

## 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.

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# 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.

### Proactive service reduces costs

The services are available as single packages as well as service agreements. A service agreement helps you to maintain maximum availability of your equipment in the long term. By opting for preventive maintenance you will incur lower costs than in the event of unexpected failure of individual items of equipment.

### Portfolio of service packages

Service packages are available for all sections of the paper production line. As well as providing the equipment services described in this brochure Voith is also your expert partner in the event of special requirements. Please give us the opportunity to provide you with a Total Equipment Service matching your requirements.



Inspection



Inspection  
Maintenance



Inspection  
Maintenance  
Performance

Package scope	<ul style="list-style-type: none"> <li>Comprehensive functional test</li> <li>Technical condition check</li> <li>Maintenance consultation</li> <li>Service report, including recommendations for further measures</li> </ul>	BASIC service package plus: <ul style="list-style-type: none"> <li>Maintenance planning and scheduling, including critical path</li> <li>Preventive maintenance supervision according to TES specification</li> </ul>	COMFORT service package plus: <ul style="list-style-type: none"> <li>MRO materials</li> <li>Full preventive and corrective maintenance execution</li> <li>Technological consultation</li> </ul>
Your coverage (service agreement)	<ul style="list-style-type: none"> <li>Discount on spare parts and hourly rates for troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>Mechanical warranty of the maintained equipment for the duration of the contract</li> <li>Discount on spare parts and hourly rates for troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>Guaranteed equipment availability</li> <li>Discount on spare parts and hourly rates for troubleshooting</li> </ul>
Your benefit	<ul style="list-style-type: none"> <li>Full transparency of mechanical condition and functionality</li> <li>List of corrective measures and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Trouble-free preventive maintenance execution</li> <li>Guaranteed functionality according to TES specification</li> </ul>	<ul style="list-style-type: none"> <li>Carefree operation and equipment performance</li> </ul>





# Pulping Service Lowest fiber loss

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.



Inspection



Inspection  
Maintenance



Inspection  
Maintenance  
Performance

## Package Scope

- 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

- 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

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







# 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.

STOCK  
PREPARATION

**WET END  
PROCESS**

HEADBOX/  
FORMING

PRESS

DRYER

FINISHING

AUTOMATION

OTHERS

TES



Inspection



Inspection  
Maintenance



Inspection  
Maintenance  
Performance

### 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:

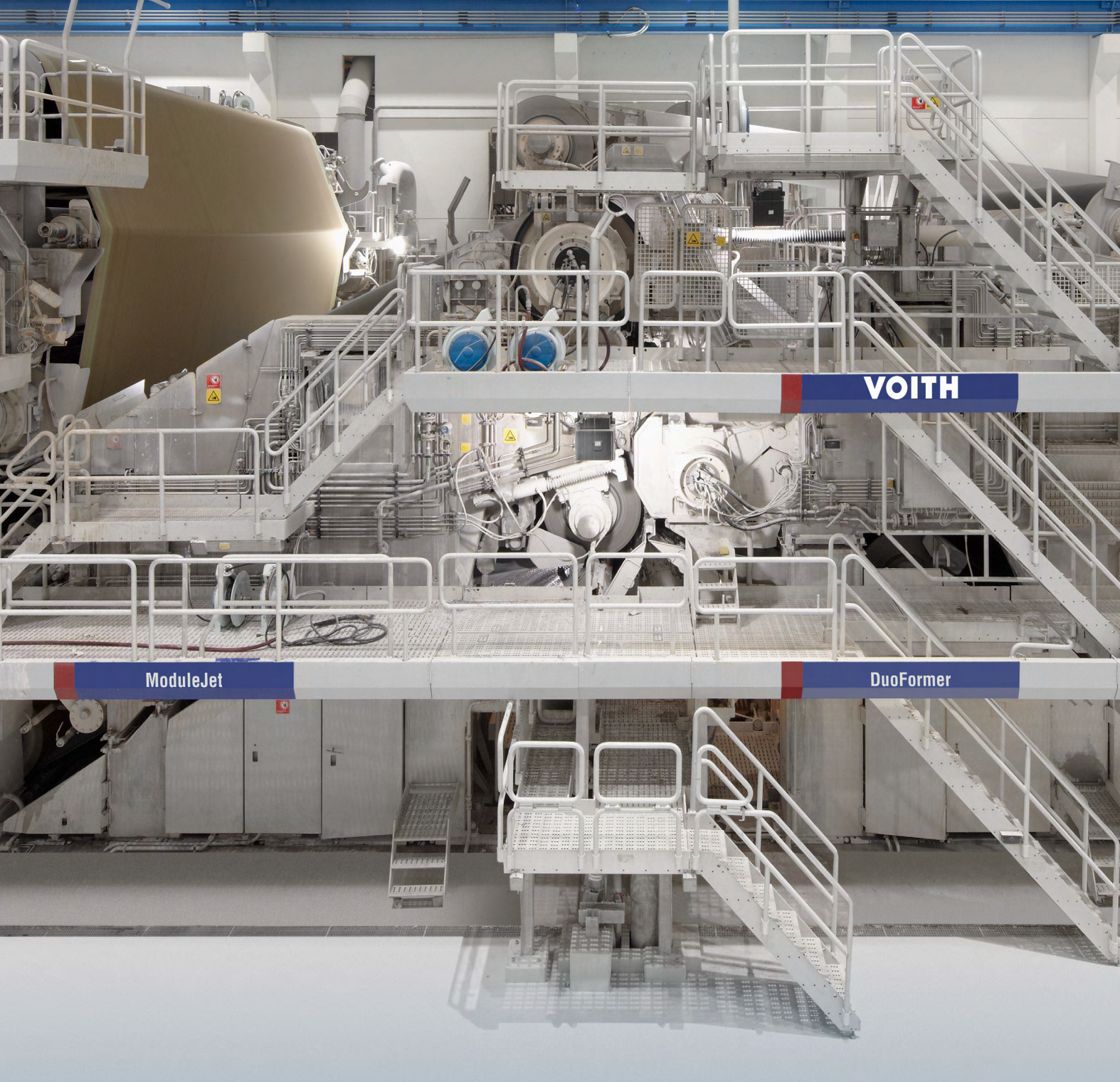
- Preventive maintenance during shut down (internal inspection of the machine):
  - check center shaft for cracks and wear on end of shaft
  - remove valve/check sealing plate
  - condition assessment of the bags
  - check nozzles functionality, position and correct if required
  - collate operating 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.

STOCK  
PREPARATION

WET END  
PROCESS

HEADBOX/  
FORMING

PRESS

DRYER

FINISHING

AUTOMATION

OTHERS

TES



Inspection



Inspection  
Maintenance



Inspection  
Maintenance  
Performance

## Package Scope

- Inspection of complete headbox area for deposits, damages and wear
- Mechanical condition and alignment check of slice-lip and bottom-lip and slice- / top-lip beam
- Inspection of lamellas, separating wedge, heating and anti-deflection units, inserts, inlet and outlet tubes, gears and limit indicators
- Check of adjustment unit (horizontal and vertical movement)
- Condition check of ModuleJet / ModuleStep
- Definition of necessary spares, repairs and overhaul activities

BASIC service package plus:

- On-demand exchange of
  - slice-lip / bottom-lip including alignment check, adjustment and documentation
  - separating wedge
  - lamellas
  - necessary spare parts
- Start-up support

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:

- Realignment under simulated operation pressure
- TSO optimization
- CD profile control package
- Complete service including service personnel, detail planning, tools and spare parts

## Bolt-ons

- CD profile control package
- Exchange and alignment of slice-lip
- Exchange and alignment of bottom-lip
- Tensile stiffness orientation (TSO) optimization
- Start-up support

- CD profile control package
- TSO optimization
- Realignment under simulated operation pressure
- Detail planning

- Exchange of inserts
- Refurbishment of OnQ Profilmatic actuators







# 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.

B  
BASIC

Inspection

C  
COMFORT

Inspection  
Maintenance

P  
PREMIUM

Inspection  
Maintenance  
Performance

### Package Scope

- Inspection of DuoShake with regard to cleaning condition and cleanliness of fittings and hydraulic pipes for rust formation, damage and leakage
  - Definition of the required spare parts and maintenance measures
- 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)

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.
- COMFORT service package plus:

  - Complete service including service personnel, detail planning, tools and spare parts
  - Training for operation and maintenance

### 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.

B  
BASIC

Inspection

C  
COMFORT

Inspection  
Maintenance

P  
PREMIUM

Inspection  
Maintenance  
Performance

### 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:

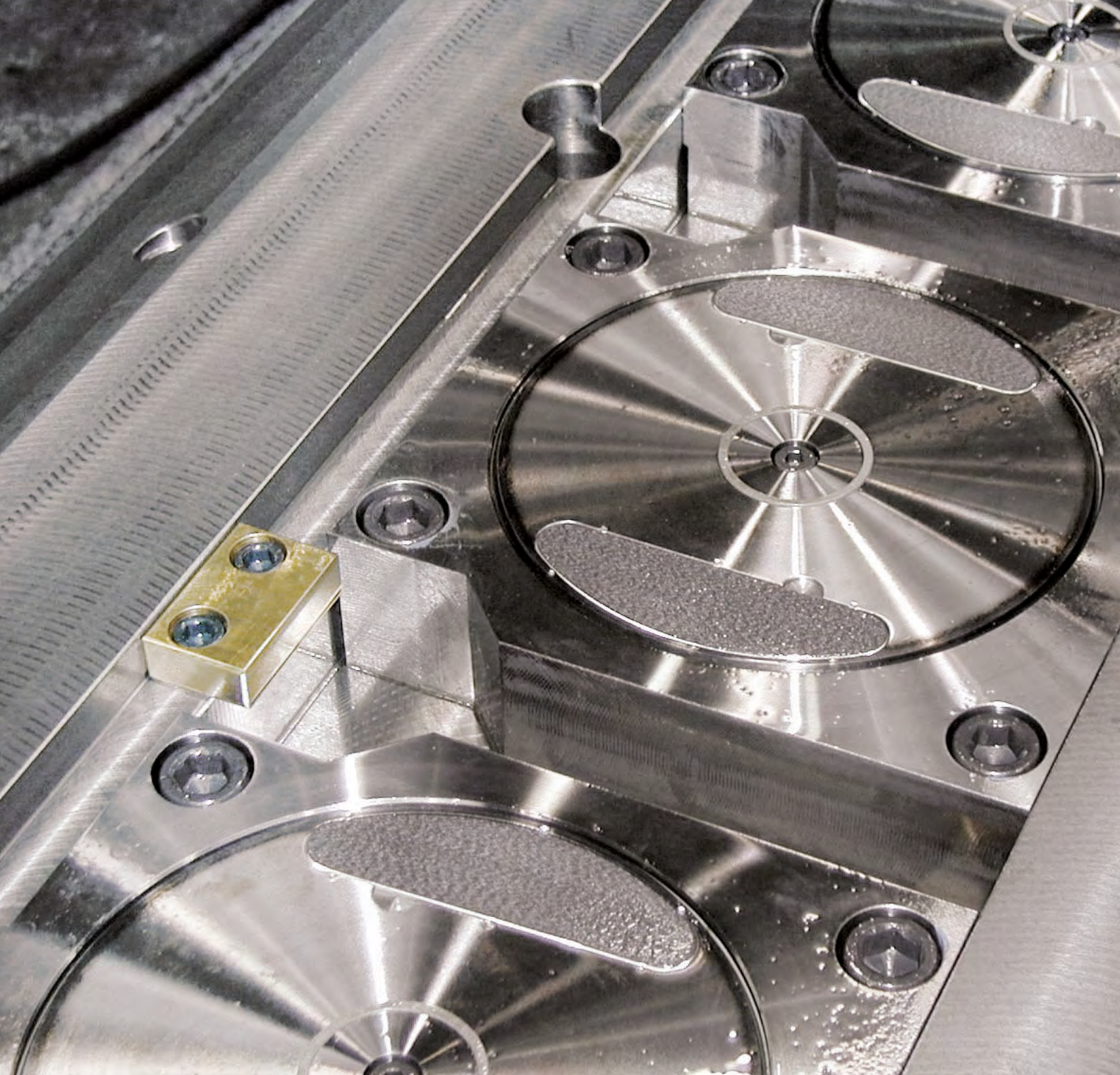
  - Optimization of operating parameters
  - Supply and upgrade of defined wear and spare parts
  - Optimization of controls (upgrading of program)
  - Maintenance training
  - Complete service including service personnel, detail planning, tools and spare parts

### 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
- 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.







# 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.

B  
BASIC

Inspection

C  
COMFORT

Inspection  
Maintenance

P  
PREMIUM

Inspection  
Maintenance  
Performance

### Package Scope

<ul style="list-style-type: none"> <li>• Annual check: Inspection of complete NipcoFlex roll area for damage and wear during normal operation</li> <li>• Mechanical condition check and test for leaks</li> <li>• Inspection of               <ul style="list-style-type: none"> <li>- complete system of roll</li> <li>- piping</li> <li>- hydraulic unit</li> </ul> </li> <li>• Assessment of improvement possibilities</li> <li>• Reporting and discussion of findings</li> <li>• Definition of necessary spares, repairs and overhaul activities</li> </ul>	BASIC service package plus: <ul style="list-style-type: none"> <li>• Revision of roll consisting of               <ul style="list-style-type: none"> <li>- refurbishment of clamping disc system</li> <li>- refurbishment of loading system</li> </ul> </li> <li>• On-demand exchange of               <ul style="list-style-type: none"> <li>- press shoe</li> <li>- clamping disc bearings</li> <li>- necessary spare parts</li> </ul> </li> <li>• Start-up support</li> </ul> <p>Services to be rendered by customer: Providing the roll at a suitable work area, spare and wear parts, cleaning personnel (two persons per shift).</p>	COMFORT service package plus: <ul style="list-style-type: none"> <li>• Complete service including service personnel, planning, tools and spare parts</li> </ul> <p>Services to be rendered by customer: Providing the roll at a suitable work area.</p>
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### Bolt-ons

<ul style="list-style-type: none"> <li>• Supervision of belt installation*</li> <li>• Start-up support</li> <li>• Nip impression and documentation</li> <li>• Oil analysis</li> <li>• Operating window assessment and optimization for reduced power consumption and oil flow</li> <li>• Axis distance (center distance) and installation clearance assessment and optimization</li> <li>• Refresh operator and maintenance training</li> </ul>	<ul style="list-style-type: none"> <li>• Bolt-ons of BASIC service package</li> <li>• Assessment of               <ul style="list-style-type: none"> <li>- shoe radius optimization</li> <li>- need for refurbishment of shoe and lock</li> <li>- clamping disk rebuild to improve sealing system and optimized races</li> <li>- cover installation between clamping disk and shaft</li> </ul> </li> <li>• Refurbishment of shoe and locks in Voith workshop</li> <li>• Installation of differential pressure</li> <li>• OnC PressSave</li> <li>• Deinstallation and reinstallation of roll can be quoted customized on request</li> </ul>	<ul style="list-style-type: none"> <li>• Bolt-ons of COMFORT service package</li> <li>• Deinstallation and reinstallation of roll can be quoted customized on request</li> </ul>
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\*Voith QualiFlex only







### Size press service / DF coater service

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.

# 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.

STOCK  
PREPARATION

WET END  
PROCESS

HEADBOX/  
FORMING

PRESS

DRYER

**FINISHING**

AUTOMATION

OTHERS

TES



Inspection



Inspection  
Maintenance



Inspection  
Maintenance  
Performance

### Package Scope

- Inspection of complete coater area for deposits, damages and wear
- Mechanical condition and basic alignment check
- Condition check of ModuleCoat / ModuleSpeed
- Inspection of
  - heating and anti-deflection unit
  - inlet and outlet tubes
  - bearings, gears and limit indicators
  - adjustment units
  - jet nozzle
  - air suspension bellows
  - metering rod / backing roll adjustment gap
- Definition of necessary spares, repairs and overhaul activities

#### 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
- Exchange/cleaning of support bar
- Detail planning
- Refurbishment of flow strip or OnQ ModuleCoat actuators
- Refurbishment of flow strip or OnQ ModuleCoat actuators







# 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.

B  
BASIC

Inspection

C  
COMFORT

Inspection  
Maintenance

P  
PREMIUM

Inspection  
Maintenance  
Performance

### Package Scope

- Mechanical condition check of complete winder
  - Technological check
  - Inspection of
    - empty reel spool and roller magazine
    - ButtSplice, FlyingSplice
    - slitting section
    - unwind and wind-up system
    - hydraulic and pneumatic systems
    - glue and tape systems
  - Condition check of
    - surfaces of rolls
    - core chucks
    - guide rolls and spreader rolls
    - bearings and linear guides
  - Function check of core chucks
  - Set-up and parameter check
  - Basic safety and protection check
  - Observation of automatic sequence for optimization potential
  - Definition of necessary spares, repairs and overhaul activities
- BASIC service package plus:

  - Detailed alignment measurement, including documentation
  - Supervision of spare part exchange
  - Start-up monitoring
  - Production observation, logging of operating parameters, definition of optimization potential
  - Annual safety check
  - Check of spare parts in stock

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:

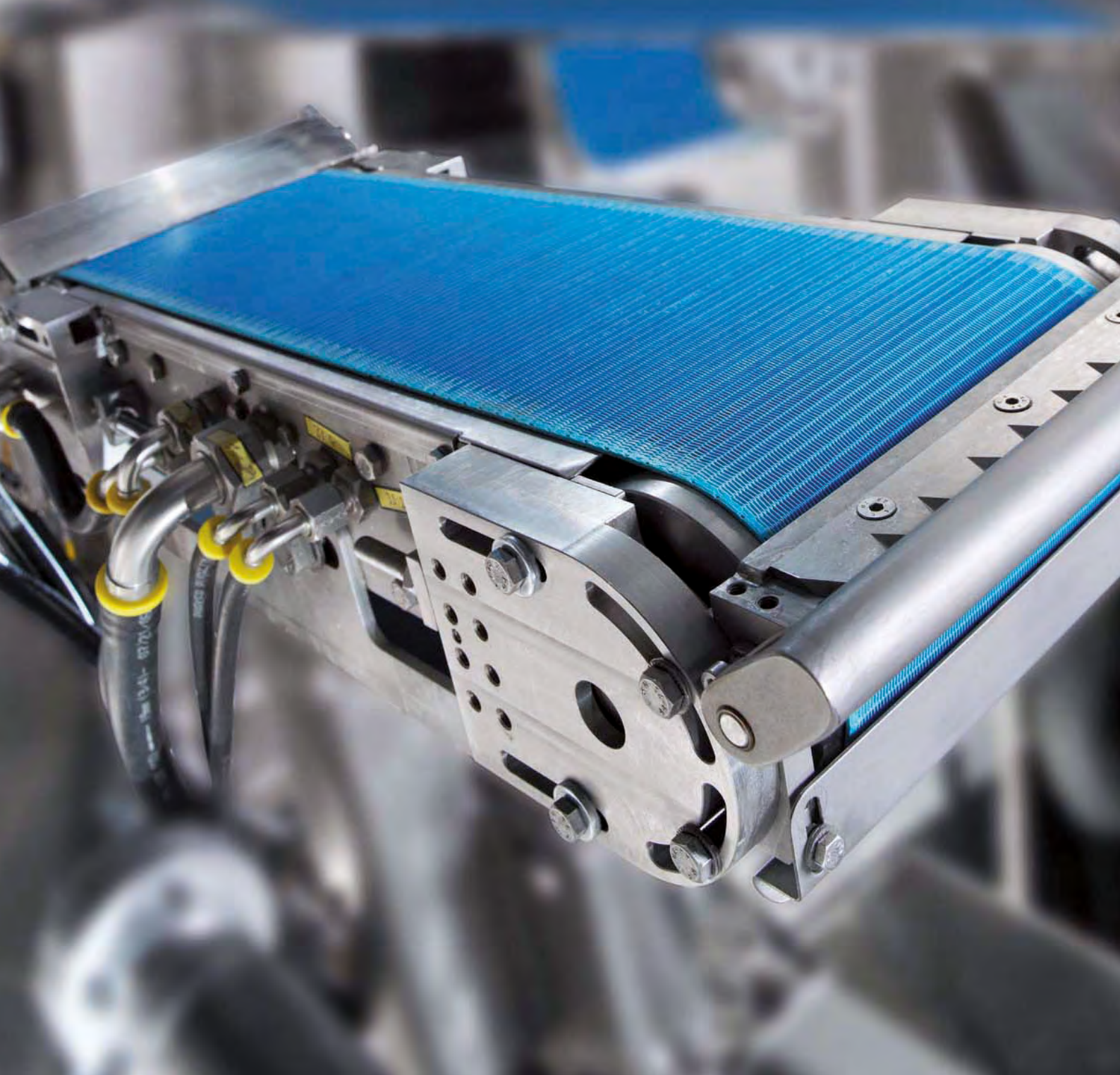
  - Exchange (as needed) and realignment of
    - rider roll
    - core chucks
    - spreader roll
  - Exchange bearings of drums, including documentation
  - Slitting section service, overhaul of slitter holder
  - Optimization of
    - winding performance
    - winding tightness
  - Measurement of friction coefficient
  - Supply of defined spare parts
  - Complete service including service personnel, planning, tools and spare parts

### Bolt-ons

- Annual safety check
  - Exchange and re-alignment of guide roll segments, segment rider roll and bearings
  - Exchange bearings of drums, including documentation
  - Slitting section service, overhaul of slitter holder
  - Detailed alignment measurement
  - Production observation and optimization
- Exchange and re-alignment of guide roll segments, segment rider roll and bearings, including documentation
  - Exchange bearings of drums, including documentation
  - Slitting section service, overhaul of slitter holder
  - Optimization of
    - winding performance
    - winding tightness
  - Measurement of friction coefficient







# Threading 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.

B  
BASIC

Inspection

C  
COMFORT

Inspection  
Maintenance

P  
PREMIUM

Inspection  
Maintenance  
Performance

### 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 maintenance schedule (see bolt-ons)
- Optimization of operating parameters
- Training for operation and maintenance

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

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.

### 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.

B

BASIC

Inspection

C

COMFORT

Inspection  
Maintenance

P

PREMIUM

Inspection  
Maintenance  
Performance

## 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.

 Hotline

 Remote Diagnostic

 Emergency on Call

### Package Scope

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"><li>• 24-hour / 7-day telephone service</li><li>• Guaranteed response times</li><li>• Trouble shooting by telephone assistance for hardware and software</li><li>• Help with handling documentation</li></ul> | <ul style="list-style-type: none"><li>• Hotline Module included</li><li>• Remote diagnostics via modem or internet</li><li>• Fast fault analysis</li><li>• Fast hands on remote help in customer system</li><li>• Software or parameter adaptation online</li></ul> | <ul style="list-style-type: none"><li>• Hotline or Remote Diagnostic modules included</li><li>• 24-hour / 7-day on-call on site service for emergencies</li><li>• Service organization close to the customer for as quick as possible response times</li><li>• Guaranteed on site response times</li><li>• Tailor made add-ons available on request</li></ul> |
|---|---|---|

### Customer Benefits

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"><li>• Guaranteed availability of Voith experts on time</li><li>• Voith expert advises customer staff how to eliminate the problem</li></ul> | <ul style="list-style-type: none"><li>• Voith expert dials into customer server, stays online and rectifies faults remotely</li><li>• Faults recognized by Voith will be brought immediately to customers attention</li></ul> | <ul style="list-style-type: none"><li>• 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.</li></ul> |
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**VOITH**  
Engineered Reliability