

ANDRITZ KMPT Services



ANDRITZ KMPT Service

Competence around the clock

Fast - Reliable - Efficient

It is our goal to provide our customers with fast, comprehensive and competent service on a partnership basis, from the initial consultation, throughout the entire life-cycle, up to the end of operations of your solid/liquid separation equipment. ANDRITZ KMPT's service facilities around the world are staffed with experienced, dedicated service teams.

Your benefits:

- Increased productivity
- Minimization of downtimes
- Maximization of machine availability
- Reduction of warehousing costs

Consulting and project planning

Right away in the early stages of the project, we discuss and clarify with you which method is suitable for which machine type, and the right technical solution for meeting all of your specific requirements. Our comprehensive advisory and project planning service is based on results from our laboratory and process engineering test center, with over 2,000 tested products. Over 500 patent applications and more than 8,000 product applications underline our competence in solid/liquid separation technology. The pilot plants are available not only in our test center, but can also be installed at your facilities to run tests under real conditions and also over a prolonged period of time.



Test center

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After-sales service



Parts stockroom

Spare parts logistics

Even the very best machines require spare parts. Especially in machines with high rotational speeds, such as centrifuges, it is not possible to completely rule out wear, on dynamic seals or bearings, for example.

At our main depot in Vierkirchen near Munich we have a constant supply of over 6,000 different, most commonly required components and parts in order to provide service in due time for our customers.

We deliver the majority of the parts ordered directly from our warehouse, and it is our goal to continuously increase the number of parts available from our stock for immediate delivery.

In addition, we provide information on the minimum stock level of spare parts to be kept with the machine to ensure reliable and safe operation.

Remote diagnostics

Using modern communications and diagnostic systems our customer service is able to offer even faster and more efficient support. Via remote access our specialists can receive information on the operating condition of your machine and carry out fault diagnoses. Maximum data security is of course guaranteed at all times. We only access the data from your machine when you give your specific approval for us to do so.

Even without a specialist on site, our experts can reconstruct the current machine status, then either solve the problem immediately or send you the right spare parts and a well-prepared service specialist.



In-house repair

In-house repair jobs

The entire manufacturing facilities at our main factory are available in the event of any complex repair jobs and conversion measures which necessitate intricate work in several stages and on different machines. This is where our special service order management is applied to ensure that these cases also have short delivery times.

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Field service



Commissioning

There are some 30 experienced specialists at your service across the globe who can be called upon for immediate implementation of any unplanned repair job or fast remedial action against any unwanted machine stoppage.

Our customer service includes assembly work, installation support, commissioning, revisions, repair jobs and optimization measures in the process engineering. We also supply these services for machines of other manufacturers.

Maintenance

Depending on the type of machine, recurring inspections in dismantled conditions and in operating conditions are necessary to obtain operational and machine safety. Therefore all of our Field Service Specialists are accredited as Qualified Persons according to EU Directive 1989/391.

You can save time and human resources: If needed, we undertake your complete revision efforts and coordinate all additional support personnel and tools as main contractor.

Installation

For long-term, planned maintenance work and cooperation on a permanent basis, we can offer you extremely interesting conditions should you decide to enter into a maintenance contract.

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Service support



Service support

The “Service support” team of ANDRITZ KMPT is ready to advise you on the spot, on all technical issues concerning your machines such as:

- Modernization concepts for centrifuges, filters and dryers.
- Optimization features for improving performance and quality.
- Safety-relevant inspections and adaptation to valid standards and regulations.
- Adaptation to modern control concepts.
- Concepts for proactive maintenance.
- Recommendations for optimum supply of spare parts on the spot.

Maintenance contracts

We offer tailor-made, long-term contracts for proactive maintenance of your equipment.

Customer training

We train your operating personnel during commissioning of the plant. In addition, we offer seminars for maintenance and operation of our entire range of Krauss-Maffei process equipment. This training can be conducted at our site or yours.



Customer training center

ANDRITZ KMPT

Second-hand machines

Why choose ANDRITZ KMPT?

Our experience in manufacturing Krauss-Maffei centrifuges, filters and dryers guarantees the highest quality standards.

All machines are fully disassembled, inspected and reconditioned by replacing worn or damaged parts. A final test run validates the mechanical guarantee we provide with our refurbished equipment.

Our guarantee of 12 months on all of our reconditioned machines provides you with high availability, so this is a reliable investment.

It is also possible to obtain a guarantee on the process engineering.

Testing facilities at our test enter and process engineering support are available to you at all times.

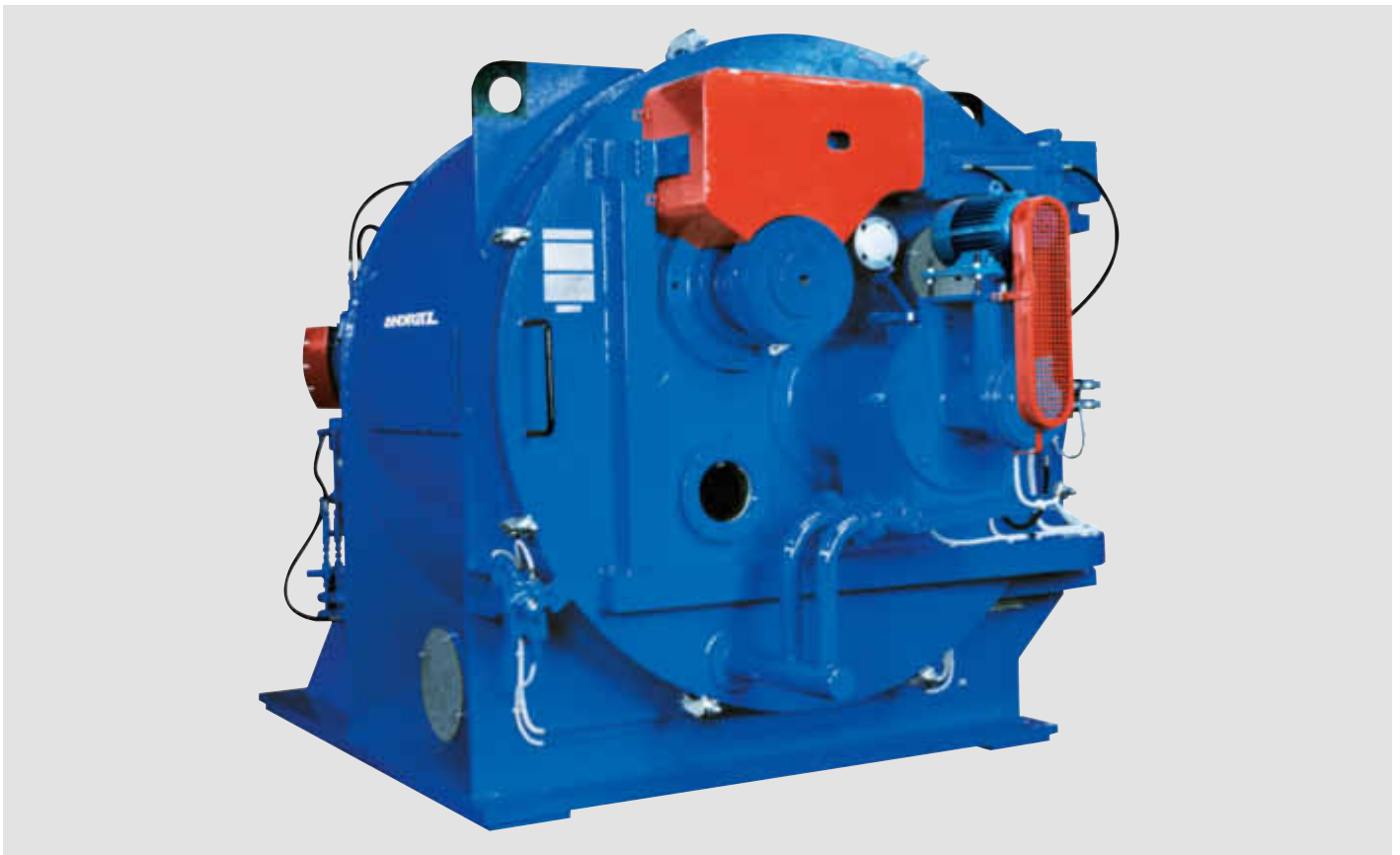
We offer modular modernization concepts, from gradual retrofitting, to completely modernized equipment.

Additional equipment for your specific production requirements can be provided.

Our service team also provides support in assembly, commissioning, spare parts supply, repairs, and maintenance.

Advantages

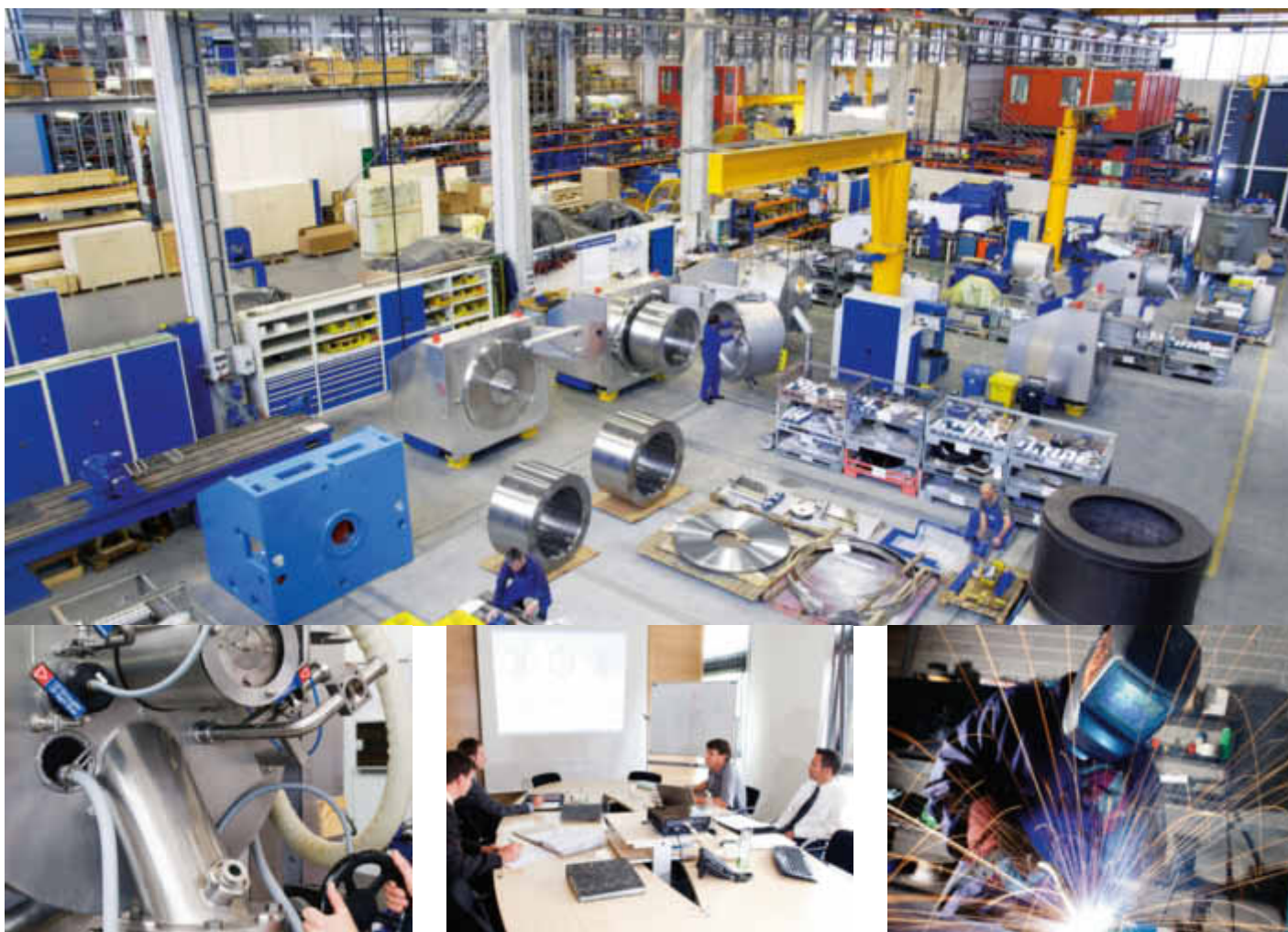
- Short delivery times
- Minimal capital investment



Overhauled second-hand machine

ANDRITZ KMPT

Company profile



The ANDRITZ GROUP

The ANDRITZ GROUP is a globally leading supplier of plants and services for the hydropower, pulp and paper, metals, and other specialized industries. The Group is headquartered in Graz, Austria, and has a staff of approximately 16,100 employees worldwide. ANDRITZ operates over 120 production sites, service, and sales companies all around the world.

ANDRITZ SEPARATION

ANDRITZ SEPARATION is one of the leading global suppliers of plants, equipment, and services for mechanical and thermal solid/liquid separation (coal, ore and mineral processing, chemical, petrochemical, and food industries). The business area's field of activity covers design and manufacture of key components (centrifuges, filter presses, rotating filters, drying plants), as well as erection and start-up of turnkey plants, including automation, safety engineering, and services.

ANDRITZ KMPT

ANDRITZ KMPT has been a world leader and innovator in the chemical process industry for over 75 years. The extensive experience of our engineers comes from testing more than 3,000 products and putting over 9,000 applications to work. Over 500 patents demonstrate our capacity for innovation. This extensive knowledge governs our process and equipment recommendations, all tailored to meet our customers' requirements with an optimum in performance and cost.

ANDRITZ stands for ultimate know-how in solid/liquid separation. Our decade-long background in this field and comprehensive technology offering enable us to supply our customers with the best solution for each application, whether in municipal or industrial sewage sludge treatment, the chemical or food industry, or for preparation of minerals and ores.



Food



Chemicals



Minerals



Mining



Environment

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