



NONWOVEN

**RESPONSIVE AND
PROACTIVE SERVICE**

KEEP YOUR MACHINES RUNNING
AND AT PEAK PERFORMANCE

ANDRITZ

ENGINEERED SUCCESS

Broad service portfolio to keep your machines at peak performance



You'll keep your customers happy as long as they can rely on quality, consistency, and delivery times. The ANDRITZ Nonwoven service team will help you make this happen.



SERVICE AGREEMENTS

Preventive maintenance, contracts for spare parts, maintenance, inspections, repairs, upgrades, and more

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REBUILDS & UPGRADES

Increase in productivity, line availability and reliability, and optimized processes with first-class equipment

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LOCAL & ONSITE SUPPORT

Responsive local service centers and field service technicians

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24H SERVICE HOTLINE

Service staff available 24/7 for any query
Call: +33 4 26 700 500

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Metris DIGITAL SERVICE SOLUTIONS

Virtual guidance and remote support for machines and production lines

Page 10 – 13



AUDITS & PROCESS OPTIMIZATION

Inspection of your equipment, qualified report and recommendations to optimize your process

Page 14



ROLL SERVICE

Original spare rolls, roll repairs and reconditioning of damaged rolls

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SPARE & WEAR PARTS

Genuine spare and wear parts, installation service, inspection and audits, and tailored spare part kits

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TECHNICAL CENTERS

Trials and experience with new products in state-of-the-art technical centers

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TRAININGS

Operator training and tailored seminars for operating and maintenance personnel

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Vast experience in an ever changing market

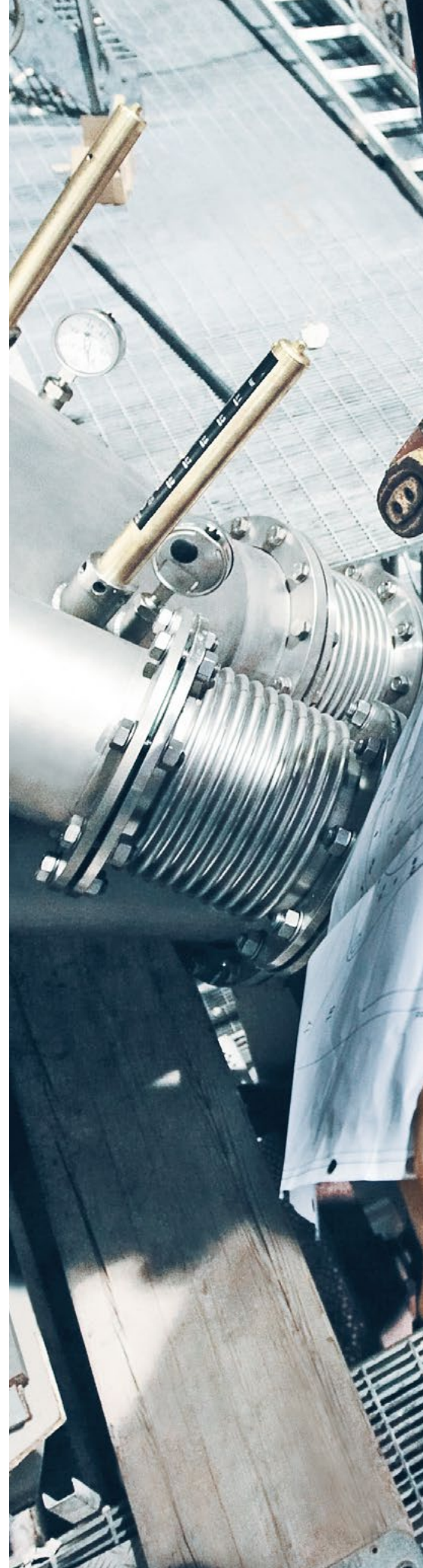
Running complete nonwoven production and converting lines and individual machines calls for in-depth process expertise and excellent service. We offer a full service portfolio and thus can ensure improved uptime, productivity, product quality and lowest cost of ownership.

ONE ANDRITZ FOR YOUR ENGINEERED SUCCESS

Benefit from our vast know-how and global experience as well as our worldwide service network. Innovative technology goes hand in hand with profound process knowledge. With ANDRITZ, you have ONE partner to meet your challenges in nonwovens production.

WE KNOW THE EQUIPMENT PRECISELY – WE'VE BEEN BUILDING IT FOR DECADES

Nonwovens are outstanding, just like their production technologies. To achieve the required properties and highest quality, it is essential to have production equipment that runs smoothly and efficiently. Excellent engineering in an increasingly changing and growing market is key. You can rely on a competent partner: with a passion for nonwovens technologies and with spot-on services perfectly suited to your specific needs. Engineering is part of our DNA.





SERVICE AGREEMENTS

Partnership is key: Our maintenance and service agreements are commitments to meeting clear quality and profitability goals in the interests of constant progress. Benefit from an offer that can be perfectly tailored to your service needs.

These service contracts can include privileged, technical, remote and telephone assistance, scheduled field service interventions as part of the preventive maintenance program, process assistance and all kinds of services that we can define together as part of our partnership to ensure the efficiency of your investment. All this saves your valuable time, increases the plant's availability and makes your production line more flexible.

Global network, local presence



LOCAL & ONSITE SUPPORT

With the goal of providing the most efficient and reactive support as possible, we assign dedicated teams of skilled experts who are located close to you.

You can find our service competence and support centers as well as our roll service centers right across the world. In addition, we are well represented through our network of agents to support and reach every region. Our highly trained field and service engineers around the globe are qualified to provide best service at your own site. Just contact us and we will help – wherever you are.

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ANDRITZ SHW
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USA
ANDRITZ Inc.
Spartanburg

GERMANY
ANDRITZ Küsters
Krefeld

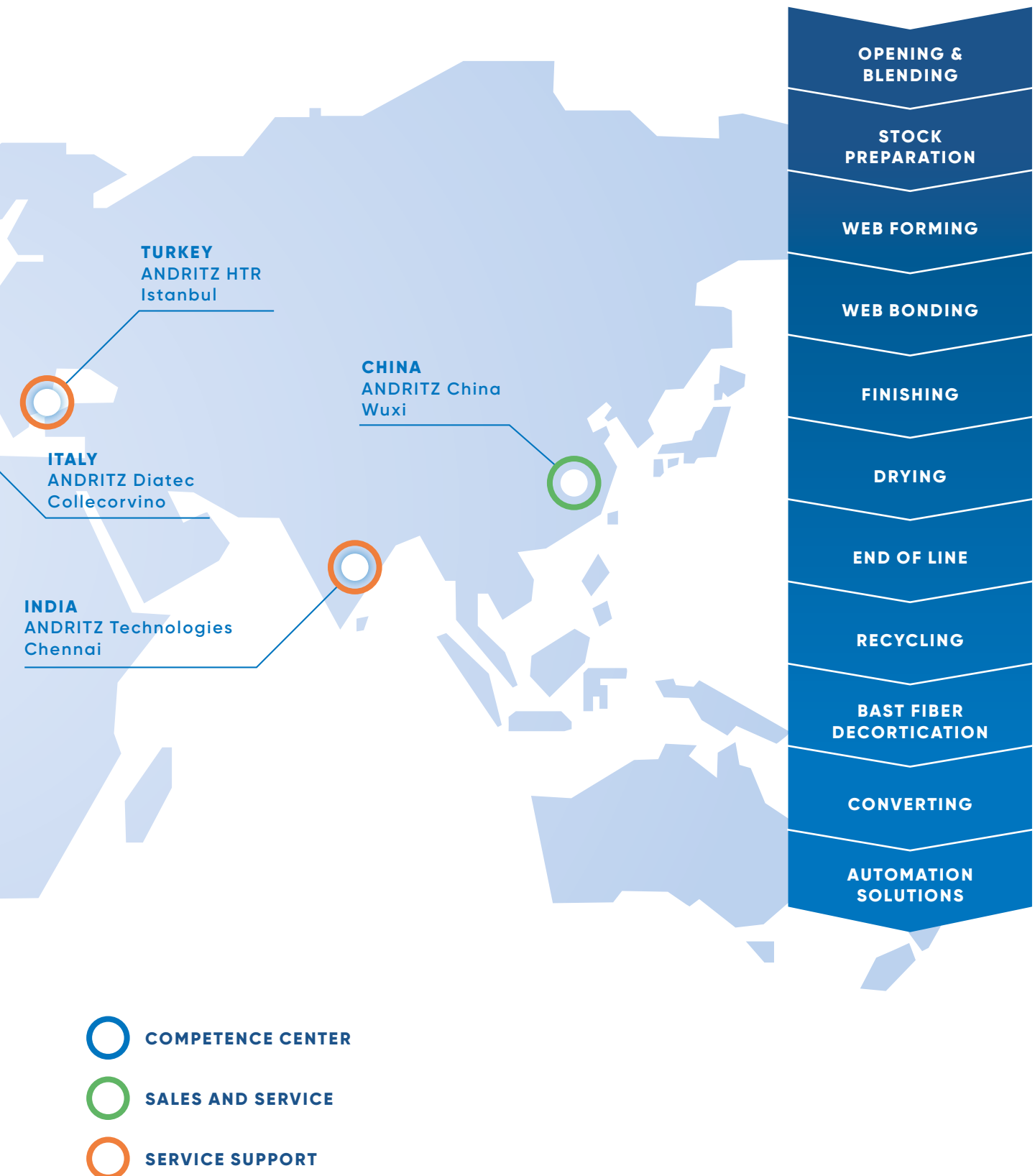
FRANCE
ANDRITZ Asselin-Thibeau
Elbeuf

FRANCE
ANDRITZ Perfojet
Montbonnot

FRANCE
ANDRITZ Laroche
Cours

BRAZIL
ANDRITZ Brasil Curitiba
Sao Paulo

Services for the complete nonwoven, recycling and bast fiber production processes:



Always at your side

CENTERS OF COMPETENCE

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24H SERVICE HOTLINE
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Foresee digitally with Metris

Industrial Internet of Things (IIOT), 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 domain know-how 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 the Metris assortment is its ability to optimize industrial processes with Metris OPP. It has been developed over the past decade within the ANDRITZ GROUP and has recently been introduced to the nonwovens industry. It combines powerful data analytics capabilities with the knowledge of the world's top process experts, to deliver best and optimized results, based on customer needs.





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, as well as venture activities. Portfolio options all rely on the three strategic focus areas of the Metris brand: Automation, digital solutions and Advanced performance services. The main technological advancements integrated into individual Metris solutions are

derived from big data analytics, smart sensor technologies, and augmented reality solutions. The Metris UX platform providing full support throughout the entire lifecycle of a plant is the most recent of our IoT developments. With Metris solutions, customers foresee digitally due to the continuously improved portfolio and its performance – and to ANDRITZ providing tailored and fully turnkey solutions from a single source.



YOUR 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 solutions
- Extensive solution and process engineering knowledge
- Cyber security solution to safeguard data on the network

Metris digital service solutions

For decades, our goal has been to ensure that you maintain a quick, fair, profitable, and sustained return on your investment in a lasting, valuable partnership with us, not only during but also after the warranty period. Assistance can be provided locally by an on-site team or remotely by our experienced engineers, who are ready to help you from all around the world.



Metris REMOTE ASSISTANCE (RAS)

Save time and money with our comprehensive communication solution providing a direct route to you. We want to keep your production at peak performance at all times.

Metris Remote Assistance (Metris RAS) includes comprehensive support, either spoken, using images, or via augmented reality, with the option of direct access to the support object, which is usually the machine or part of a machine. In particular, the combination of remote access and augmented reality expands and accelerates the respective support solution. Ideally, the virtual overlays in the field of vision of the AR glasses allow the service technician to grasp and carry out all the necessary instructions easily and effectively.

Our dedicated teams are ready to help with mechanical, electrical and process issues with a completely remote connection service. This requires the ANDRITZ line or ANDRITZ equipment at the customer's site to be prepared for Remote Access Service and have online network access.

Metris PERFORMANCE CENTER (MPC)

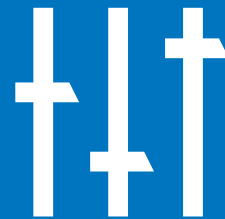
The Metris Performance Center is an excellent combination of process, technology and product knowledge with the benefit of digital services. It expands service to nonwoven producers around the world by putting ANDRITZ experts virtually in the customers' production plant control room whenever needed. When this remote support is combined with Augmented Reality (AR) and Decision Wall tools, Performance Center experts can be "virtually" in the production plant.

Metris RISK-BASED MANAGEMENT (RBM)

Add digital and cyber risk indicators to the overall risk assessment of operational processes in the industrial network. Metris Risk-Based Management is an application within the Metris software package. Its purpose is to allow operating teams to efficiently prioritize their maintenance tasks according to risks affecting assets on the production floor. Adding a digital risk factor to Metris RBM results in more accurate and data-enriched, prioritized maintenance by asset risk level and criticality.

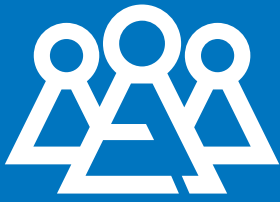
Exceptional process performance

With our audits, process optimizations, retrofits and upgrades, you can keep up with the ever changing and ever more demanding nonwovens market. Our process specialists are available to inspect your production lines and propose improvements to extend the product life of your equipment, increase productivity, or produce even more innovative nonwoven fabrics. Let's discuss what the best option is for your operations.



ON-SITE AUDITS AND PROCESS OPTIMIZATION

Every process improvement requires a detailed analysis of the current status. Let us support you with state-of-the-art tools, production diagnostics, troubleshooting, and innovative upgrades to add significant value to your nonwovens production and converting processes. Additionally, we can provide modern simulation and process optimization tools from our Metris platform.



REBUILDS, RETROFITS AND UPGRADES

Make use of our vast expertise in nonwoven technologies and processes to increase your productivity, line availability and reliability and optimize processes with our first-class rebuilds

and upgrade offers. Enhance your production lines, machines, and processes with state-of-the-art equipment from ANDRITZ.

OPTIONS FOR YOUR CALENDERING PROCESS

- Platform for fast roll changing
- Automatic centering of rotary joints
- Flow control indicator for engraved roll bearings
- Upgrade chain drive system for Hot S-Roll
- Speed upgrades
- PLC upgrade
- Jet cooling
- Measuring surface
- Condition monitoring
- NTS ("Nano-to-surface") treatment
- Spot detection

OPTIONS FOR YOUR WETLAID PROCESS

- Stock preparation
- Forming section
- Fan pump
- Hydroentanglement upgrade
- Pulp application system upgrade for spunlace lines

OPTIONS FOR YOUR SPUNLACE PROCESS

- New card to enhance fabric characteristics and improve line productivity
- neXjet injectors to improve performance by the water jet
- neXecodry system incl. the dewatering vacuum modification to reduce energy consumption
- Cylinder upgrade

OPTIONS FOR YOUR NEEDLEPUNCH PROCESS

- Card retrofit
- Dynamic and profile crosslapper retrofit
- Crosslapper series 300 retrofit
- Needleloom retrofit
- Microbox (IPC replacement)
- Module repairs and replacements
- Penetration and spacing for A25 needleloom
- ProWid upgrade
- Pneumatic centering for A50 needleloom
- Air blade upgrade (replacement of Dur comb)
- Scada retrofit
- Oleo pneumatic cylinder for crosslapper
- TMS/TMF as replacement for CFX

OPTIONS FOR YOUR CONVERTING PROCESS

- Flexo printing on nonwoven (Sanyprint)
- Vision system
- Robotic solutions for raw material handling
- Ultrasonic welding for waistband
- Embossing
- Different core solutions
- Elastic ears for baby and adult products

Keep your profits rolling

Roll technology has been our core competence for decades. With hundreds of nonwoven calenders in operation and installations in all high-end nonwoven production lines, you can be sure of top performance and a reliable partner. Our roll specialists around the globe have the expertise and tools to upgrade, recondition and repair all types of rolls.



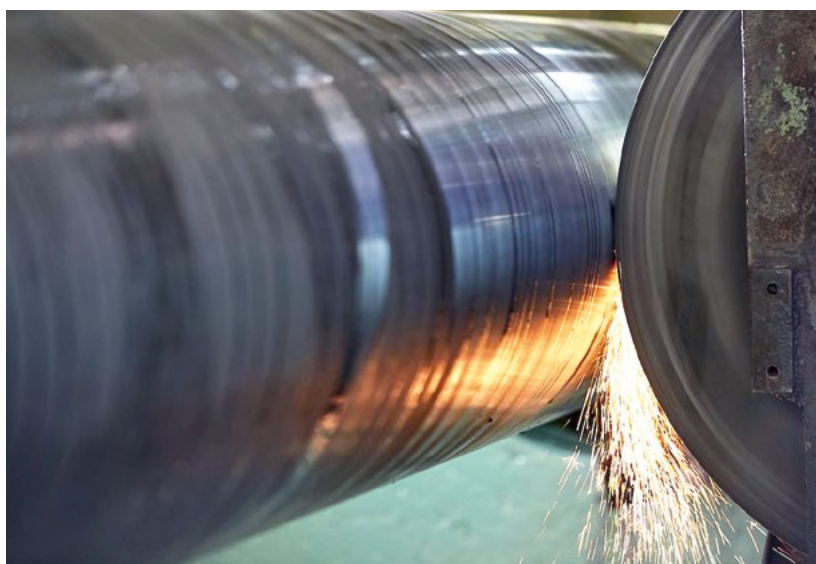
ROLL SERVICE

ROLL SERVICE CENTERS

Our special roll service centers in Krefeld, Spartanburg, and Wuxi, with highly skilled personnel and state-of-the-art machinery, cut long roads short. Here, we are well equipped with milling and drill processing centers, grinders, lathes, roll balancing equipment, and roll test stands to assist you with every need and issue you may have.

ROLL REPAIR AND PREDICTIVE SERVICE

Have your roll back in operation quickly with our comprehensive roll repair service. Be it a complete overhaul of rolls from any supplier, roll grinding (cold and hot), repairs as well as new engraving of steel rolls, new covers for elastic rolls or predictive maintenance work on your spare rolls, we ensure top quality and that your profits keep on rolling.



BE ON THE SAFE SIDE WITH OUR SPARE ROLLS

To avoid extensive production downtime, we recommend that you keep a full set of original spare rolls in store. By doing so, you will be prepared for emergency situations without loss of revenue. Our roll specialists have comprehensive knowledge to help you select original spare rolls.

Quality benefits from genuine spare and wear parts

We know how important uptime is for your production efficiency. That's why we do our utmost to keep disruptions to a minimum and optimize your process. Spare parts are not only a critical but also a strategic issue in avoiding downtime. We offer several options, such as genuine spare and wear parts, tailored spare part kits, and a spare part catalog.



GENUINE SPARE AND WEAR PARTS

To ensure the integrity and performance of your equipment, we recommend using only original spare and wear parts from ANDRITZ. A sales team for spare parts is at your disposal to help you to choose individual spare parts and tailored spare part kits.



SPARE PART KITS

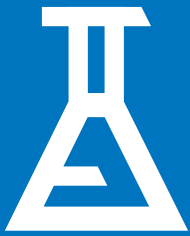
Keep your machines running smoothly and achieve increased uptime by having the right parts on site. Our experts put together special spare part kits containing those parts that are essential to keep your production up and running. These tailored packages for each machine type provide an intelligent combination for each important device. This ensures operational reliability. Spare parts are available in critical situations, uptimes are increased, and the ability to replace all relevant parts per equipment subitem improves the reliability of the entire system.

SPARE PARTS CATALOG

With our spare parts catalog, you can view all your ANDRITZ products in one place – brand new ANDRITZ machines and machines that are already in service. The process is simple: Users log in, select a machine and the respective spare parts required, place the parts in the shopping cart, and receive a quotation generated automatically in the ANDRITZ SAP system, complete with prices and delivery time.

State-of-the-art technical centers for durable nonwovens

Conduct trials in our technical centers for durable nonwovens before making an investment. This will help you to get the most out of your investment.



TECHNICAL CENTERS

YOUR BENEFITS

- Process expert support
- Equipment containing the latest technology
- Integrated laboratory to test nonwoven fabrics
- Simulation tool
- Unique know-how with our comprehensive training



AIRLAY

The airlay technical center located in Cours, France, includes opening and blending with various types of openers which can feed three airlay configurations: One airlay Flexiloft with a thermobonding oven. One airlay Flexiloft with a special needleloom for recycled fibers. One ResinFelt with steam oven for resin bonded felts.



NEEDLEPUNCH

Our needlepunch pilot line in Elbeuf, France, contains a complete needlepunch line, including state-of-the-art equipment such as an elliptical needleloom, the PA3000 elliptical cylinder pre-needler, a new double-velour needleloom SDV-2+2, and the ProWin web profiling system coupled with the new ANDRITZ gauge and closed loop. It is designed to run short and long staple fibers with an even card web aspect despite throughput capabilities in excess of 500 kg/h/m. Our process experts support you in your R&D during trials with your own fibers, helping you to improve your equipment efficiency.



Our technical centers are all well-equipped to bring our customers one step ahead. Benefit from discovering processes and products, testing product parameters and fiber mixtures, or even creating new products.



WETLAID

Our wetlaid pilot line in Krefeld, Germany, includes state-of-the-art equipment to produce a wide range of wetlaid fabrics for the automotive, aerospace, agriculture, construction, medical, wipes and hygiene industries, as well as the household goods sector. Arranging the components on a rail system ensures highest flexibility when extensions or modifications are needed.



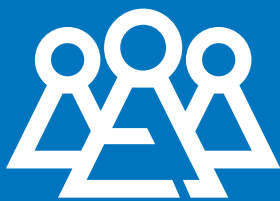
BAST FIBERS

Located in Cours, France, our bast fibers processing line can process all kinds of bast fibers (Hemp, Flax, Kenaf ...) from decortication to refining and cottonizing. This allows you to find the optimal line configuration based on the raw materials.



RECYCLING

The recycling technical center located in Cours, France, has all the equipment necessary to process all types of textile or nonwoven waste. From industrial (textiles, automotive, furniture, building insulation nonwovens waste, etc.) to post consumer waste, our commitment is to bring our expertise with technical and ecofriendly solutions for our customers.



TRAININGS

Comprehensive training courses. Take the opportunity to join our product and process training sessions for operating and maintenance personnel. Our experienced staff provide the best and unique know-how drawn from our installed base and continuous R&D.

Whether the course is held at your location, at ANDRITZ facilities and technical centers or even online, learn how fibers become fabrics, develop your own products, and find out the latest news on non-wovens processes.

State-of-the-art technical centers for hygiene nonwovens

We offer you the opportunity to test process and product parameters on our equipment or even create completely new products. This will help you to get the most out of your investment.



SPUNBOND

Our spunbond technical center in Krefeld, Germany, includes a wide range of pilot calenders for different applications and needs, more than 200 engraved rolls and shells, various sleeves, measurement systems and a 3D-microscope. It is well-equipped to handle many fields of application, like embossing for wipes, calibration for melt-blown material, laminating of roofing material or filters, thermo-bonding, perforating of top-sheets, compacting of wetlaid fabrics, comparisons between thermal and ultrasonic laminating, or textile finishing.



SPUNLACE

Our spunlace pilot line in Montbonnot, France, includes state-of-the-art equipment to produce a wide range of spunlace fabrics, including biodegradable wipes. During the trials, the pilot line is able to operate at up to 500 m/min. Tests can be conducted in-line with the TT card or off-line with an unwinder. It is also equipped with a complete water filtration system so that trials can be carried out with all types of fibers. You can test natural or synthetic fibers, short or long fibers, paper and pulp fibers, and so on.



AIR-THROUGH-BONDING

CETI, the European Center for Innovative Textiles, is a research center for new textile applications and is located in Lille, France. ANDRITZ has been supplying the institute with the latest nonwoven technologies, including air-through bonding. The air-through bonding pilot line provides CETI and its customers with an R&D platform for both flat and Omega ovens in order to prototype the fast-growing trends in hygiene applications.



GET THE MOST OUT OF YOUR INVESTMENT

At ANDRITZ Nonwoven we know that your business depends on satisfied customers and efficient processes. That's why we support you in every aspect of your nonwoven production. Take advantage of technology that lets you produce consistent quality for decades to come. Profit from the highly efficient use of energy and raw materials that our production provides. You can rely on our responsive service teams who will protect your investment and optimize your processes. Experience how innovative approaches and digital services give you more control than ever before. With ANDRITZ, the leading supplier for the nonwovens market, you get the most out of your investment.

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