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# FULL SERVICE COMPETENCE IN INDIA

Trust a reliable partner close to your doorstep

**ANDRITZ**

# Service at your doorstep

We are committed to exceeding customer expectations and provide from our facility in Chennai all service offers for nonwoven and textile machines. Running complete nonwoven and textile production and individual machines calls for in-depth process expertise and excellent service. We offer our full service portfolio, which ensures improved uptime, productivity, product quality and lowest cost of ownership.

## FULL SERVICE IN SPARE PARTS

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.

Take advantage of our warehouse in Chennai, which is exclusively dedicated to nonwoven and textile spare parts. It is perfectly located close to the Chennai Airport and Seaport.

We manage and oversee all aspects related to spare parts, ensuring a more streamlined and efficient experience for you. You can also store spare parts securely, ready to be shipped to your factory whenever needed.

In addition, we offer an annual spare part package. Spare parts can be kept in our warehouse and can be utilized anytime during the year.



This results in cost savings for multiple orders, efficient logistics (readiness for shipment within 48 hours), minimizing the risk of production delays, price stability for one year and a flexible contract tailored to your production needs.

## ONSITE SUPPORT AND PROCESS OPTIMIZATION

Every process improvement requires a detailed analysis of the current status by an expert. Let us support you with state-of-the-art tools, production diagnostics, troubleshooting, and innovative upgrades to add significant value to your production processes.

Preventative maintenance keeps your machines running smoothly. Our machine rebuilds and overhauls extend the life of your equipment with comprehensive restoration services. Additionally, we can provide modern simulation and process optimization tools from our Metris digitalization platform.



## ANDRITZ SYNERGY™ SERVICE AGREEMENTS

With this service, you gain access to a range of exclusive benefits, including regular, routine inspections, preventive maintenance, emergency support, genuine spare parts, and performance optimization. It's our commitment to ensuring the continuous and optimal performance of your equipment.

## REBUILDS, RETROFITS AND UPGRADES

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

Elevate the performance and longevity of your machinery, automation systems and electrical equipment with our upgrade and retrofit services.

## TRAININGS

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. This empowers your team with comprehensive knowledge on our equipment and processes.

## HOTLINE SUPPORT

Whether you have urgent troubleshooting needs or seek guidance on optimizing performance, our hotline support is your direct line to our skilled technicians. We understand the critical nature of your production processes, and our commitment is to provide immediate assistance, minimizing downtime and maximizing the efficiency of your equipment. Call +33 4 26 700 500 for 24/7 support.

## YOUR BENEFITS

- Full service scope in India
- Proximity and quick response, personalized support and deeper understanding of local needs
- Local currency convenience as payments can be made directly in INR and ensure no currency conversion costs
- Local spare parts stock to keep your machines running
- Free trade warehouse in Chennai to order and store spare parts
- Spare and wear parts handling service from documents to clearance, support for tax relaxation





## GET THE MOST OUT OF YOUR INVESTMENT

At ANDRITZ Nonwoven and Textile we know that your business depends on satisfied customers and efficient processes. That's why we support you in every aspect of your nonwoven and textile 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 and textile market, you get the most out of your investment.

### INDIA

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