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**VOITH**  
Engineered Reliability

**VOITH**

Automation Services by Voith  
Reliable and available worldwide





# You make the paper, we take care of the rest.

Increased system availability, optimized running costs and guaranteed quality: Voith Paper Automation offers a unique all-round service package to allow you to achieve these goals and save costs in the long term.

Because ambient and feedstock conditions, and the demands on paper quality, are continually changing, achieving consistently high quality in the production process and constantly high availability over the entire service life of the system is an ongoing challenge. Preventive monitoring is therefore absolutely essential to guarantee productivity and quality and achieve good results. This means that preventive maintenance and ongoing optimization are becoming increasingly important, particularly in quality and process control systems.

Although in some cases this service can be provided by a company's own staff, it is often worthwhile engaging an external service provider. The long term benefits to Voith's customers are high quality, reliable production processes and reduced maintenance costs.

## **Automation is the key**

Expertise and experience are absolute prerequisites for a professional service. Voith offers automation know-how in both processes and products. For our customers, this equates to

direct economic benefits. From stock preparation to finished roll, all requirements are covered efficiently and cost-effectively. Even in emergency situations, local Voith experts are quickly on the scene to provide support in the language of the country concerned.

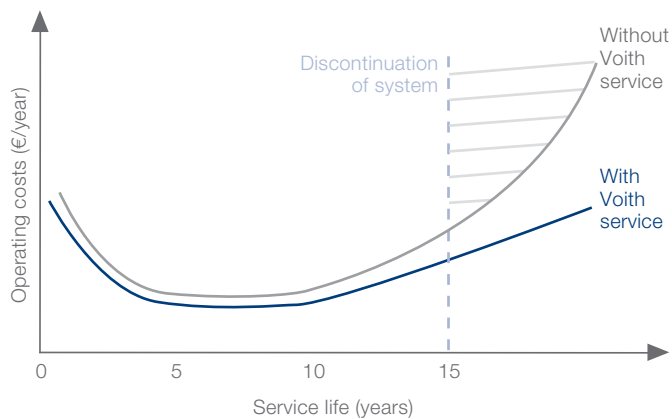
## **Long-term cost savings**

A paper mill's budget for maintenance and servicing is often stretched to the limit due to the need for cost savings. In addition, the number of staff available for this within the mill is limited. However, when competing with other paper mills, plant availability is a crucial factor and paper quality has to consistently meet high standards to avoid customer complaints. Taking out a service agreement can save costs in the long term, as the investment pays for itself even after just a very short time. Mechanical or electronic faults are identified in good time, unscheduled downtimes avoided and maintenance shutdowns optimally planned. This ultimately reduces maintenance and repair costs over the entire service life of a product (see diagram on right).



- 1 In an emergency, experienced Voith specialists are quickly on the scene
- 2 All requirements covered, from stock preparation to finished roll
- 3 Paper quality has to meet high standards to avoid customer complaints

### Operating costs over service life



#### All-round service

The service packages Voith offer range from commissioning through emergency support to on-demand maintenance for systems supplied by Voith or other vendors. They cover all

major automation systems in the entire papermaking process and are tailored to customer-specific requirements.

- Quality control systems
- CD profile control with actuators
- Electrical, measurement, instrumentation and control technology
- Machine-level control and process control technology
- Hydraulics and pneumatics
- Machine and technology monitoring
- Quality and process analysis and guidance

#### Investing in the future

Well-trained personnel are necessary to ensure the paper machine runs smoothly. Comprehensive courses from Voith's training program make sure that operating and maintenance crews are kept up-to-date with the latest technological developments and are highly qualified for their jobs. The training workshops can be conducted at customer premises or at a Voith Paper Training Center. In addition, product-specific or customized courses can be offered.





# All-round service for peace of mind

Three OnS service packages can be configured to fit your requirements. The various modules offer comprehensive support for the continuous operation of a paper machine throughout its entire life cycle.

## **OnS OnCall**

This service package offers emergency telephone and remote control support by automation specialists with a contractually agreed call-back time.

## **Remote Diagnostics**

The services offered as part of the „Remote Diagnostics“ package provide for remote maintenance of installed automation systems at the customer's request. In this case a Voith service technician takes the incoming call and logs in to the customer's system if necessary. He then checks the current status, rectifies any faults or intervenes directly to perform optimizations.

## **Emergency on Call**

There are always certain technical problems that cannot be rectified by telephone or remote support. Depending on customer requirements, the Emergency on Call service provides for a Voith service technician to be on site within a contractually agreed response time (e.g. a maximum of two hours).

This guarantees very short downtimes and competent support and advice for the customer's maintenance crew at any time and directly on site. The service module includes direct telephone and remote support 24 hours a day, seven days a week.

## **OnS PreVide**

As well as Remote Diagnostics and Emergency on Call, the service package also includes OnS PreVide preventive maintenance visits to identify and correct faults in good time.

## **Start-up Support**

To build up the maintenance crew's knowledge of a new paper machine, an automation service engineer provides on-site support on all work days. The service module comprises advice on system service as well as training and support for operating and maintenance crews to allow them to quickly get to grips with the new production facility. In addition, monitoring and checking of maintenance work is provided during this period.



- 1 Direct support in emergency situations by telephone and remote control
- 2 Comprehensive inspections at regular intervals prevent unscheduled downtimes
- 3 Instruction and training for a smooth start-up

### **Preventive Maintenance**

During its service life the various components of a paper machine are subjected to a certain level of wear. A qualified service technician undertakes preventive maintenance on contractually specified days according to clearly defined maintenance schedules. He is also responsible for checking individual parts and replacing them as per schedule or as necessary. In addition, he administers the spare parts inventory, prepares spares parts orders or undertakes contractually specified monitoring tasks, such as in bearing diagnosis. All of this is determined beforehand with the customer. In the case of scheduled stoppages, Voith also provides additional staff to relieve the local team of some of the workload.

### **OnS AllRound**

The focus of the OnS AllRound service package is ongoing close cooperation with the customer together with the technical refinement of the system. In addition, various jointly determined performance parameters are guaranteed.

### **Resident Service**

This service module comprises ongoing maintenance by a qualified Voith service engineer responsible for basic system support, preventive maintenance and round-the-clock fault elimination. All necessary work is determined in consultation with the customer and documented. As well as a fixed maintenance budget and specially trained Voith specialists to hand, the customer also benefits from regular reports about the status of the mill's systems and specific incidents and malfunctions.

### **Service on Demand**

It goes without saying that Voith will also provide help in an emergency where no service agreement exists. Requests for support are accepted during normal working hours and passed on to the next available technician. Under these circumstances, however, we cannot guarantee to call back or deploy staff within a specific time period. But customers can be sure that Voith will not leave them in the lurch and will help them rectify the faults within the shortest time possible.



# Worldwide service always a step ahead

All over the world, Voith Paper Automation is already successfully supporting its customers with various service packages. Here are some examples.

Customer	Stora Enso Publication Paper Kabel mill, Germany
Paper machine	PM 5
Paper grade	Coated printing papers

### Service Package

In 2009, the standard service agreement for Stora Enso's PM 5 in Hagen Kabel (Germany) was replaced by a comprehensive Resident Service contract, which also guarantees delivery of any spare parts required and includes servicing of the quality control and camera systems. To provide this full range of services at optimum quality, there are also three Voith specialists on site to undertake system support and process optimization in paper manufacture. This all helps to maintain optimum technical system availability and keep it at a consistently high level throughout the machine service life and beyond. All maintenance work is guaranteed for both Voith systems and those supplied by other vendors.

Customer	Sonoco Products Company USA and Canada
Paper machine	Various
Paper grade	Packaging papers

### Service Package

The company's 11 production sites have been receiving comprehensive service support from Voith for over 10 years. This includes not only on-site servicing of measuring systems but also remote service via VPN connections. This means that system availability is quickly restored in an emergency and the facilities can also be maintained to a high standard in the long term.

Jim Batchelor, Primary Materials Group Engineering at Sonoco Products Company: „On the last customer survey done with our mills, the Voith service group achieved an Above Average rating with respect to availability, knowledge, and effectiveness. No service group is perfect, but Voith has been able to respond to our emergency breakdowns in a timely manner.”





Customer	Asia Pulp & Paper Hainan, China
Paper machine	PM 2
Paper grade	Fine papers

#### Service Package

The installed quality control system with 11 scanners, 46 sensors, 25 MD and 17 CD profile controllers with actuator systems is monitored continuously on site (Resident Service) by two Voith technicians for eight hours a day, five days a week. They also undertake system support and preventive maintenance. Outside of these times, Voith guarantees a response time of one hour. In addition, Voith specialists can log on to the customer's systems via remote service connections. If this option is used it will be done within four hours. Spare parts can be delivered to the mill within three days. An additional service agreement was concluded for the OnV ConditionMonitoring system, with remote support available within 12 hours. Moreover, a Voith technician carries out preventive maintenance on the system once a year.

Customer	Perlen Papier AG Perlen mill, Switzerland
Paper machine	PM 4 and PM 7
Paper grade	Newsprint

#### Service Package

Since September 2011, the service modules Remote Diagnostics, Emergency on Call and Preventive Maintenance have been in place for the PM 4 and PM 7. This incorporates checks of the automation components MCS and DCS including system technology and the quality control system with scanners, actuators and controls. Downstream processes on the rewinder or roll wrapping system are also monitored and continuously improved by Voith service personnel.

"The automation in a paper machine is becoming increasingly sophisticated. This is why we need experts to provide us with professional support. And in Voith we have the perfect partner we can rely on," explains Dirk Breuer, Technical Director at Perlen Papier AG.