



SEPARATION

**SECURE THE AVAILABILITY OF  
YOUR PROCESSES THROUGH A  
LONG-TERM PARTNERSHIP  
WITH ANDRITZ**

SERVICE LEVEL AGREEMENTS

**ANDRITZ**

ENGINEERED SUCCESS

"Machine availability has increased and we can achieve more production time at the highest quality level. On top of this, asset management is now sustainable."

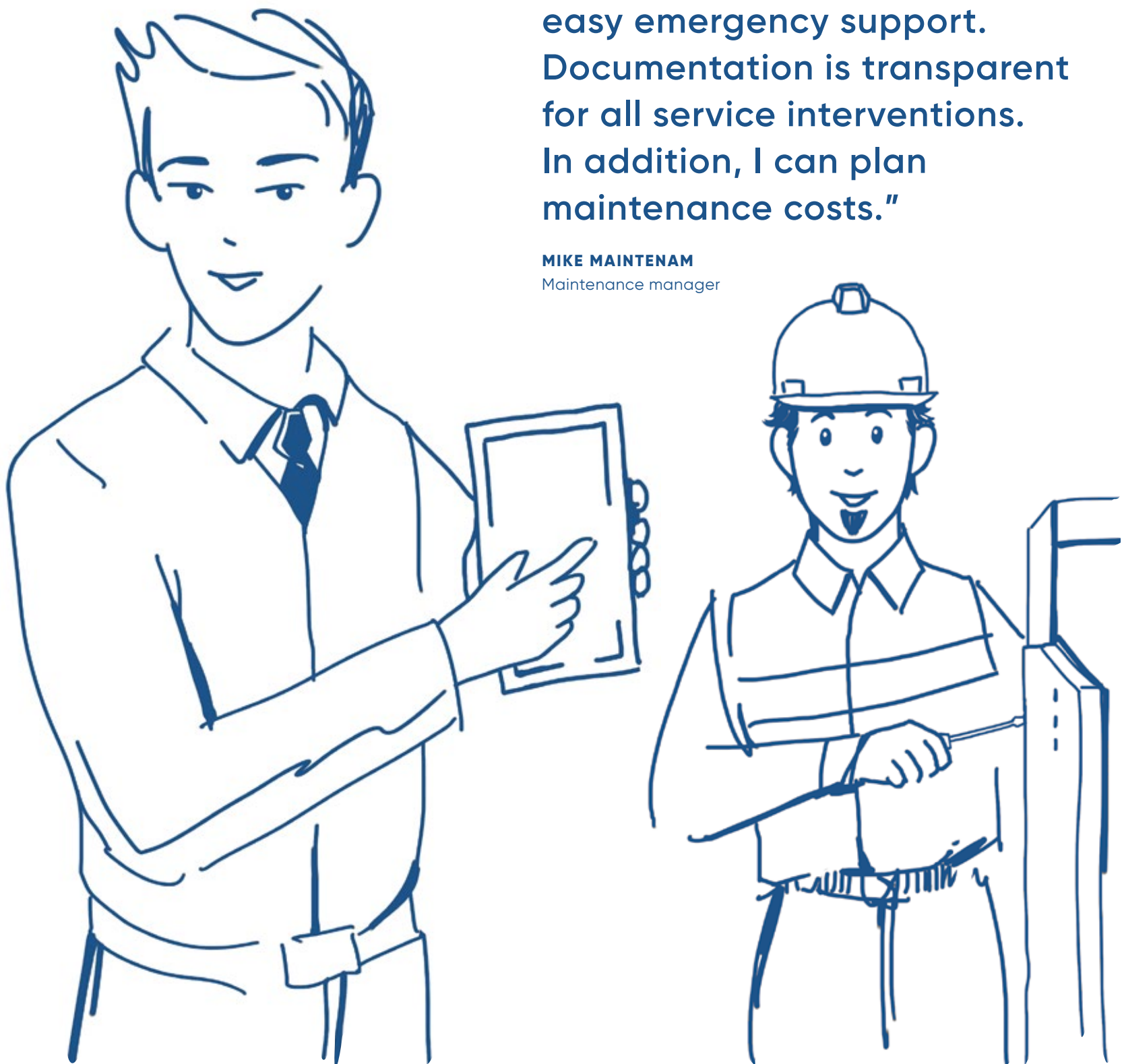
**PETER PRODUCTIONEM**

Production manager

"ANDRITZ provides fast and easy emergency support. Documentation is transparent for all service interventions. In addition, I can plan maintenance costs."

**MIKE MAINTENAM**

Maintenance manager



# Long-term partnership for your secured process availability

Keeping your business profitable can be more than a full-time job. Take advantage of our 150 years of OEM experience gained from an installed base of more than 55,000 machines. Let our global team of solid/liquid separation specialists help you increase machine availability and production quality – a machine's lifecycle long.

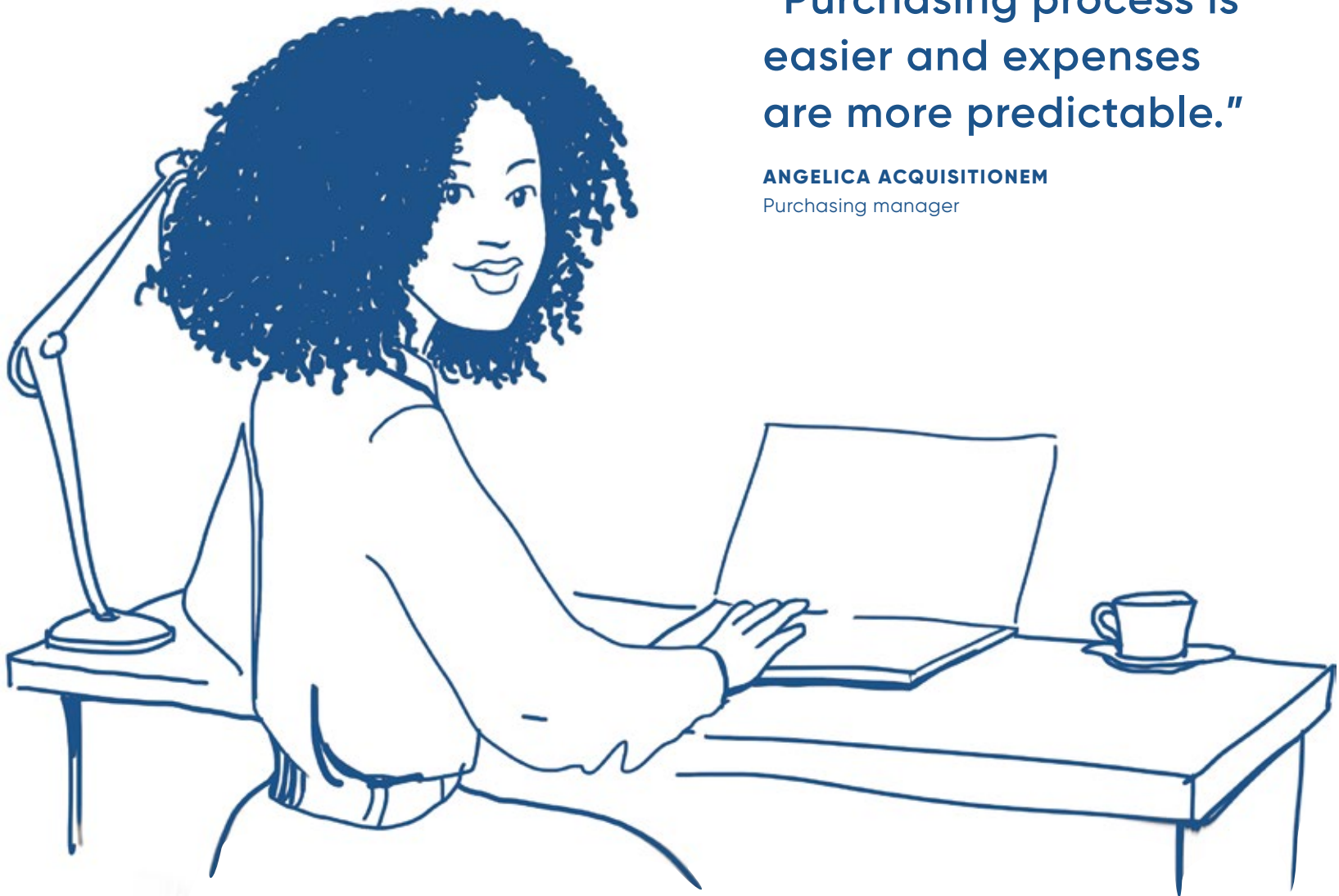
## YOUR BENEFITS

- Increased machine availability and production time
- Preventive maintenance features
- Fast and easy emergency support
- Sustainable asset management
- Calculable maintenance costs
- Easy purchasing process
- Transparent documentation for all service interventions

"Purchasing process is easier and expenses are more predictable."

**ANGELICA ACQUISITIONEM**

Purchasing manager





# Service level agreements

## Basic package



### **HOTLINE/SUPPORT REQUEST**

Easy access to ANDRITZ experts via phone or the Metris addIQ Connect app. Easy communication with automatic translation service.



### **REMOTE SUPPORT AND NORMAL RESPONSE TIME**

Technical support by phone or online via Metris addIQ Connect. Analysis and troubleshooting in case of machine malfunction (guaranteed response within 24 hours, Monday to Friday).



### **CONTROL SYSTEM PERFORMANCE CHECK**

Every three months, remote checks on the most critical system components (hard disc, RAM, etc.) are performed via Metris addIQ Connect.



### **REPORT INCLUDING PREDEFINED KPIs**

Automatic generation of machine-specific production and maintenance reports including predefined KPIs (Key Performance Indicators) as well as regular distribution of these reports by email (per shift, day, week, month).



### **ONLINE METRIS SPARE PARTS CATALOG**

Free web access to the Metris Spare Parts Catalog to ensure easy spare and wear part ordering.



### **REMOTE ASSISTANCE WITH AUGMENTED REALITY**

Live technical support with the Metris remote assist app with augmented reality features (no special devices needed, just a tablet PC or smartphone).

## Pricing option on a time and material basis



### **FIELD SERVICE INTERVENTION**

Additional site services on demand.



# Service level agreements

## Options with fixed pricing



### REMOTE SUPPORT AND FAST RESPONSE TIME

Technical support by phone or online via Metris addIQ Connect. Analysis and troubleshooting in case of machine malfunction (guaranteed response within 4 hours, Monday to Sunday).



### MACHINE AND PROCESS MONITORING

Live machine- and process data and condition monitoring via Metris addIQ Monitoring. Unlimited number of users and self-explanatory, intuitive graphics.



### PERFORMANCE AUDIT AND MACHINE READJUSTMENT

On-site check on current plant performance. Readjusting of plant and associated control loops delivered in the original ANDRITZ scope of supply.



### REPORT – CUSTOMER SPECIFIC KPIs

Automatic generation of machine-specific production and maintenance reports as well as regular distribution of these reports by email. Up to five customer-specific KPIs can be defined.



### NOTIFICATION SERVICE – CRITICAL ALARM

Mobile app push messages and email service for predefined, critical machine and process alarms and events.



### PERIODIC TESTING OF SAFETY-RELATED SYSTEM

Periodic testing of safety-related systems (SRS) is required by the EN13849 standard. This testing process defines the safety-related requirements for machines and plants.



### RAM² – RISK ASSESSMENT MONITORING

Continuous automated cyber risk analysis and vulnerability assessment of all digital assets.

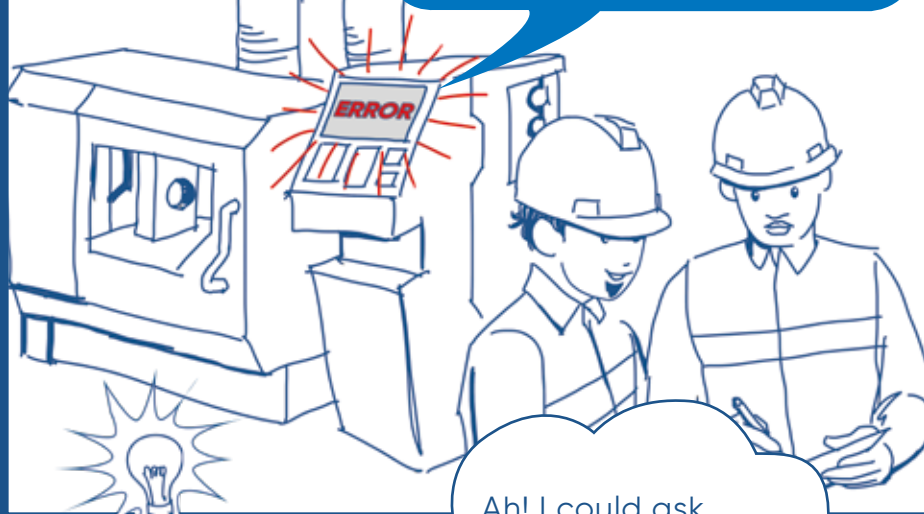


### PERIODIC INSPECTION

Periodic machine-specific inspection and basic service including supply of the spare and wear parts as defined.

Routine morning check...

MACHINE #3  
Unplanned machine shutdown



Ah! I could ask  
ANDRITZ for help!









## WHAT'S YOUR SEPARATION CHALLENGE?

ANDRITZ Separation is the world's leading separation specialist with the broadest technology portfolio and more than 2,000 specialists in 40 countries. For more than 150 years, we have been a driving force in the evolution of separation solutions and services for industries ranging from environment to food, chemicals, and mining & minerals. As the OEM for many of the world's leading brands, we have the solutions and services to transform your business to meet tomorrow's changing demands – wherever you are and whatever your separation challenge. **Ask your separation specialist!**

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