

AUTOMATION SUPPORT: ANYTIME, ANYWHERE

SERVICE AROUND THE WORLD

Any failure of automation components has major repercussions, as paper quality and the performance of the entire paper machine depend on them. You then need to call in experts who are familiar with the complex systems and can support your team on site. Voith's automation specialists offer a comprehensive service for complete systems. Our service personnel are deployed all over the world to ensure that installed technology runs smoothly. A few of these professionals will now describe some aspects of their work.



Country: North America
Service specialist: Larry Hall
Senior Manager Automation Services
Customer, location: Sonoco Products Co.,
Hartsville, South Carolina
Paper machine: Nine production sites in the USA
and two in Canada, packaging papers

"We have been looking after Sonoco's 11 production sites in the USA and Canada for more than 10 years. During this time we have been able to forge a very good relationship with our customer. At Sonoco we offer a comprehensive service for all paper mills, including on-site service for measuring systems and remote maintenance via a VPN connection. This allows us to quickly restore system availability in an emergency and also maintain the facilities at a high standard over the long term.

This combination of automation and process know-how provided by Voith is probably unique in the paper industry and is no doubt the reason why we scored so highly for our availability, expertise and effectiveness in Sonoco's recent vendor evaluation."



Country: Brazil
Service specialist: Ricardo Chinji Iguti,
Technical Specialist
Customer, location: International Paper
do Brasil Ltda., Três Lagoas, Mato Grosso do Sul
Paper machine: IP Três Lagoas PM 1,
wire width: 5.85 m, length: 120 m,
wood-free copy paper

"Directly after startup in February 2009 we carried out a six-month 'babysitting program' for the PM 1 at IP Três Lagoas. For some time afterwards we were contracted to provide preventive maintenance of the system at two-monthly intervals, during which we also rectify any faults in direct consultation with customer. In the process we regularly optimize the MD and CD controls and service the hardware and software for the OnQ Quality Control System, either during the service itself or by online remote maintenance. This is how we guarantee high system availability and machine performance.

In addition, we offer ongoing training for the machine operators and maintenance team. This reduces the risk of failures and ensures that in the event of an emergency the customer's team can resolve the problem itself or obtain immediate support from Voith specialists."

Service package overview

OnS OnCall

Remote Diagnostics: This service package enables remote maintenance of the installed automation systems via online connections, to check the current status, rectify faults if necessary, or carry out optimizations.

Emergency on Call: In the event of technical problems that cannot be resolved on the telephone or via remote support, the Emergency on Call service provides for a Voith service technician to be on site within a contractually guaranteed response time (usually 2-8 hours) in order to avoid long downtimes.

OnS PreVide

Babysitting: In the event of start-up problems with a new PM, the 'babysitting' service includes the presence of an automation service engineer at the customer's premises during work days. This ensures ongoing training and support for the operating and maintenance crew plus help with monitoring.

Preventive maintenance: On contractually agreed days a qualified service engineer undertakes preventive maintenance tasks, testing and scheduled replacement of parts and thus supports the customer's team on site.

OnS AllRound

Resident Service: This service module consists of ongoing maintenance by a Voith service engineer including basic system support, preventive maintenance and troubleshooting around the clock.

Service on Demand

Even in the absence of a service agreement, the customer can always consult Voith in an emergency. Service requests received during normal working hours are passed on to the first available technician, although we cannot guarantee to reply to your call or provide support within a certain time period.

Contact



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Country: Switzerland

Service specialist: Bernd Armbruster, Field Service Engineer

Customer, location: Perlen Papier AG, Perlen, Switzerland

Paper machine: PM 4 and PM 7, wire width: 5.9 m and 10.45 m, length: 115 m and 129 m, LWC offset and newsprint

"Since the end of the commissioning and optimization phase for the PM 7 in September 2011, we have been looking after the automation components of Perlen Papier's new PM 7 and the existing PM 4 as part of a service agreement. This comprises the preventive and remote maintenance of the installed automation systems and a 24/7 on-call service by the Voith service team with a contractually guaranteed response time.

All these services are covered by the Remote Diagnostics service package. Regardless of where in the system the fault occurs, the customer always has access to the relevant person. Apart from the areas I specialize in myself, such as the quality control system or the field instruments, technical specialists are also available around the clock for MCS and DCS including system technology and for automation components on the winder or wrapping system. This means that we are able to give Perlen Papier prompt and direct assistance in all areas."



Country: China

Service specialist: Higen Chen, Automation Service Manager

Customer, location: Asia Pulp and Paper (APP), Yangpu

Paper machine: PM 2, wire width: 11.8 m, length: almost 600 m, fine papers

"For the PM 2, APP took out a two-year contract with us, what is known as a 'babysitting agreement.' Since commissioning in May 2010 a Voith service team has always been on site to respond quickly and directly and to provide all-round support to the APP Hainan maintenance crew through a Resident Service Agreement.

We are responsible for all automation components, from the ten scanners to the process control system with its 14,000 inputs and outputs. Our aim is to achieve high production capacity with optimum paper quality. Given that it is a 'Greenfield' project with a brand new team of papermakers, operators and maintenance personnel at the mill in Yangpu on Hainan, an important factor is the training of personnel on site to establish long-term product know-how and process understanding among the customer's workforce."