



# A WORLD OF SERVICE

Benefit from our global service offerings  
and 150 years of OEM experience

**ANDRITZ**



# Your full service provider

Discover the ANDRITZ difference – your trusted partner in solid/liquid separation. Backed by 150 years of OEM experience and over 55,000 installed machines worldwide, we deliver reliable service wherever you operate. Our global team of service specialists combines local expertise with worldwide resources to provide fast, effective support. We're committed to maximizing your uptime and efficiency throughout the entire lifecycle of your equipment.

## KEEP YOUR PRODUCTION LINES RUNNING

Ensure maximum availability and long-term reliability with OEM-certified spare parts and wear parts. From filter cloths and plates to perforated and wedge wire components, we provide fast access to high-quality parts tailored to your equipment. With customized recommendations, a global stock network, worldwide consumables supply, and a 12 month warranty, you can be sure of safe, efficient, and uninterrupted operations.



## INTELLIGENT SOLUTIONS THAT DRIVE EFFICIENCY

Unlock the full potential of your equipment with intelligent automation and digital solutions. Advanced control systems, condition monitoring, and process simulation increase autonomy, improve efficiency, and reduce maintenance costs. Our scalable, single source solutions meet the highest industry standards (including food grade and explosion-proof requirements) ensuring safe, compliant, and future-proof operations.

## FAST, RELIABLE, AND FLEXIBLE SOLUTIONS

Stay agile with certified second-hand equipment and flexible rental solutions. Reduce capital expenditure with OEM-certified machines backed by warranties, cover short-term production needs with rental units, or monetize unused assets by selling surplus equipment. We help you optimize your asset portfolio – quickly, reliably, and cost-effectively.



# All services. One partner.

## MAXIMIZE YOUR EQUIPMENT UPTIME

Protect your investment with expert maintenance and repair services designed to keep your equipment running reliably. Our local specialists and certified workshops ensure smooth start-ups, high-quality repairs, and long-term machine reliability. Whether upgrading, retrofitting, or recertifying, on-site or globally, we help you extend equipment life and unlock the latest innovations.



**MAINTENANCE &  
REPAIR**



**MACHINE & PROCESS  
OPTIMIZATION**

## OPTIMAL EFFICIENCY IN PLANT OPERATIONS

Boost performance, safety, and quality with turnkey optimization solutions from a single, trusted partner. From audits and testing to upgrades and full plant optimization, our experts help you reduce costs, increase throughput, and improve operational efficiency. Targeted process improvements also help lower your carbon footprint – delivering measurable results that matter.

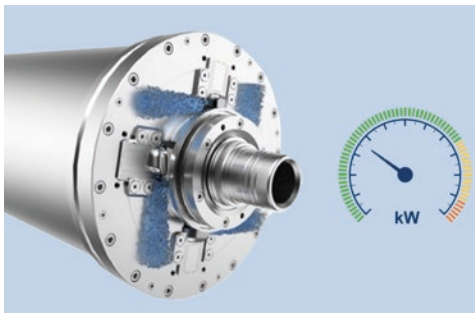
## RELIABLE OPERATIONS THROUGH WORLDWIDE SUPPORT

Let us take care of your maintenance – so you can focus on your core business. Your customized service agreements can combine our local service centers, global automation and digital solutions, as well as on-site optimization and training activities.



**SERVICE  
AGREEMENTS**

# That's what we call good service



## **SAVE UP TO 30% POWER ON DECANTER CENTRIFUGES**

Our service innovations are designed for value creation – reducing power consumption, lowering operating costs, and improving sustainability. TurboJet™, our next-generation weir plate, cuts a centrifuge's absorbed power by up to 30%, depending on flow rate, pond depth, and bowl speed. This patented solution fits ANDRITZ decanter centrifuges and can also be retrofitted to nearly all brands.



## **INCREASE MACHINE CAPACITY BY UP TO 10%**

The radar feed controller for peeler centrifuges optimizes process steps through precise fill-level control. Thanks to second-by-second level measurement, customers can improve process performance and increase machine capacity by up to 10%. As a contactless, low-maintenance solution, it also reduces wear and improves reliability.



## **RELIABLE ATOMIZATION FOR SPRAY DRYING APPLICATIONS**

In spray drying applications, ANDRITZ Dedert air bearing atomizer ensures precise and consistent droplet formation for uniform powder quality. Its oil-free, contact-free, and air-bearing design minimizes wear and maintenance while eliminating contamination risks. Our customers value the resulting reliability, product purity, reduced maintenance effort, and long-term operational efficiency in their spray dryers.

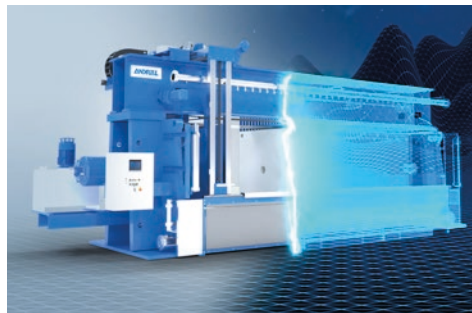


## **AI-BASED CENTRATE CONTROL FOR STABLE DEWATERING**

ARGOS is an AI-based optical measurement system that monitors centrate quality in real time and automatically adjusts polymer dosing to changing process conditions. Available for multiple machine types, ARGOS was installed on a decanter centrifuge at the wastewater treatment plant in Georgsmarienhütte in Germany, where it enables autonomous operation, achieved a three-fold improvement in deviation from the centrate quality setpoint, and resulted in polymer savings of more than 10%. The improved process stability also achieved a ROI within only one year.

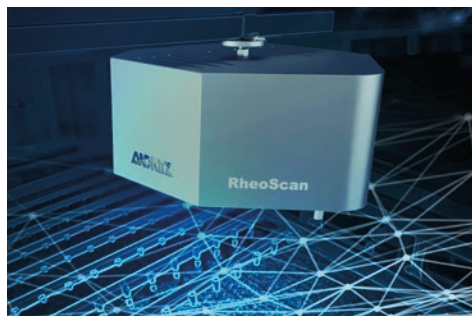
### GET READY FOR THE FUTURE OF FILTRATION

The intelligent filter press improves both process performance and operational performance through a wide range of smart, configurable features. From cycle time optimization and process monitoring to condition monitoring and predictive maintenance, each solution can be tailored to your specific needs. This enables more reliable operation, higher productivity, and optimized filtration performance.



### SMART AND REAL-TIME PROCESS OPTIMIZATION

RheoScan is an automated optical measurement system for belt presses and gravity belt tables that analyzes separation processes in real time. The system automatically adjusts polymer dosing, belt speed, and other relevant machine parameters to stabilize operation and optimize separation performance. In the wastewater treatment plant in Ljubljana in Slovenia, RheoScan achieved annual polymer savings of up to 33.8% in thickening and 16% in dewatering, as well as increased biogas production of up to 11.7%.



### HEAT RECOVERY UPGRADE FOR SLUDGE DRYING OPERATIONS

For a huge sludge dryer plant, we implemented a heat exchanger upgrade for a belt dryer to enable the use of steam as a heat source from an incineration process. The scope included the heat exchanger with steam controls, condensate vessel, pumps, piping, and fan integration. The upgrade supports more stable drying conditions and improved use of available energy, strengthening the reliability of this critical sludge drying step.



### PLANT-WIDE OPTIMIZATION FOR PHOSPHORIC ACID PLANTS

One of the major phosphoric acid producers worldwide implemented an ANDRITZ ACE for phosphoric acid plants, an advanced process control system, to optimize performance on its tilting pan filters. Initial results showed production gains of 1–4%, demonstrating the value of advanced control and our process expertise for plant-wide optimization.





# LONG-TERM PARTNERSHIP SERVICE A

Let our global team of separation specialists help you increase machine availability and production quality – for a machine’s entire lifespan.

ANDRITZ service agreements combine a range of service elements that can be tailored to your equipment, process, and operational priorities. Just like building blocks, you can choose what fits best for you and create your individual service agreement. The exact scope depends on your installed base, process requirements, and service priorities. Our ANDRITZ specialists will be happy to advise you.

## YOUR BENEFITS

- Highest quality level
- Improved service quality and preferred access
- Higher equipment uptime and reduced downtime
- Greater efficiency and cost savings
- More transparency through data and reporting
- Support for compliance and continuous improvement
- A collaborative and transparent service partnership

# 1 WITH AGREEMENTS



# Define your service agreements

**FREELY  
CONFIGURABLE  
TO YOUR  
NEEDS**

No data connectivity



## **HOTLINE/SUPPORT REQUEST**

Easy access to ANDRITZ experts via phone or ANDRITZ Connect. Easy communication with an automatic translation service.



## **ONLINE SPARE PARTS CATALOG**

Free web access to our Spare Parts Catalog (SPC) to ensure easy ordering of spare and wear parts.



## **REMOTE ASSISTANCE WITH AUGMENTED REALITY**

Technical support in real time via our remote assistance app with augmented reality features – no special devices needed, only a tablet, PC, or smartphone.



## **PERIODIC INSPECTION**

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



## **PERFORMANCE AUDIT AND MACHINE READJUSTMENT**

On-site assessment of current plant performance. Readjustment of the plant and associated control loops delivered in the original ANDRITZ scope of supply.



## **PERIODIC TESTING OF SAFETY-RELATED SYSTEMS**

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.





### REMOTE SUPPORT AND NORMAL RESPONSE TIME

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



### REMOTE SUPPORT AND FAST RESPONSE TIME

Technical support by phone or online via ANDRITZ Connect. Analysis and troubleshooting in case of machine malfunction (guaranteed response within 4 hours, 24/7).



### REPORT INCLUDING PREDEFINED KPIs

Automatic generation of machine-specific production and maintenance reports, including predefined KPIs, with regular email delivery by shift, day, week, or month.



### NOTIFICATION SERVICE WITH CRITICAL ALARM

Stay informed at all times with mobile push notifications and email alerts for predefined critical machine and process alarms, as well as key events.



### CONTROL SYSTEM PERFORMANCE CHECK

Every three months, the most critical system components (such as the hard disk and RAM) are remotely checked via ANDRITZ Connect.



### LIFECYCLE SERVICES

Our lifecycle services give you access to dedicated experts and the latest features and developments, ensuring your digital solutions maintain the highest levels of efficiency.



### REPORT WITH CUSTOMER-SPECIFIC KPIs

Automatic generation of machine-specific production and maintenance reports, with regular email delivery. Up to five KPIs can be defined to capture and highlight your key operational requirements.



### MACHINE AND PROCESS MONITORING

Monitor live machine and process data via our Metris All-in-One platform – with unlimited user access and intuitive, easy-to-understand visualizations.

Temporary data connectivity

Permanent data connectivity

# One agreement. Always up to date.

Automation and digital solutions are never static – they continuously evolve over time. To keep pace with this ongoing development, an ANDRITZ service agreement provides regular updates, reliable support, and intelligent equipment that remains future-proof, ensuring your entire process chain performs at its best.

Automation and digitalization solutions are not traditional products that are purchased once and then remain unchanged until the end of their lifecycle. Instead, they must be continuously developed to stay effective. Regular software refreshes, functional enhancements, and updates help maintain and improve performance over time. This is where ANDRITZ service agreements create real value: they ensure that smart solutions are kept up-to-date, fully functional, and continuously supported.

ANDRITZ service agreements provide a structured framework for long-term support and optimization. Through continuous monitoring, expert support, KPI-based reporting, and ongoing process optimization, they enable a transparent and collaborative service model that improves uptime, stabilizes processes, and supports sustainable operation across the equipment lifecycle.

## YOUR BENEFITS

- Up-to-date equipment and digital solutions
- Ongoing access to relevant software updates and functional enhancements
- Improved process transparency through monitoring and KPI-based insights
- Fast expert support for reliable response and issue resolution
- Continuous improvement of automated and connected processes
- Sustained performance across the lifecycle of your digital solutions



# The right solution for any separation challenge

**PEACE OF MIND, COST EFFICIENCY, AND SUSTAINABILITY – ALL FROM ONE TRUSTED PARTNER.**

Regardless of your industry – whether environmental, chemicals, mining and minerals, or food and beverage – efficient separation processes are essential for high product quality, reduced waste, and the responsible use of valuable resources. With our advanced technologies, comprehensive services, and smart automation and digitalization solutions, we deliver peace of mind today and lasting success for tomorrow – efficiently, responsibly, and with measurable impact. What's more, with us you also gain access to one of the world's largest OEM manufacturers for solid/liquid separation for well-known brands such as 3Sys Technologies, Bird, Dedert, Delkor Capital Equipment (Pty) Ltd., Escher Wyss dryers, Guinard Centrifugation, KHD Humboldt Wedag, Krauss-Maffei centrifuges, dryers, and filters, LENSER Filtration, Netzsch Filtration, REINEVELD centrifuges, Rittershaus and Blecher, Royal GMF Gouda, Sprout Bauer, and Vandenbroek.

## SEPARATION EQUIPMENT AND SYSTEMS

- Decanter and filter centrifuges
- Filter presses
- Dryers
- Presses and screens
- Extractors
- Thickeners
- Evaporators and crystallizers
- Disc and drum filters
- Screening and filtration components
- Specialized thermal systems



## FULL-SERVICE OFFERING

- OEM spare and wear parts
  - Maintenance and repairs
- Service agreements
  - Automation and digitalization
  - Machine and process optimization
  - Second-hand and rentals

## AUTOMATION AND DIGITALIZATION SOLUTIONS

Site assessment and integration • Advanced process control and artificial intelligence • Simulation and training • Digital twin technology • Data analytics and prediction • Electrification, instrumentation and controls

# Enabling the green transition

As a technology leader in a changing world, we strive to make a positive impact on our environment. We believe that what we do today can make a difference tomorrow and in the future. We drive change and enable our customers to achieve their sustainability goals and make the world greener with our sustainable solutions in decarbonization, circular economy, renewable energy, and environmental technologies. It all starts with your specific process requirements and ends with a system that gives you the best results – day in and day out, for decades to come.

**ANDRITZ. FOR GROWTH THAT MATTERS.**





## A WORLD OF SEPARATION SOLUTIONS

ANDRITZ provides mechanical and thermal solid/liquid separation technologies, complemented by comprehensive services, automation, and digitalization solutions for the chemicals, environment, food and beverage, as well as mining and minerals industries. Our customized, innovative solutions focus on minimizing resource consumption and maximizing process efficiency, thus making a substantial contribution towards sustainable environmental protection. With over 150 years of experience and more than 2,700 separation specialists around the globe, we are a driving force in the evolution of separation solutions – enabling industries to meet tomorrow's demands responsibly. **ANDRITZ. FOR GROWTH THAT MATTERS.**

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**ANDRITZ.COM/SEPARATION**

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