

Success story – Express service

on RGP 76 CD-A refiner



The challenge

Hard plate clash in one RGP 76 CD-A refiner

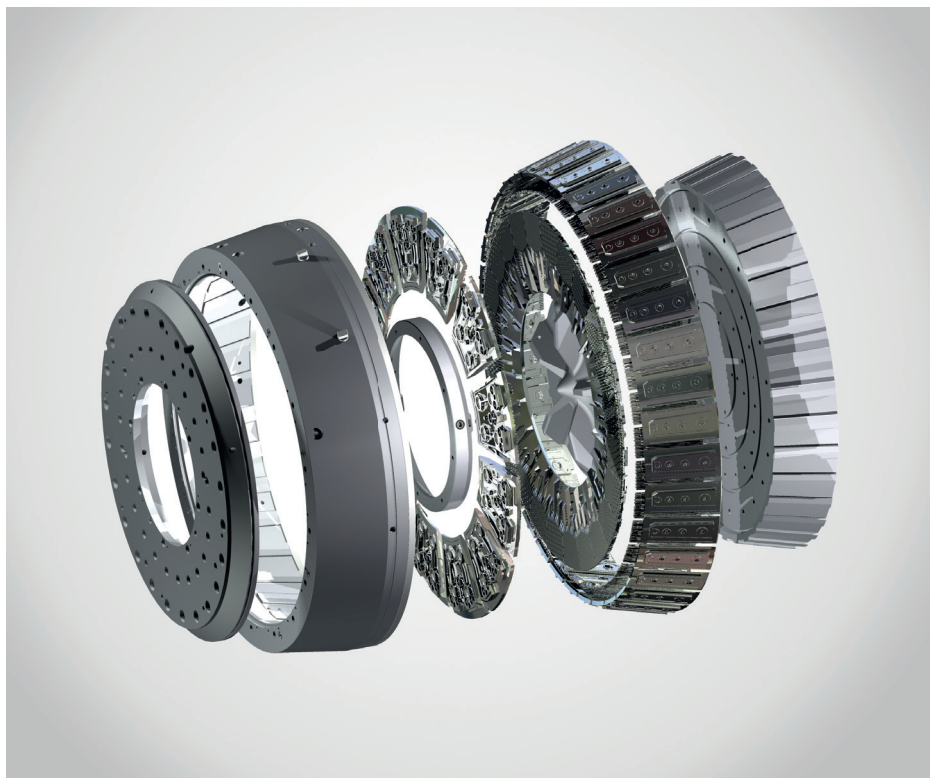
Urgent support needed

The Laakirchen Papier AG mill is part of the international Heinzl Group that ranks among the largest producers of market pulp in Central and Eastern Europe.

In late September 2014 a call from Laakirchen Papier AG arrived on Friday afternoon at the ANDRITZ service team.

They had experienced a hard plate clash in one of their RGP 76 CD-A refiners and needed to get the refiner back in production urgently in order to fulfill their customer orders, but the original equipment manufacturer had told them that no one would be available to service the machine for at least four weeks.

Their question: could anyone at ANDRITZ help them to restore production as soon as possible?



▲ RGP 76 CD-A segmentholder



▲ ANDRITZ refining - service team

The ANDRITZ solution

Express service for RGP 76 CD-A refiner

Action stations

The entire service team at ANDRITZ immediately jumped into action. After clarifying the situation over the phone, ANDRITZ checked on the availability of the necessary supervisors and specialists. A check on items in stock showed that suitable parts would be available in case of any bearing failure or leakage.

Just one hour after receiving the phone call, ANDRITZ was able to confirm the arrival of a mechanical specialist and an automation specialist for the following Monday morning. So that they could start diagnostic work first thing on the Monday, an express delivery of vibration measuring devices was organized. While Laakirchen Papier AG weren't expecting an intervention over the weekend, they were very happy to learn that their issue would be addressed so quickly.

Diagnostics

The specialists arrived on site early on the Monday morning and got to work immediately,

carrying out a visual inspection and error diagnostics to determine the source of the problem. Tests showed broken and extremely worn segments in the conical zone of the refiner.

Together with the customer, it was decided to replace the segment holders with the spare holders and check all the alignments of the bearing unit, segment holder setting devices, and the motor. Furthermore, the refiner and auxiliaries would undergo an inspection and general service. Segment holders with broken segments were sent to the ANDRITZ workshop for inspection and repair.

The result

The following day, and in collaboration with the customer, servicing of the refiner was started as agreed. By the Thursday, the refiner was ready for an idle run to check whether all the issues had been resolved, and the next day the refiner was back in production.

The achievement: a happy and relieved customer and a proud ANDRITZ service team.

With the goal of maintaining high availability while keeping life-cycle costs to a minimum, ANDRITZ provides technical support, on-site services, spare parts, wear components, and specialized diagnostic tools for all its production systems as well as for servicing of third-party systems. These capabilities are found within a single organization to ensure minimal interfaces and maximum productivity.

For more information about ANDRITZ's services and to talk to a service partner, please visit **www.andritz.com** for details.



▲ Laakirchen Papier AG

“We were surprised by ANDRITZ’s service capabilities with RGP equipment and very pleased with the prompt assistance.”

Robert Ostermann
 Mechanical engineer for pulp mill / TR,
 Laakirchen Papier AG

Contact

ANDRITZ refining – service team



ANDRITZ Kraft and Paper Mill Services are globally organized and work with customers to maximize the availability of their production lines and lift the overall production efficiency of their mills. ANDRITZ provides

solutions, technical and process support, and on-site services for all the major production systems in sawmills, pulp and paper mills, and power islands. Global operation is supported with own facilities in Finland, Sweden,

Austria, Germany, the UK, Russia, France, Portugal, Spain, the US, Canada, Brazil, Chile, Uruguay, New Zealand, and South Africa.

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