



360°  
SERVICE  
PARTNER

SYNERGY™ SERVICE PACKAGE

# SERVICE AGREEMENT

**ANDRITZ**

# Expert Care for Your New and Existing Machines

## ON-SITE MECHANICAL INSPECTION

Gain a thorough understanding of your machinery's condition with our expert on-site inspection.

Fixed number of days/hours at standard rates (including labor, travel, and lodging)

What you will receive in your report:

### ✓ Completed Checklist

A comprehensive list of recommendations to guide your maintenance efforts.

### ✓ List of Recommendations

Actionable insights to enhance machine performance.

### ✓ Recommended Spare Parts List

Custom recommendations for spare parts to keep your machinery in top condition.



## SERVICE VISITS

### ✓ Implementation of Recommendations

Our team is ready to execute the recommended maintenance and repairs, ensuring your equipment operates at peak performance.

### ✓ Service Visits for Maintenance or Repair

A complete suite of services tailored to maintain and enhance your machinery's performance.

### ✓ Annual Service Review Meetings

Meetings to review service outcomes and plan future maintenance.

## TECHNICAL SUPPORT

Access our technical support team easily through multiple channels for:

- Quick responses to your technical inquiries
- Experienced professionals ready to solve complex issues
- A closer connection through ongoing support and collaboration



# On-Site Mechanical Inspection

By identifying potential issues before they escalate, our engineers help you avoid costly downtime and extend the lifespan of your equipment.



We will arrange the time that best fits into your schedule

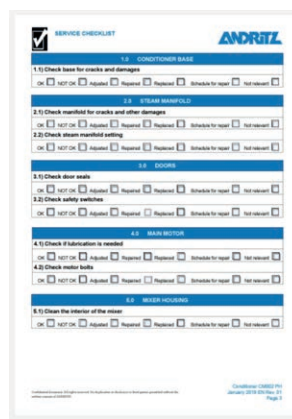
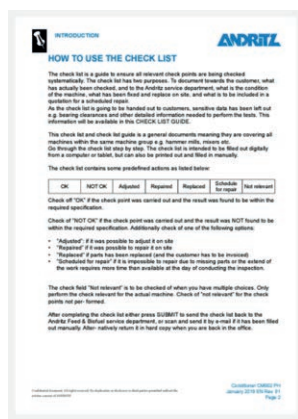
Our experts will conduct a thorough assessment of your equipment, pinpointing any potential issues

The report includes a completed checklist, a list of recommendations, and recommended spare parts package

## WHAT TO EXPECT IN YOUR REPORT

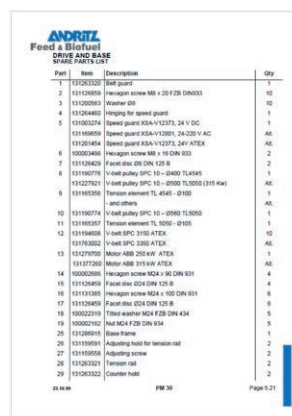
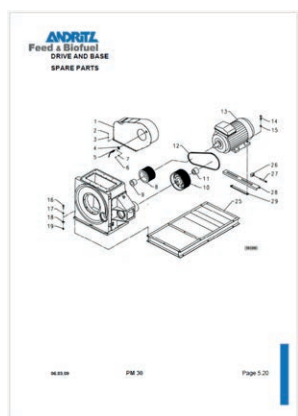
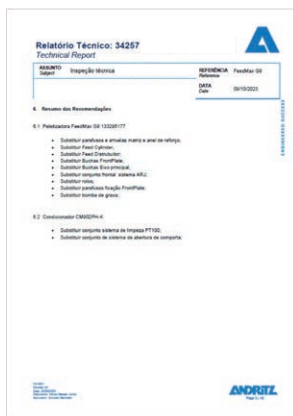
### ✓ Completed Checklist

A detailed overview of the inspection findings



### ✓ List of Recommendations

Advice on maintenance, repair, and replacement to boost your equipment's performance. We alert you to potential issues before they become critical, allowing for preventive replacement



### ✓ Recommended Spare Part Package

A customized spare parts package, advising on local stock to ensure your equipment remains in prime condition.

# Implementation of Recommendations

When it comes to maintaining your equipment, knowing what needs to be done is only half the challenge. Implementing those changes effectively is where the real difference is made. With the ANDRITZ Service Agreement, not only do we provide you with a comprehensive list of tailored recommendations, but we also stand ready to execute them.

## How It Works



### Expert Execution

Our skilled engineers apply the recommendations directly, using the latest tools and techniques to ensure each adjustment and repair is done right the first time.



### Seamless Integration

We work closely with your operational team to implement changes with minimal disruption to your daily operations.



### Comprehensive Follow-Up

After the execution, we conduct thorough testing and re-evaluation to ensure that the improvements have effectively enhanced the performance of your equipment.



# Service Visits for Maintenance or Repair

Enhance the reliability and longevity of your equipment with our tailored support options. Opt for periodic maintenance to prevent issues before they arise or utilize our remote repair services for rapid troubleshooting with expert assistance readily available, your operations will continue running seamlessly.



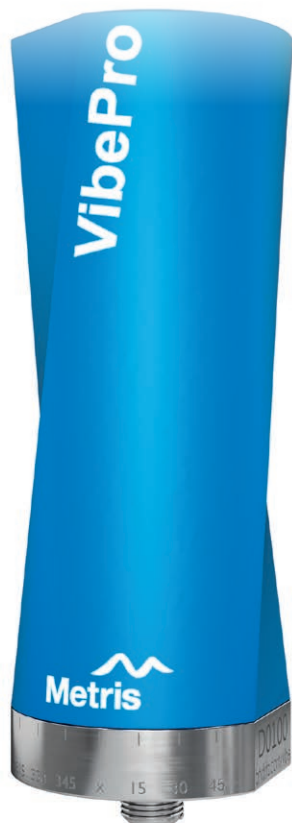
## Periodical Maintenance

A thorough inspection and necessary repairs or adjustments. This preventive measure helps in extending the lifespan of your equipment and ensuring consistent performance.



## Remote Repair

Help is just one phone call away with our quick and efficient remote assistance. Our experts are ready to respond to your needs, minimizing downtime and keeping your operations smooth.



## VibePro

**Get access to the new generation of wireless vibration and temperature sensor for monitoring the health status of your mechanical equipment**

- Compatible with all machine brands
- Automatic failure detection with Metris Smart Diagnoses
- Access to alerts and recommendations via Desktop or App
- Operates in hazardous environment
- Heat resistant
- Up to 15-year battery life



# Annual Service Review Meetings: Planning for Success

Schedule annual meetings as a key benefit of partnering with ANDRITZ—where we not only review past performance but also set the stage for future success. We're here to support you with tailored services that evolve as you do, ensuring your operations are always optimized for peak performance.



## Review of Current Services

We evaluate the effectiveness of the services provided over the past year, identifying areas of success and opportunities for improvement.



## Alignment with Business Goals

We discuss your upcoming operational goals and adjust the service agreement to better support these objectives.



## Planning for the Future

Together, we plan out service strategies for the coming year, ensuring you have the support needed to meet and exceed your targets.

## Benefits

### Complimentary Support

Always included in the package to ensure you have the help you need, when you need it

### Customized Planning

Adapt your service plan to better fit your changing requirements and new challenges

### Enhanced Preparedness

With proactive planning, we help you anticipate future needs, avoiding potential disruptions

### Strengthened Partnership

These meetings reinforce our commitment to working closely with you, ensuring that we understand and support your business as it grows and changes



# Technical Support

Whether you're seeking clarification on equipment functionality, looking for best practices in operational processes, or needing advice on maintenance strategies, our team of experienced engineers and specialists is here to help.

Coordinate with your dedicated account manager to select the communication channels that work best for you!



**OUR TEAM IS COMMITTED TO RESPONDING QUICKLY  
AND THOROUGHLY, GUARANTEEING  
THE SUPPORT YOU NEED, WHEN YOU NEED IT.**

Additional remote repair is available upon request.



# Seamless Synergy Between Your Operational Needs and Our Solutions

We understand that the specific needs of your machinery and processes require not just attention, but the expertise that comes from years of experience and a deep understanding of the industry.

Our team of experienced engineers and technical specialists is equipped with the latest knowledge and tools to provide you with actionable insights and to improve your operational excellence.

## Over 180 Years of Industry Expertise

Our long-standing history ensures that we understand the nuances and complexities of your industry.



## Reliable Support Across 120 Countries

Our global support network guarantees that no matter where your plant is located, you will receive support.



## Deep Understanding of Machinery and Processes

As the engineers behind machinery design and development, we deliver service based on the latest technical advancements and compliance with all safety standards.



## Pioneering Digital Excellence

We integrate the latest digital advancements into everything we do, ensuring our customers stay ahead in the digital era.





# Partnering for Your Peace of Mind

Our mission is simple: to take care of your machinery so you can focus on your business. Whether through regular maintenance, timely repairs, or expert advice, we're here to keep your equipment running smoothly.



## Service with a Personal Touch

Our commitment extends beyond just maintaining machinery. We dive deep into understanding every component, process, and challenge of your business. We create partnerships that ensure your operations are always in skilled and caring hands.

We're committed to supporting our customers **year-round**, continuously learning about your processes, striving to improve and innovate together.

Relied upon by **thousands of customers** globally, our service package is designed to address the unique challenges and demands of businesses worldwide.



## Focus on Your Business, Let Us Handle the Rest

When ANDRITZ takes care of your machinery, you gain the freedom to focus on what matters most – your business and achieving your goals. We handle the technical challenges, so you do not have to worry about the details.





## GLOBAL SUPPLIER – LOCAL PRESENCE

ANDRITZ Feed & Biofuel is truly a global organization – with local presence. We are represented all over the world. The global market is served from five main locations in Denmark, China, Netherlands, USA, and Slovakia.

In addition, ANDRITZ Feed & Biofuel operates from several strategic regional sales, engineering, and service locations in Australia, Bangladesh, Brazil, Canada, Chile, Dubai, France, Germany, India, Italy, Mexico, Poland, South Africa, Thailand, Turkey, the UK and Vietnam – and is also represented locally by agents and distributors in many other markets.

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