



**TAKING SERVICE
TO A HIGHER LEVEL**

ANDRITZ

**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.

“Our aim? ANDRITZ Recycling Service should be the first name that comes to mind when our customers are looking for a reliable and trustworthy partner to support their operations.”

MICHAEL GROSSCHAEDL

Director Global After Sales, 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 is not a core competence, one solution we offer is to contract for these services. With the backing of a global support network, you can rest assured 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 PACKAGE

The BASIC package provides essential and comprehensive support for your machinery needs. This package includes remote assistance through our service experts and digital channels, ensuring that help is readily available when you need it. In addition, our priority support guarantees swift response times for urgent matters, minimizing any potential downtime. We also offer regular software updates to keep your machinery operating at its best, incorporating the latest features and enhancements. With our BASIC package, you can rely on our expertise and resources to maintain a smooth operation and maximize productivity.

SYNERGY EXPERT INSPECTION PACKAGE

We help you avoid problems before they occur by providing machine inspections and reports, including related labor, travel times, and expenses. An ANDRITZ expert meticulously inspects your machines based on a defined checklist, carefully documenting their current condition. If any maintenance jobs are needed, our expert provides detailed suggestions. Our goal is to detect wear at an early stage and ensure that your machines are in optimal working condition. Trust us to provide thorough maintenance support and keep your machines running smoothly, maximizing productivity while minimizing the risk of unexpected issues.

SYNERGY PREVENTIVE MAINTENANCE PACKAGE

We offer comprehensive services to keep your machines efficient and durable. Our approach includes detailed schedules for on-site preventive maintenance, providing all the necessary resources for these visits. We tailor our services based on machine type or plant size, including occasion-related visits to meet your specific needs. Along with on-site visits, we provide reports, discounts on spare parts, and customized maintenance schedules. Our goal is to ensure high production quality with calculable costs and minimal organizational effort on your part. Trust us to keep your machines running smoothly and maximize productivity while you focus on growing your business.

SYNERGY PREMIUM ADD-ONS PACKAGE

If maximum machine availability is your top priority, the PREMIUM ADD-ONS are the right choice for you. The package is tailored to your requirements and provides the opportunity to hand over wear part management to a reliable and trusted partner. Additionally, we offer performance workshops to improve safety and equipment availability while reducing lifetime costs and risks.



AUGMENTED REALITY CONTENT

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

BASIC	<ul style="list-style-type: none"> • Remote Assistance - Hotline & Digital Support • Priority Support • Software Updates
+	EXPERT INSPECTION PACKAGE Machine Inspection & Reports ¹
+	PREVENTIVE MAINTENANCE PACKAGE <ul style="list-style-type: none"> • On-site Preventive Maintenance Visits & Reports ¹ • Discounts for all Spare Parts • Customized Maintenance Schedules
+	PREMIUM ADD-ONS Performance Workshop Complete Wear Part Management (incl. discounts for all wear parts)

¹ Including labor, travel times, and expenses

Contact your local recycling service partner

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Contact our sales team:



Optimize your recycling operation 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.

PROCESS OPTIMIZATION

To exploit the capabilities of existing systems, Metris measurably enhances plant performance by using valuable data in the most efficient way. With this cutting-edge approach, we can provide a completely new user experience with comprehensive product support and ensure that both individual machines and complete plants all operate smoothly. By using Metris applications, plant operators can increase the overall efficiency of their equipment and reduce the risk of operating errors.

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

- Smart product documentation
- Production transparency via mobile app access and automatic reports
- Online spare and wear part catalog
- Online support
- Machine monitoring and predictive maintenance
- Enhanced availability and minimized production costs
- Increased overall equipment efficiency, risk of operating errors reduced to a minimum
- Wireless online diagnosis of critical machine infrastructure (system/parts)
- Upgrade of control system and automation of plant infrastructure to be prepared for the future
- Cybersecurity solution to safeguard data on the network



OUR ENVIRONMENT IS A TREASURE TO BE PRESERVED

So are the raw materials contained in your waste products. Let us help you utilize them to best advantage. ANDRITZ Recycling is actively demonstrating its commitment to conserving valuable resources by offering a wide range of capabilities in the recycling industry. Our technologies cover solutions for processing rejects from the paper industry, e-scrap, metal and special waste, organic waste, end-of-life vehicles, wood, plastic and textile waste as well as applications for generating energy from various waste products.

ANDRITZ Recycling Service develops recycling solutions that pay off for the customer for the complete lifecycle of your mill or equipment. From the supply of spare parts, routine work during a scheduled shutdown, to quick response during a disruption or the implementation of our latest IIoT solutions, we are available to keep operations running smoothly.

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ANDRITZ

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