service solutions fast via VPN, Hotline and Video
  - Analysis of the current actuator performance by specialised software
  - Analysis of relevant process data which is available online
  - Analysis of the paper quality by real-time control performance software
  - Analysis of transmitted data based on function and quality
- 



# Modular services for QCS to suit your requirements



## Inspection

Detailed on-site analysis of your equipment to determine improvement potentials

## Maintenance

Module-specific maintenance ranging from basic supervision to full servicing

## Optimization

Optimization of the control software and operation settings by a product specialist

## Upgrade

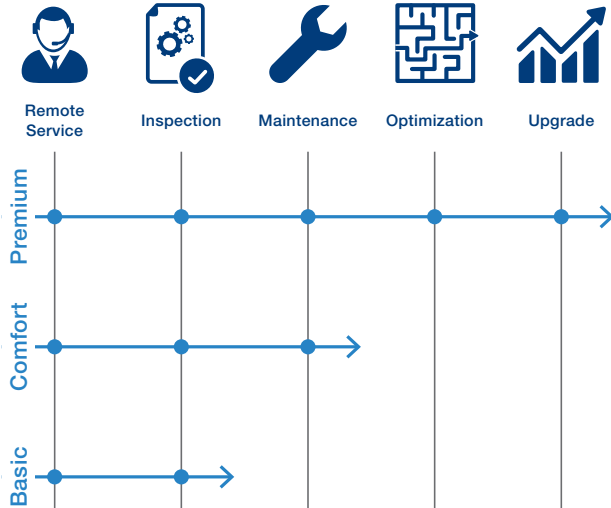
Modernization of older components to increase performance and product lifetime



# QCS Service contracts and emergency packages

The basic package includes emergency support twice a year with remote access to a specialist during normal business hours as well as an inspection once a year to identify the product status and any potential improvements. On top of that, we offer a comfort package which includes module-specific maintenance, ranging from basic supervision to annual full servicing. Additionally, the premium package includes yearly optimizations and upgrades as well as 24/7 emergency support.

Flexible QCS service packages to suit your requirements

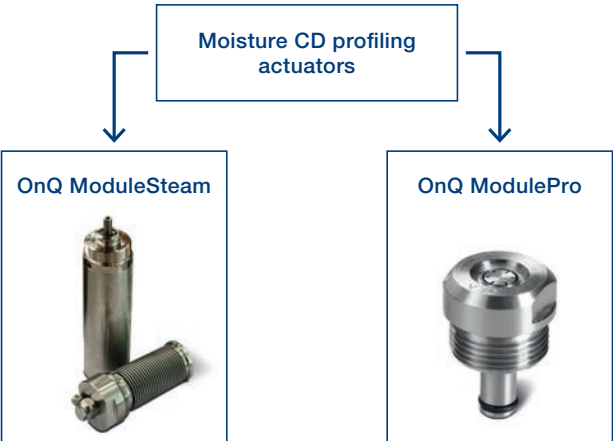


# Our service portfolio for moisture CD profiling actuators

With Voith Digital Solutions OnService for moisture CD profiling actuators, we are taking care of any issues, e.g. wrong calibrations, around the built-in actuator, utilizing our full expertise to help you reach your goal.

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## Service portfolio



# Did you know...

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## OnQ ModuleSteam

**... that an underperforming steam box significantly weakens the dewatering performance and thus the productivity of a paper machine?**

Only a steam box performing at 100 % guarantees an increase in your production and efficiency, through steam and fiber savings.

## OnQ ModulePro

**... that high moisture profile improvement achieved using moisturizers in instances where the system is not properly calibrated, leads to incremental costs for re-drying the paper as well as for the use of spray water?**

An optimized system can typically reduce its rewetting demand by 10 – 20 % which saves a huge amount of money every year!

## OnQ ModuleIR

**... that profiling with electrically heated infrared allows paper drying to be independent from gas price development?**

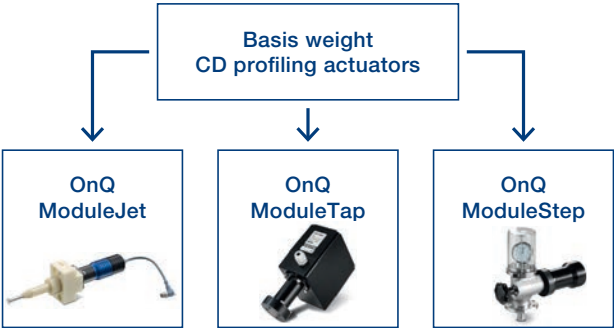
We provide OnService for these specialized solutions to ensure high quality, as well as the availability and productivity of your machine.

# Our service portfolio for basis weight CD profiling actuators

With Voith Digital Solutions OnService for basis weight CD profiling actuators, we are taking care of any issues, e.g. malfunctions, around the built-in actuator, utilizing our full expertise to help you meet your targets.

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## Service portfolio



# Did you know...

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## OnQ ModuleJet

**... that the system availability of basis weight control systems decreases due to the wear of valve sealings, corroded plugs or poor operating environments?**

A maximum failure of 0.2 % for ModuleJet actuators and high basis weight CD profile improvement can only be achieved through a regular service program.

## OnQ ModuleTap

**... that the control of the basis weight CD profile is still performed by the operating personnel and via the comparatively imprecise manual valve settings in many headboxes?**

There are more than 30,000 Voith actuators in use world-wide. To guarantee optimal functionality by ball tap dilution water valves, predictive service is essential.

## OnQ ModuleStep

**... that adjusting increments of 0.6 micron ensures good control dynamics and a clearly improved profile quality?**

ModuleStep actuators for slice lip headboxes target to achieve optimal control with a minimal error profile of less than 1 % of 2-sigma.

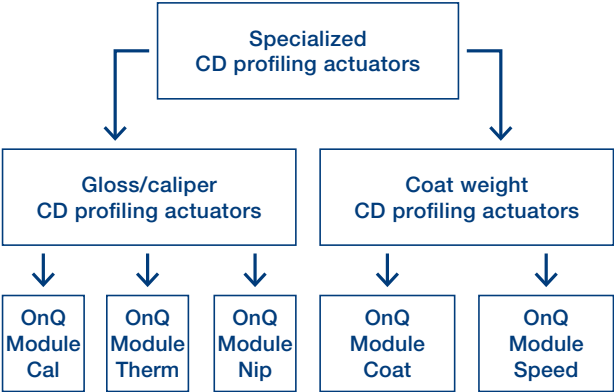
Voith frequent servicing of actuator systems guarantees the optimal adjustment of the slice blade for the entire lifetime and, thus, a high cross profile quality.

# Our service portfolio for specialized CD profiling actuators

With Voith Digital Solutions OnService for gloss/caliper and coat weight CD profiling actuators, we are taking care of any issues, e.g. defects, around the built-in actuator, utilizing our full expertise to help you meet your targets.

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## Service portfolio



# Did you know...

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## OnQ ModuleCal

**... that the proven diffuser design ensures the atomization of small condensate drops along the wetting area?**

The powerful steam jet ensures highest efficiency. Regular service ensures stable improvement of curl, sheet smoothness and gloss.

## OnQ ModuleTherm

**... that the OnQ ModuleTherm gives the option of active heating and cooling of the calender roll surface, allowing for improvements of the CD caliper profile up to 80 %?**

Frequent inspections of the regulating system ensure the desired quality of production and best possible CD profile quality.

## OnQ ModuleNip

**... that the quality parameters of the paper in the calender can be changed in a targeted fashion, particularly controlling thickness and gloss characteristics?**

Without the predictive service of Nipco calender rolls and the ModuleNip solutions, uneven CD profiles and paper breaks can occur.

## OnQ ModuleCoat and OnQ ModuleSpeed

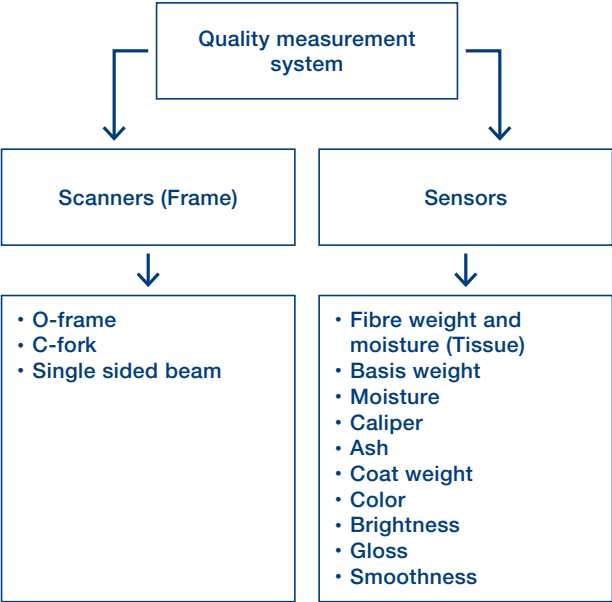
**... that we offer both, OnQ ModuleCoat and OnQ ModuleSpeed customized service solution, thereby reducing 2-sigma values at the coating unit?**

# Our service portfolio for quality measurement systems

With Voith Digital Solutions OnService for quality measurement systems, we are taking care of any malfunctions around scanners and sensors, utilizing Voith operational improvement knowledge to help you meet your targets.

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## Service portfolio





# Did you know...

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**... that unmaintained scanners and sensors can cause paper breaks and financial losses due to high CD and MD profile variations?**

Optimized profiles and an average of 3 months payback of our service will improve your paper machine, in order to achieve the desired quality performance with the best fit of controls and process parameters.

## Scanners

**... that large quantities of dust can block the movement of scanners which results in unreliable or none profile measurements?**

To ensure reliable operation and avoid upcoming unexpected problems, we offer detailed inspection lists and support to review your scanner condition continuously.

## Sensors

**... that the daily adjustment of the sensors due to incorrect settings reduces the work-flow efficiency of every shift?**

Through our expert domain know-how and precise recommendations, you will uncover your full potential in order to increase your product lifetime and secure fast payback.

# Profilmatic software

With Voith Digital Solutions Profilmatic cross profile control software, numerous progressive control strategies are included to flatten cross profiles. We accompany you with Voith's operational improvement knowledge to help you meet your targets.



# Did you know...

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**... that without model-based quality control, the overall quality performance is limited especially during speed and grade changes?**

To increase the profile accuracy and reduce the start-up time, we integrate model-based control into the process control system to achieve optimal paper quality.

**... that process transparency is the main reason behind secure and reliable operation?**

To save your operators long iteration rounds, your quality control system and production process is characterized by a standardized, universal interface for all process functions throughout the millwide system.



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# VOITH

Inspiring Technology  
for Generations