



RECYCLING

TAKING SERVICE  
TO A HIGHER LEVEL

**ANDRITZ**

ENGINEERED SUCCESS

**While technology is  
in our DNA, service is  
the heart of our  
business.**



**We care about your future.**

**Technology alone only goes so far. It is our service capabilities that help you keep your plant operating reliably over a long lifetime while continually improving performance.**

## **Skill and commitment: the backbone of excellent service.**

As a manufacturer of recycling machinery and plants, our products contribute towards reducing the environmental impact on the planet. The fact that our technology works so dependably and with such high recovery rates sets us apart in the global market. Still, the equipment is subjected to demanding mechanical forces as it operates around the clock under heavy-duty operating conditions. Service and human support is required.



We understand that any one of our service employees can be the face of ANDRITZ for you – and to be worthy of your trust, they must be fully committed to your success. You can depend on our knowledge and expertise to help you truly optimize your operation.

From routine work to quick response during a disruption, an ANDRITZ Recycling service specialist will offer training or recommendations, provide replacement parts, and perform the services you need to keep operations running smoothly. Our service is a combination of human skills backed by specialized tools. We seek out technicians for our service team who have a true desire to help; and who have the passion and commitment to keep your plant operating profitably over a long and productive lifetime.

**“Combining technology, knowledge, and expertise helps us ensure that each customer truly optimizes his or her operation.”**

**THOMAS GEMEINER**

Director of Global Product Management  
and Service for ANDRITZ Recycling



## WEEELABEX PACKAGE

WE HELP YOU TO OBTAIN A WEEELABEX CERTIFICATE FOR YOUR REFRIGERATOR RECYCLING PLANT

# Keep your recycling operation up and running. And running. And running.

ANDRITZ Recycling can help you to keep your operations running smoothly and reliably. Our services are designed to complement your own in-house capabilities: to fill in the gaps and add expertise where needed so that you have the most cost-effective program possible.

In any production environment, it is always a benefit to have expert eyes and ears to support your own staff. Our service teams have the specialized instruments and analytical tools at hand to monitor equipment performance and diagnose problems. We do this not only for ANDRITZ-branded equipment, but for all the major equipment in your plant from other OEMs.

### RELIABILITY. AVAILABILITY. OPTIMIZATION.

We offer a range of mechanical, electrical, and process services aimed at improving the reliability and availability of your plant equipment and extending its useful life. You save time and money by eliminating unplanned shutdowns and disturbances. Our services can be performed as needed, or on a more cost-effective contractual basis as offered in our ANDRITZ SYNERGY service agreements to keep plant availability high.

Regular maintenance, good housekeeping, periodic inspections, and access to the correct replacement parts are all essential for smooth operation of your plant. By establishing a disciplined approach to these activities, plant availability will remain high throughout its entire life cycle. Taking a long-term perspective in planning for these factors and relying on a dependable partner to help execute them will reduce your overall operating costs and maintain your efficiencies.

### WE OFFER

- Replacement parts and consumables
- Quick-response repair services
- Product upgrades/modernization
- Process optimization
- Simulation and training
- Online/remote diagnostics
- ANDRITZ SYNERGY service agreements

# Discover our recycling service capabilities

ANDRITZ Recycling offers expert services to improve the reliability of your equipment – not just for ANDRITZ brands, but for equipment from other OEMs. Our services range from wear components and replacement parts to comprehensive service contracts that help you achieve higher capacity, higher product quality, lower costs, and extended equipment lifetime.



## YOUR BENEFITS

- Smoother operation, fewer crises
- Maximum production and throughput
- Improved equipment availability and reliability
- Reduced lifetime costs
- Improved safety
- Shorter shutdowns, fewer disruptions
- Improved energy efficiency
- Well-managed spare/wear parts program
- 24/7/365 coverage
- Worldwide network

Picture: Output materials from the recycling process (from left to right: printed circuit boards, refuse-derived fuels, wood, non-ferrous fraction, copper)



### REPLACEMENT PARTS AND CONSUMABLES

We offer genuine OEM replacement parts for the equipment we produce and also consumable wear parts such as chains, knives, etc. that can be found on many brands of equipment. We have developed an online digital spare parts catalog that makes parts selection and ordering more efficient. We also offer regional or on-site inventory management programs that provide replacement parts and logistical support to develop minimum strategic inventory levels.



### QUICK-RESPONSE REPAIR SERVICES

Our specialists have access to certified workshops to provide quick response for repairs. While other "local" companies might offer limited capabilities, none understand the machinery and processes as well as ANDRITZ. When needed, local specialists are backed by ANDRITZ's worldwide service organization, giving them access to industry experts.



### PRODUCT UPGRADES/ MODERNIZATION

ANDRITZ recycling equipment specialists can be by your side (either physically or through IIoT tools) to analyze your operations, assess the condition of your equipment, and advise you how to upgrade the efficiency and performance of a machine. Quite often, the latest advances in component design (particularly wear surfaces) can be retrofitted to existing machines.



### PROCESS OPTIMIZATION

After on-site observation (asking questions to understand your requirements and taking samples to understand site-specific conditions), we develop solutions and recommend possible alternatives. The result is a proposed performance improvement roadmap that provides you with solid decision-making criteria. It is our global experience working in different segments that allows us to bring a different set of eyes to your operation.



### ONLINE/REMOTE DIAGNOSTICS

Online monitoring, based on a direct and safe connection between your control system and an ANDRITZ service center, supports your staff in operating and optimizing your plant. This remote monitoring and assistance is particularly valuable during the commissioning phase, for analysis of product behavior, or in gathering data to identify improvement potential.



### SIMULATION AND TRAINING

Our training kits are as versatile as requirements and skills are. Be it technology training for beginners or modular machine training for operators and service staff – you will profit from a high level of practical experience, state-of-the-art training documents and the know-how of our highly qualified experts. Knowing technical machine details as well as how to operate the equipment in the most efficient way is essential for a long-lasting machine that performs well to support your day-to-day business.

# ANDRITZ SYNERGY service agreements

For companies where equipment maintenance and repair is not a core competence, one solution we offer is to contract for these services. With the backing of a global support network, you are ensured that your plant is being serviced on the basis of the latest technical findings and in compliance with all aspects of safety - achieving high availability and safeguarding rated capacity and output.

## SYNERGY BASIC

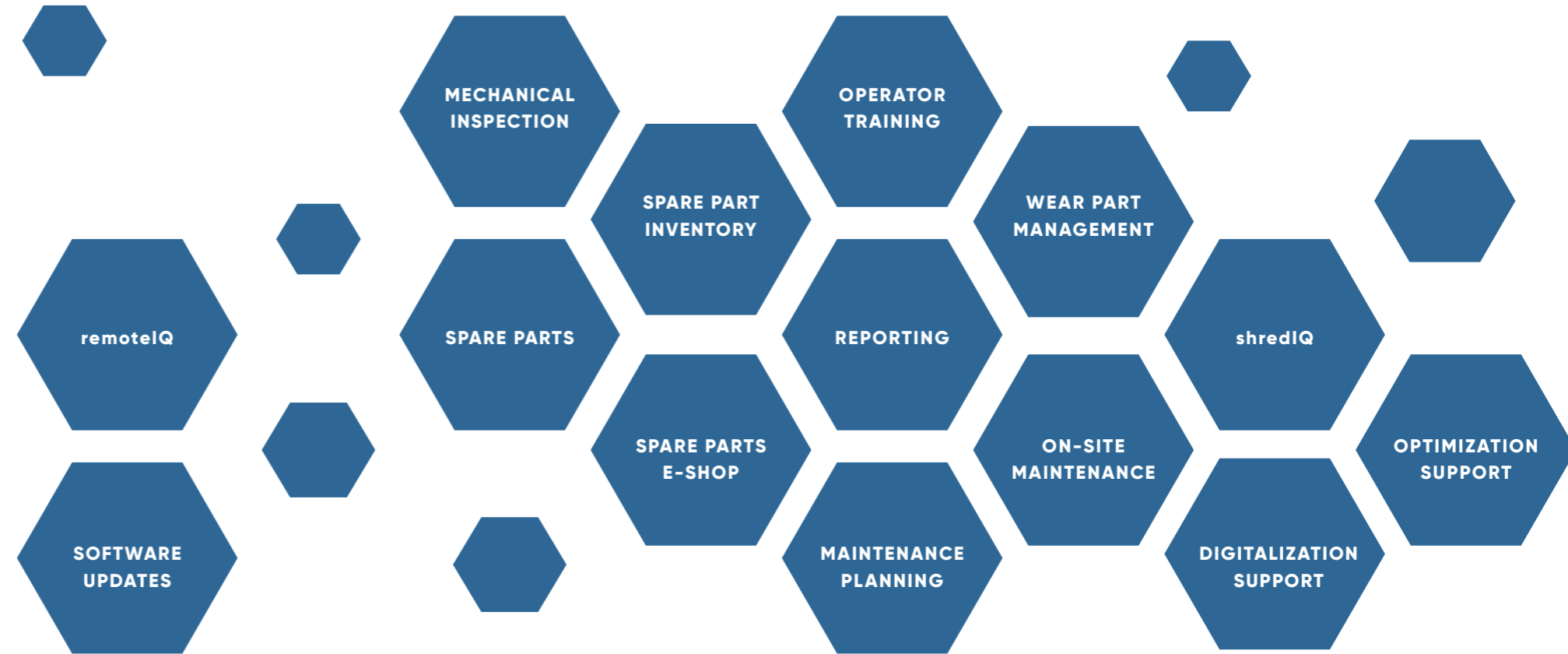
We help you to avoid problems before they occur and detect wear at an early stage. An ANDRITZ expert checks your machines accurately based on a defined checklist, documents the current condition carefully, gives suggestions for any maintenance jobs needed, and replaces wear parts on request.

## SYNERGY ADVANCED

We help you to keep your machines efficient and durable by providing detailed schedules for preventive on-site maintenance, including all relevant parts and workforce. Based on the type of machine or size of the plant, 1-2 visits per year are included to meet the specific customer's needs in order to ensure high production quality based on calculable costs and a minor organizational effort on your part.

## SYNERGY PREMIUM

If maximum machine availability is your top priority, the PREMIUM package is the right choice for you. We take care of regular inspections, service and maintenance, so that you can concentrate on your core tasks. The package is tailored to your requirements and provides the opportunity to hand over wear part management to a reliable and trusted partner.



### AUGMENTED REALITY CONTENT

Download the ANDRITZ AR APP on our website or in the AppStore/ PlayStore, scan the icon and experience the enhanced content!

## FROM BASIC TO PREMIUM COVERAGE

	BASIC	ADVANCED	PREMIUM	DYNAMIC
Machine inspections incl. reports	●	●	●	Our customized SYNERGY service solutions offer the opportunity to combine service components according to your specific needs.
Labor, travel time and expenses	●	●	●	
Software updates for installed hardware	●	●	●	
Immediate exchange of parts or repairs	●	●	●	
Discount for parts based on inspections	●	●	●	
1-2 preventive on-site maintenance jobs		●	●	
Customized maintenance schedules		●	●	
Maintenance reports		●	●	
Complete wear part management			●	
Contract duration	2-3 years	3-4 years	4-6 years	

### DYNAMIC PLUS

We help you to determine the improvement potential of your assets to achieve higher capacity, higher yield, lower costs, and extended equipment lifetime.

# Contact your local recycling service partner

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## Foresee digitally with Metris

Industrial IoT, Industry 4.0, digitalization – current buzzwords that industries use when seeking to improve their performance and equip themselves for the future of industry.

### ANDRITZ DIGITAL SOLUTIONS

As a technology leader with extensive and long-term experience in supplying industrial measurement, control, and optimization solutions for various industries, ANDRITZ is combining process and equipment expertise with the latest enhancements in the digital era. The result of this powerful combination is Metris: a portfolio of ANDRITZ Digital Solutions.

### METRIS OPP

One of the flagship capabilities of Metris is its ability to optimize industrial processes, known as Metris OPP, which forms a key component of the SYNERGY DYNAMIC PLUS package. It combines powerful analytical and data mining software with the knowledge of the world's top process experts to deliver a smart service initiative for customers.

### A CONSTANTLY GROWING PORTFOLIO

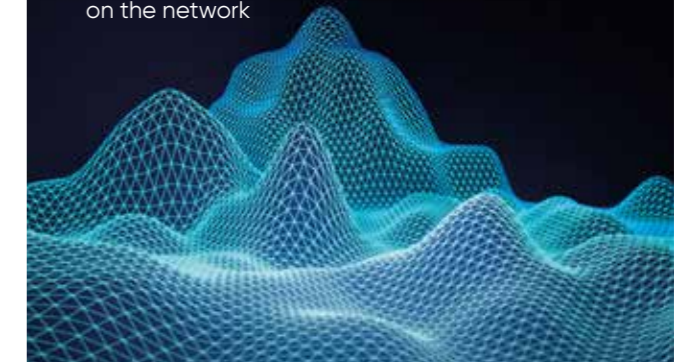
The depth and effectiveness of the Metris portfolio continues to improve thanks to ongoing R&D, collaboration with key customers and institutions, and venture activities. Portfolio options all rely on the three strategic focus areas of the Metris brand: Industrial IoT technologies, Smart Service concepts, and Venture activities. The main technological advancements integrated into individual Metris products are derived from Big Data analytics, Smart Sensor technologies, and Augmented Reality solutions. The Metris UX digitalization platform providing full support throughout the entire lifecycle of a plant is the most recent of our IoT

developments. With Metris, customers foresee digitally due to the continuously improved portfolio and its performance – and to ANDRITZ providing tailored and fully integrated digital solutions from a single source.

### INDUSTRIAL IOT

#### Benefits

- IIoT solutions across business segments
- Combined know-how from ten years' experience with Metris OPP
- Using the latest Smart Sensor technologies
- Big Data analysis with tried-and-tested models for deviation analysis
- Providing information locally with Augmented Reality
- Extensive solution and process engineering knowledge
- Cybersecurity solution to safeguard data on the network





## GLOBAL TECHNOLOGY – LOCAL SERVICE

ANDRITZ Recycling is more than an equipment supplier. We develop recycling solutions that pay off for our customers. Our knowledge and expertise are available to help customers truly optimize their operations. As a part of the international ANDRITZ GROUP, we are backed by the strength of an extensive global network of service specialists, machining centers, rebuild shops, and service locations. From the supply of spare parts, routine work during a scheduled shutdown, to quick response during a disruption, we are available to keep operations running smoothly.

### ALL RECYCLING CONTACTS

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SEE PLANTS IN ACTION

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# ANDRITZ

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