SERVICE THAT KEEPS CUSTOMERS MOVING.

Why long-term partnerships matter in feed and biofuel production.

In the feed and biofuel industries, equipment performance is only part of the equation. Reliable production depends on trusted partnerships, deep process understanding, and the ability to respond when challenges arise. Service therefore plays a critical role in helping producers improve efficiency, maintain product quality, and avoid costly downtime.

Customer success over time
Helping feed producers improve reliability, performance, and operational efficiency throughout the lifecycle of their plants.

Marinaldo Campos, Vice President Global Sales & Service at ANDRITZ Feed & Biofuel, shares his perspective on how long-term customer relationships are built and why staying close to customers continues to be a key driver of success.

What's the top priority for our customers in the world of animal feed mills?
Most feed producers don't lose sleep over maintenance budgets. What keeps them up at night is the idea of production stopping unexpectedly. One breakdown can affect output, quality, and delivery commitments, long before the cost of maintenance, of repairing the breakdown itself, becomes an issue.

I often tell customers that our job is to help them sleep better at night. They should not be worrying about unexpected stoppages or production problems. Our role is simple: to help keep their operation running smoothly and reliably, more efficiently and with fewer surprises, so they can focus on the business.

If customers aren't losing sleep over maintenance budgets, why are we?
In feed mill operations, maintenance and operational reliability often get less attention than larger cost categories, ingredients, energy, or labor, for example. It's understandable, but while the cost of maintenance may be small compared to these categories, its impact is much larger.

TRUST | **RELIABILITY** | **PARTNERSHIP**



MARINALDO CAMPOS
Vice President Global Sales & Service, Feed & Biofuel

With extensive international experience in sales, service, and customer relationship management, Marinaldo has spent his career working closely with customers across a wide range of industries and regions. Before joining ANDRITZ, he held leadership roles at Tetra Pak, collaborating with customers and teams throughout Southeast Asia, China, India, the Middle East and Africa, Europe, and the Americas.

Marinaldo joined ANDRITZ in February 2022 as Sales Director for Latin America. He later led the Capital Equipment business unit within Feed & Biofuel, overseeing global plant solutions for the feed industry. In July 2026, he assumed the role of Vice President Global Sales & Service, where he is responsible for strengthening customer relationships and driving long-term value creation across the global Feed & Biofuel business.

PROFESSIONAL FOCUS
Building long-term customer partnerships that support reliable production, operational efficiency, and sustainable growth. Marinaldo works closely with customers and ANDRITZ teams around the world to connect service expertise, process knowledge, and technology solutions with the specific needs of each operation.

PURPOSE IN ACTION
At ANDRITZ, service extends well beyond equipment delivery. Through technical support, process optimization, upgrades, and local expertise, Marinaldo and his teams help customers maintain performance, solve challenges, and create value throughout the entire lifecycle of their operations.

WHY IT MATTERS
For feed producers, unplanned downtime can have consequences far beyond maintenance costs, affecting productivity, product quality, and delivery commitments. Strong service partnerships help customers operate with greater confidence, reliability, and flexibility in an increasingly demanding market environment.

VISION FOR THE FUTURE
Marinaldo sees service becoming even more connected, proactive, and regionally accessible. Combining local capabilities with global expertise, digital tools, and strong customer relationships will enable feed producers to respond faster to changing market demands while continuously improving operational performance.

We help customers sleep better at night by keeping their operations running at peak performance.

Marinaldo Campos, Vice President Global Sales & Service, ANDRITZ Feed & Biofuel

Staying close to customers
Combining local expertise, service support, and process knowledge to solve challenges and create long-term value.

A breakdown will affect those categories as well, in terms of energy consumption, product quality, and ultimately the profitability of the entire operation.

How do you go about starting a customer relationship on a strong footing?
No two feed mills operate exactly the same way. Even if they are producing similar products, the operational challenges behind each one could still be completely different. Raw materials, formulations, production targets, and equipment configurations all influence where value can be created.

For that reason, effective service starts with understanding how a customer's operation actually runs.

And then, is it as simple as recommending a solution to a customer challenge?
We are not there simply to sell a component. Technology may win the first project, but trust wins the next one. We are there to understand what our customer is trying to achieve, and help them reach that goal.



Reliability drives results
In feed production, preventing unexpected downtime can have a greater impact than reducing maintenance costs alone.

That's why our discussions with customers rarely start with a specific ANDRITZ product. They start with the customer's challenge. Is downtime becoming an issue? Is pellet quality inconsistent? Is production being limited somewhere in the process? Once we understand the problem, the right solution follows.

How do your teams gain the necessary knowledge of customers' operations?
Our teams work closely with plant managers, maintenance specialists, operators, and procurement teams to identify practical opportunities for improvement. Sometimes that can involve troubleshooting a recurring issue. Or it could look like optimizing pellet quality, increasing efficiency, planning an upgrade, or preparing for future growth.

And what about the next step, building trust?
Customers need confidence that when challenges arise, they have a partner who understands their operation and is ready to help. That means we stay involved in our customers' operations long after the equipment is installed and commissioned. Delivering a machine, or even a complete production line, is never the end of the relationship. Feed producers measure value over years of operation, not only in financial return, but in reliable performance, consistent quality feed, and the ability to respond to changing business demands. So we stay there for them with technical advice, process optimization, upgrades, spare parts, or onsite support, whenever they need it.

Building trust also requires having the right capabilities available when customers need them. That is why we continue strengthening our regional service footprint and manufacturing capabilities. A recent example is our new Die Plant in Windsor, Ontario, Canada. For feed producers, fast access to critical wear parts can make a significant difference. By manufacturing closer to customers, we can shorten lead times and respond more quickly when unexpected demand arises, while supporting producers throughout North America with local expertise and service.

How would you sum up the philosophy behind customer service at ANDRITZ?
Customer success is measured over years, not in individual transactions. We try to build relationships where our customers know they have access to the expertise, resources, and practical support they need to keep their operations performing at peak.

We want customers to know they have a partner who will continue helping them to improve performance, respond to challenges, and plan for the future. That is what service means to us at ANDRITZ Feed & Biofuel. Staying close to customers, understanding their business, and helping them succeed in the long term.

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WHEN EVERY DAY COUNTS:
The new ANDRITZ Die Plant in Windsor, Canada



Windsor Die Plant

Understanding customers' challenges is only part of the equation. Service also depends on having the right people, expertise, and resources close enough to respond when customers need them. Across the world, ANDRITZ continues to strengthen its regional service teams, digital tools, manufacturing capabilities, and local availability of critical parts. One example is the new ANDRITZ Die Plant in Windsor, Ontario, Canada.

"When a customer experiences a problem, every day counts," says Marinaldo Campos. "Being able to manufacture closer to the market helps us respond faster and strengthens confidence in supply."

Because feed producers operate with a wide variety of raw materials, formulations, and production requirements, it is impossible to stock every die and wear-part configuration. Local manufacturing therefore plays an important role in reducing lead times and improving responsiveness when unexpected issues arise.

But the Windsor Die Plant is more than a manufacturing facility. It serves as a regional center of expertise, supporting feed producers throughout North America. The benefit for customers is straightforward: faster access to critical components, shorter lead times, and reliable support when time matters most.