



SERVICE AND SUPPORT FOR PulpEye SOLUTIONS

Global service of modules and equipment

ANDRITZ

ANDRITZ service and support

Once the PulpEye Fiber Properties Analyzer installation is approved, the customer has a one year guarantee period during which the service needed is free of charge. As of the second year, service agreements are signed aiming at lifelong reliable performance of the online analyzer modules. The agreement details the servicing required, module calibration, and the frequency of service technician visits. We offer worldwide servicing of our PulpEye Fiber Properties Analyzer modules and equipment to guarantee very high availability and functionality.



THE SERVICE ORGANIZATION

Our service technicians have a solid background of technical servicing and maintenance in industrial environments. This means that they fully understand the needs of the pulp and paper industry and know what is required to ensure continuous control of pulp quality during all processes.

Our service technicians are able to listen to customers on the ground and quickly integrate their feedback into ANDRITZ processes. This not only delivers faster results, but also allows users to help develop and improve PulpEye Fiber Properties Analyzers.

PREVENTIVE SERVICE

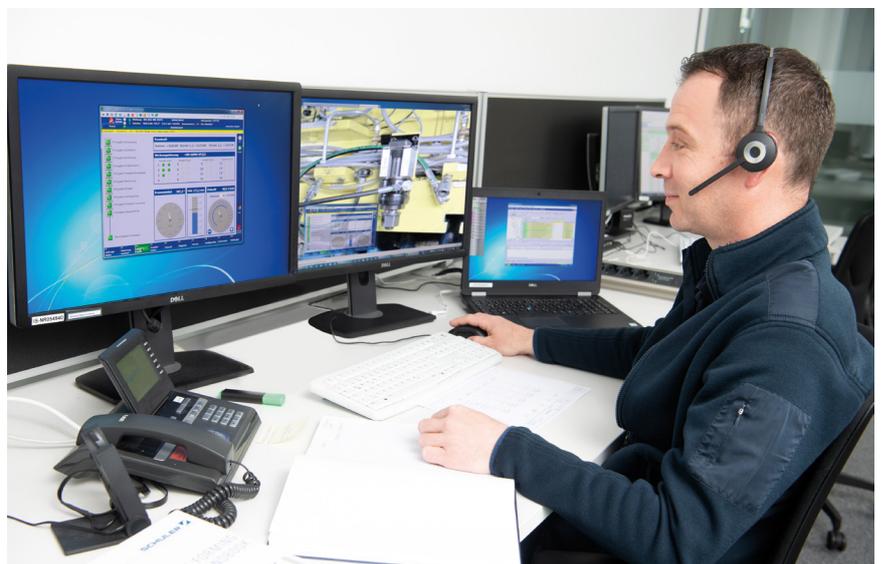
When the guarantee year has ended, most customers sign a preventive service agreement. This outlines service visits by an ANDRITZ service technician once or twice a year during which the PulpEye Fiber Properties Analyzer units are serviced and calibrated according to a comprehensive maintenance list.

REMOTE ACCESS SERVICE

In the remote access service agreement, an ANDRITZ service technician is always available to offer phone support during the office hours. Often, a remote technician responding to an urgent customer call or email can avoid extra service visits to the mill. As the service technician on duty can connect to the module in question, it is often easy to find the solution together with the customer. This saves costs

and speeds up the time needed to solve the problem. The remote access service agreement consists of free telephone or email support for an agreed number of hours.

One ANDRITZ service technician is on duty every working day to answer customer calls. Check contact details for inquiries.



MONTHLY REMOTE SERVICE

ANDRITZ can offer a monthly remote service, which ensures good and stable equipment availability. PulpEye Fiber Properties Analyzer service technicians provide remote troubleshooting according to an agreed protocol. If problems are detected and possible to solve, the customer is informed and can swiftly take necessary steps to eliminate the identified problem. The agreement covers the troubleshooting according to the protocol and a report on actions taken. Possible problems are detected faster, which means less time with inaccurate measurements, better availability, and improvement suggestions. This in turn ensures better training of mill service engineers.

SPARE PARTS

Our philosophy is to have as few moving parts as possible and to use standard components wherever possible. This minimizes the risk of breakdowns, reduces maintenance needs, and ensures faster servicing with spare parts. Worldwide availability of spare parts is secured using a three-tier approach. Basic spare parts are kept at each customer and these parts are normally changed by the customer's location service technician. In addition there are local stocks of basic spare parts in different markets guaranteeing

quick deliveries to the local PulpEye Fiber Properties Analyzer when the customer's own stock is running out. A complete stock of critical and basic spare parts for all analyzer modules is also kept at ANDRITZ production sites for immediate delivery worldwide.

MAJOR OVERHAUL

As with cars where certain parts are changed after specified mileages, ANDRITZ offers a service agreement on a major overhaul every third year. During a major overhaul, all wear parts are exchanged, which restores the PulpEye Fiber Properties Analyzer to a condition comparable to a new PulpEye Fiber Properties Analyzer. This avoids sudden possible problems due to failures of worn parts, and ensures constant high performance.

TRAINING

Customer technicians can either be trained on-site at the customer's location or at centrally organized training sessions. A cost-efficient way of doing training on site is to combine it with service visits.

OTHER SERVICE OPTIONS

Despite our various service packages, some customers may prefer other solutions.

We therefore also offer purely on-demand servicing or can put together tailor-made service packages to suit individual needs.



SERVICE - DDA

The PulpEye Fiber Properties Analyzer offers a complete service program for our previous generation Dynamic Drainage Analyzer (DDA) 4 drainage analyzers and for the new generation DDA 5.

ON-DEMAND SERVICE

We solve urgent issues at short notice.

CONTRACT SERVICE

Flexible service contracts for preventive maintenance, tuning, calibration and supplementary training. Based on the customer's needs.

SPARE PARTS

We deliver spare parts, exchange units and repairs.

TRAINING

From basic training to in-depth studies in troubleshooting and calibration.

REMOTE DIAGNOSTICS SUPPORT

For extra fast support and to avoid travel costs, we offer remote support and online troubleshooting from our offices.



CONTACT US FOR MORE INFORMATION

Advancing autonomous operations is our vision and is becoming an integral part of industrial processes. ANDRITZ is at the forefront of this transformation, leveraging digital innovations along with deep operational and technical expertise to improve process efficiency, quality management, and production reliability and availability.

We focus on developing autonomous pulp mills and process optimization, to support efficient and sustainable operations by combining automation, electrification, intelligent instrumentation, and digitalization to create measurable value throughout the full life cycle and the entire value stream.

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