

Voith Service

Power generation, oil & gas



Our Service –
Part of Your
Business.

Every day holds new
challenges. We help you
master them successfully.
Anytime. Anywhere.







Voith Service

Maximum availability of your drive train

Power generation, oil and gas, chemicals and petrochemicals, mining and metal production – all these industries work with highly complex systems. Voith has been a part of this work as a manufacturer and service provider for more than 150 years.

Our service covers all components between the driver and driven machine, from electric and turbine-driven pumps, to compressors and blowers, to fans and generator sets.

Voith is your skilled service partner. We offer customized service packages and a high degree of know-how and reliability. Speak with us about your systems and special service requirements. We will be there for you. Anytime. Anywhere.

You can also find all the information on our service at voith.com/turbo-industry-service



Power generation

Thermal

- Coal
- Natural gas
- Geothermal
- Oil
- Solar

Hydro power

- Flow
- Pump storage
- Tides

Nuclear

Oil & gas

Upstream

- Onshore
- Offshore

Midstream

- Processing
- Pipeline and tanker transport
- Loading, storage, and unloading

Downstream

- Refining
- Processing and cleaning

Petrochemicals & chemicals

Olefin

- Ethylene
- Propylene

Aromatic hydrocarbons

- Butylene
- Benzene
- Toluene
- Xylene

Polymers and oligopolymers

Plastics, resins, textile fibers

Elastomers

Lubricants

Gels

Mineral paints

Acids and bases

Gases



3 000
m

above sea level
Gas-fired power plant
in Quito, Ecuador

850

meters underground
Platinum mines in Rustenberg, South Africa

100

percent
humidity

Petrochemical complex in Rayong,
Thailand

30 m

high waves

LNG tankers between Australia and Japan

50 °C

in the shade
Gas and oil separation plant
in In Salah, Algeria



We go the extra mile for our customers

Our service teams are everywhere in the world – at extremely high altitudes, far underground, on the high seas, in deserts, and in jungles. No matter where your system is, we're ready to tackle anything for you and always give it our best.

Read more examples of our assignments at
voith.com/turbo-industry-service



Excellent service for systems and components – from Voith and other manufacturers

Variable-speed drives



- Geared variable-speed couplings
- Variable-speed planetary gears (Vorecon)
- Electric superimposing gears (VECO-Drive)
- Hydrodynamic torque converter
- Rotor turning gear units

Hydrodynamic couplings



- Constant-filled couplings
- Fill-controlled couplings
- Variable-speed couplings



As the Voith Service Team, it's our job to get the best out of your system. First and foremost, we provide high-quality service offerings, on-time delivery, and binding budgets – for the complete product range of Voith and other manufacturers.

Learn more about Voith Service for our own and third-party products at voith.com/turbo-industry-service

Turbo gear units

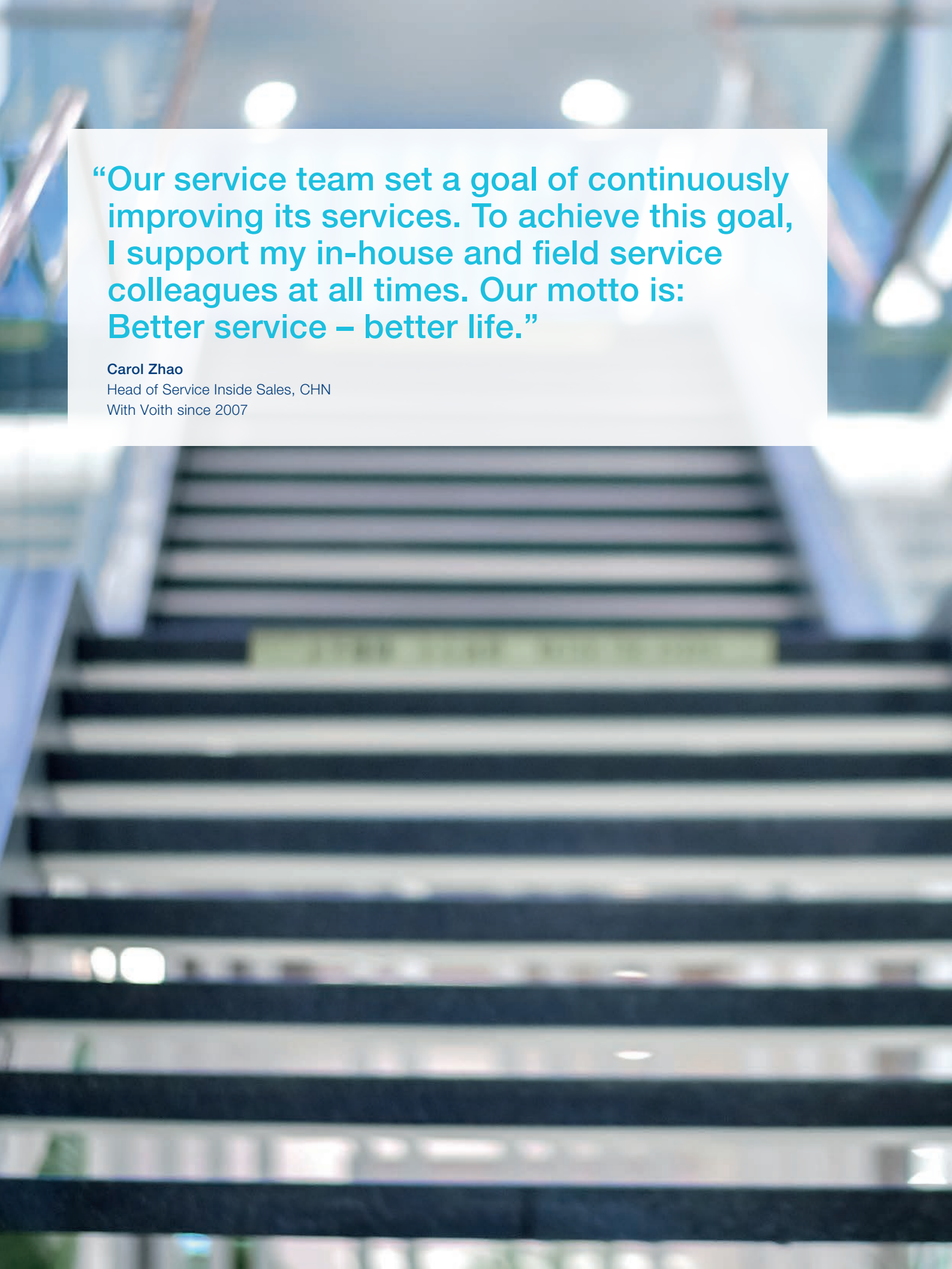


- Parallel shaft gear units
- Integral gear units
- Planetary gear units
- Power distribution gear units

Coupling technologies



- Torque-limiting couplings (SafeSet, SmartSet, SlipSet, AutoSet)
- Connection couplings (HyCon, HyLoc, HyGrip)
- Highly flexible couplings
- Diaphragm couplings (TwinTors, EconTors)
- Hirth couplings
- Universal joint shafts



“Our service team set a goal of continuously improving its services. To achieve this goal, I support my in-house and field service colleagues at all times. Our motto is: Better service – better life.”

Carol Zhao

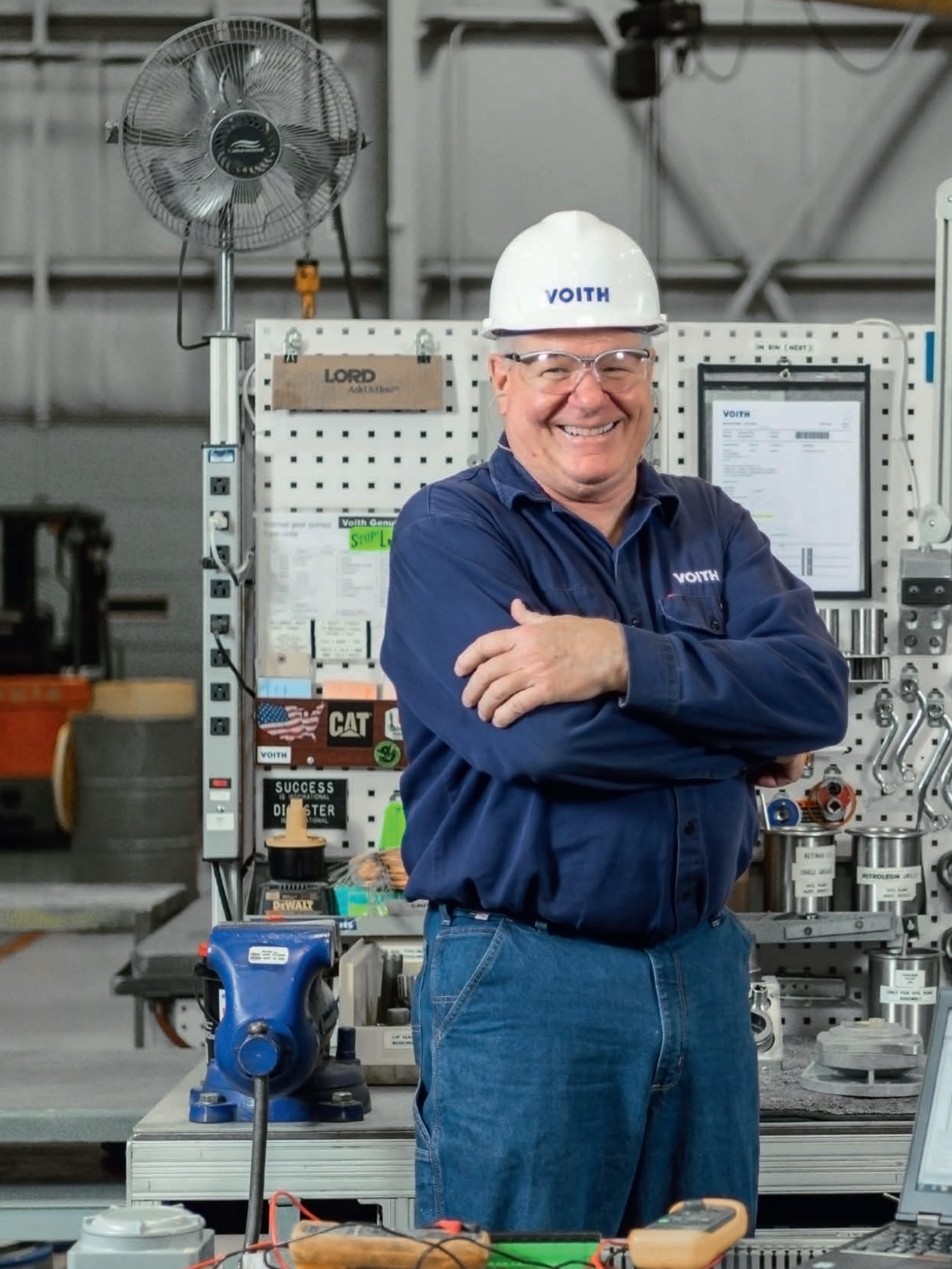
Head of Service Inside Sales, CHN

With Voith since 2007



VOITH

LOTUS莲花新厂指南



VOITH

LORD

Add'l. Info.

Voith Gen

Stop!

CAT

VOITH

SUCCESS
IS INEVITABLE
DANGER

DEWALT

VOITH

VOITH

RETRODIN

SMALL UNIT

RETRODIN

SMALL UNIT

RETRODIN

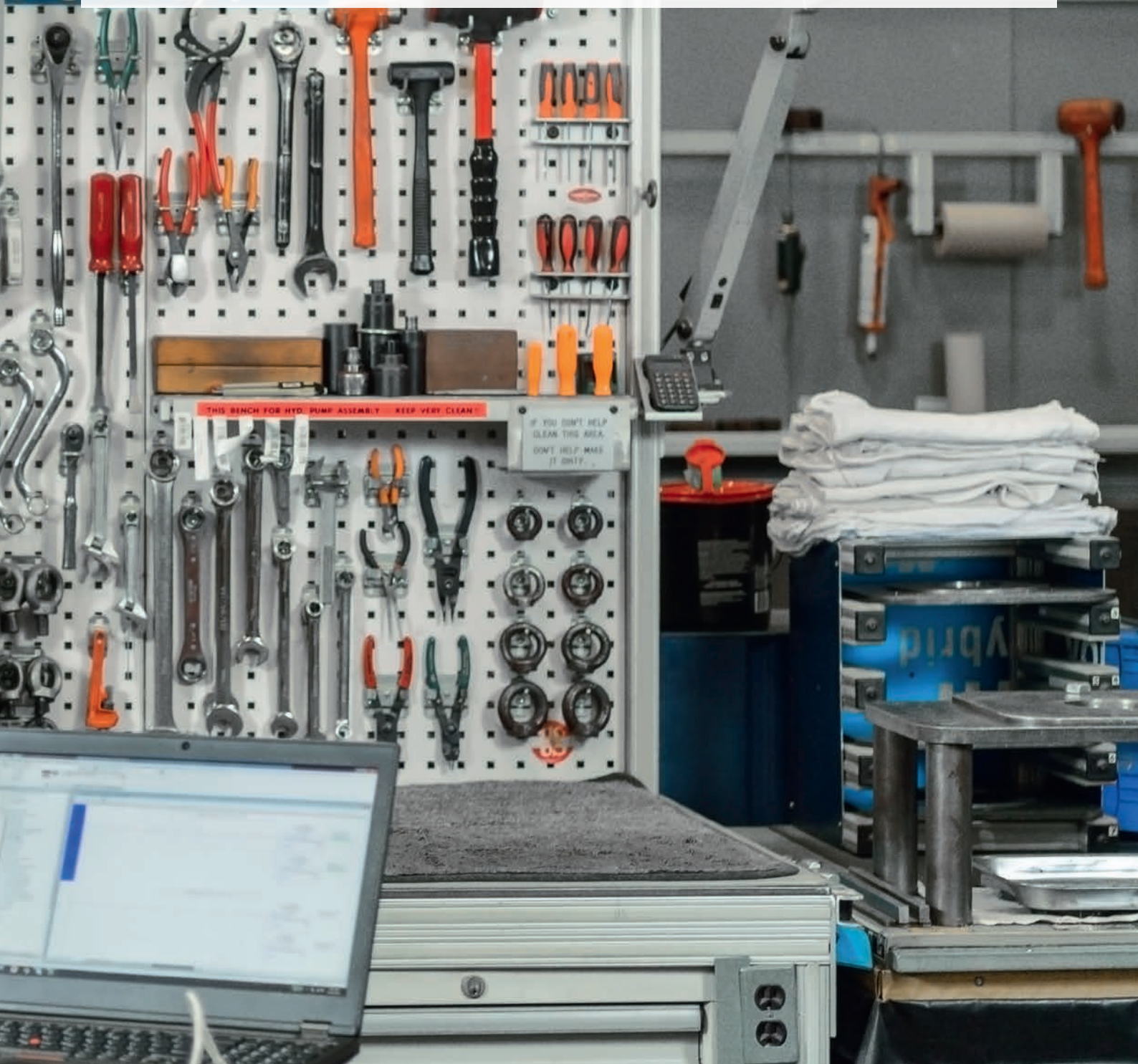
SMALL UNIT

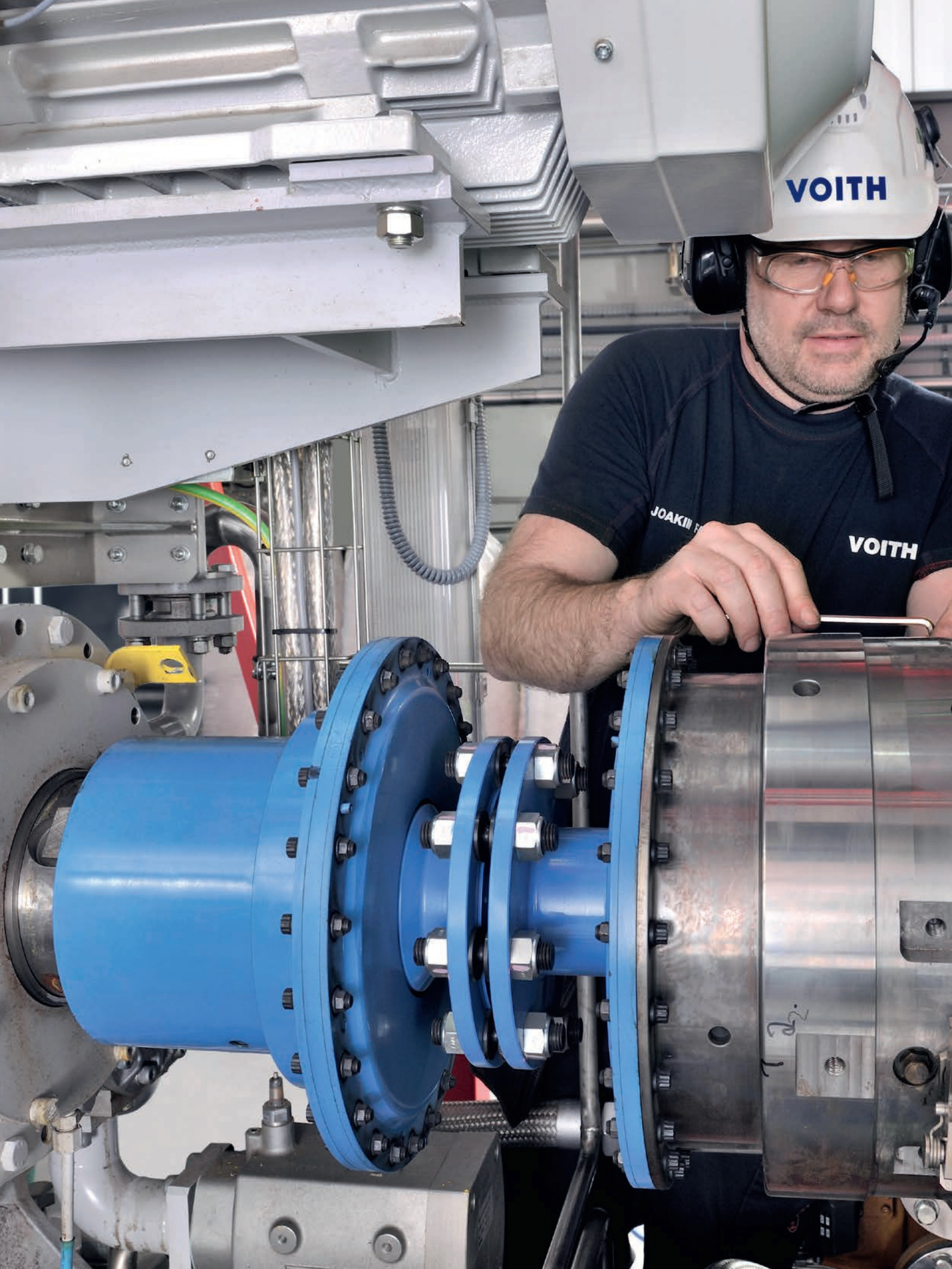
“For me, service does not mean what we do; rather, service is who we are. Because our customers rely on our knowledge and skills. We never make empty promises – we keep our word and stand for commitment and loyalty.”

Craig Aggen

Field Service Engineer, USA

With Voith since 2005

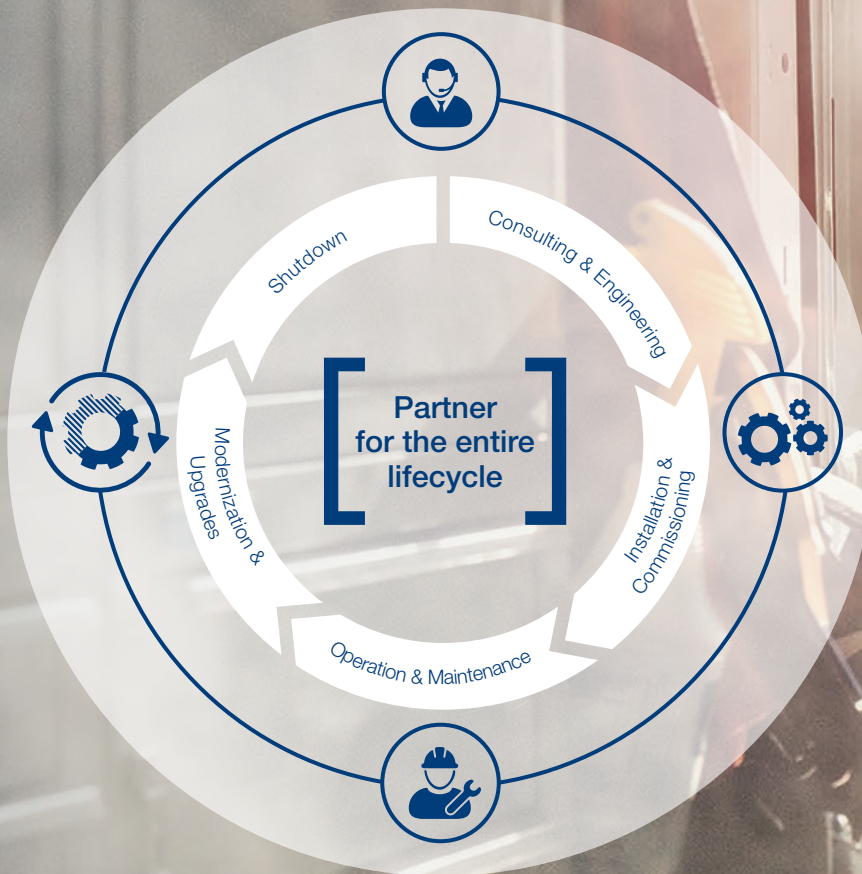






You can rely on the experts from Voith

We work quickly, reliably, and proactively to ensure the maximum availability of your drive train. We are there for you worldwide and around the clock. Take advantage of our customized service packages and smart solutions. With Voith at your side, you are ready for anything that might come along.



A single source of service – for the complete lifecycle of your systems and components

- + Higher availability and profitability
- + Greater productivity
- + Longer working life
- + Fewer failure and unplanned shutdowns
- + Lower total operating costs

For more on our service offerings, go to
voith.com/turbo-industry-service



Technical service & agreements

- + 24/7 emergency number
- + Technical support
- + Failure and root cause analysis
- + Troubleshooting
- + Remote service
- + Condition monitoring
- + Condition assessment (Health check)
- + Measurements and analysis
- + Customer training classes
- + Service agreements
- + Warranty extensions



Spare parts & spare units

- + Spare parts packages
- + Spare units
- + Make-to-order spare parts
- + Fast-track delivery
- + Warehousing
- + Tools and accessories



Maintenance, repair & overhaul

- + Installation and commissioning
- + Field service
- + Voith workshop-based MRO
- + On-site repairs
- + Emergency repairs
- + Test runs



Retrofit & modernization

- + Modernization
- + Upgrades
- + Exchange
- + Retrofit
- + Turnkey solutions

“As a service manager in Australia, three items are critical: listening to the customer, being flexible, and always giving my all in my work. Even requests for small parts and supplemental offers can add to customer satisfaction.”

Gurpreet Kooner
Service Manager, AUS
With Voith since 2008



Technical service & agreements

Our experts – prepared for every service call

The highest levels of uptime are required for the drives of complex systems. With Voith, you are well equipped for any challenge. Our expert team delivers tailored solutions and provides you with the planning security that you need. Speak with us about your requirements!

Advantages and benefits

- Cost and time savings through round-the-clock service
 - Direct knowledge transfer from the manufacturer to the user using modern tools and means of communication
 - Improved efficiency and best possible system operation through central support
 - Increased operational safety and system uptime through preventive maintenance to avoid problems
 - Service agreements on uptime and performance parameters, from a single application to an entire fleet, even for products of other manufacturers
 - Less risk and more financial planning certainty thanks to determined lifecycle costs
-



Spare parts & spare units

Reliable quality of an original equipment manufacturer

We have been delivering the highest quality spare parts in the shortest possible times for generations. Operators of production-critical systems trust in products from Voith – regardless of the source of the original equipment – because you can rely on Voith spare parts and spare units every day.

Advantages and benefits

- Product reliability thanks to high OEM quality standards
 - Customization to drawings or exact measurements
 - Comprehensive spare part inventories and long parts availability for fast delivery
 - Warehousing agreements or purchase in online shop
 - Intelligent and custom-fit special tools and aids
 - Fair price-performance ratio for high cost effectiveness
 - Operating capital value retention through long-term operation and high system uptime
-

“Upgrading and modernizing industrial machines is complicated and challenging. Voith clearly demonstrates its specialized technical know-how here. With us, customers can return their system to the state of the art and therefore be even more profitable.”

Dennis Dionisio
Retrofit Manager, UAE
With Voith since 2011



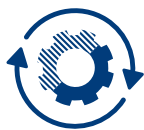
Maintenance, repair & overhaul

Linked worldwide and always available

A specialized team of experienced in-house and field service technicians are standing by to support you quickly and reliably, either in Voith Service workshops or directly on site. With modern equipment we are always on your side – worldwide.

Advantages and benefits

- Dense network of Voith Service workshops for fast availability of highly qualified service technicians
 - Comprehensive capabilities for on-site repair, even in an emergency
 - Higher productivity and operational reliability through continued training for compliance with quality, health, safety and environmental guidelines
 - High system uptimes through fast processes and flat organizational structures
 - Ensured quality for your system's long life
-



Retrofit & modernization

Return to state of the art

You have a lot of money invested in your system and want to get the most out of it over a long operating life. A retrofit or modernization by Voith will return your drive train to the state of the art. A tailored upgrade will make your systems ready for the future.

Advantages and benefits

- Comprehensive consultation and needs-based, detailed solutions
- Fast, on-time realization by an international team of experts with many years of experience
- A large pool of expertise, tools and calculation programs, even for products of other manufacturers
- Highly cost-effective, with long-term planning certainty

Annually

60 000

hours deployed at customer sites

13 K

spare part
deliveries
per year

More than

500

service employees for oil & gas, power
generation, metals and mining

6 000

Over
customers served per year

43

workshops
worldwide

54

sales
offices
worldwide

3 000

Each
year
almost

maintenance calls, repairs and overhauls





**Benefit from
150 years of
experiences and
direct contacts
in your vicinity**

**“Supported by increased
networking and digitalization,
with service providers we offer
a measurable added value –
for our products and those
of other manufacturers.”**

Andreas Gruber

Senior Vice President, Voith Turbo Industry Service, GER
With Voith since 2010



“Simple spare parts are always available in our web shop. For something more complex, our specialists in Sales offer tailored solutions.”

Timo Laumer (far left)
Complex Spare Parts Specialist, GER
With Voith since 1996

“I am not satisfied with my work until a field service technician confirms quick, problem-free arrival on site.”

Gabriele Diehm (2nd from left)
Installation Deployment Planning and
Travel Management, GER
With Voith since 1978

“Our customers are most concerned with saving time and money – while at the same time retaining high quality. I place great importance on this in my training courses, and everyone agrees enthusiastically.”

Jörg Fassnacht (3rd from left)
Field Service Technician Trainer, GER
With Voith since 1999



“Every experience gained while working around the globe makes us just a little better.”

Pascal Merath (4th from left)
Field Service Technician, GER
With Voith since 2005

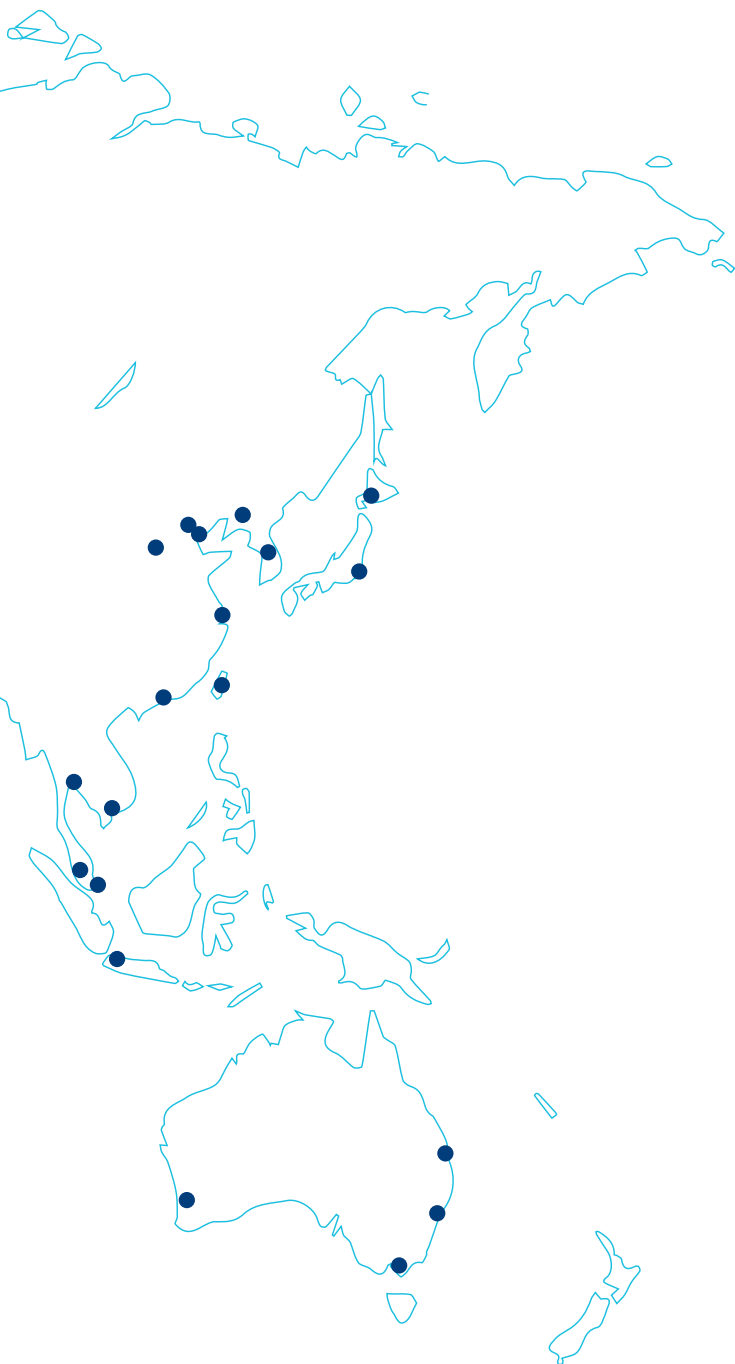
“Sometimes, every hour, or even minute, counts. The maxim of my expert team in Customer Support is: Never leave a customer down.”

Frank Ehmer (5th from left)
Team Leader of Technical Support
Hydrodynamics, GER
With Voith since 2005

“Regardless of the area at Voith where I am working, my personal motto has always been: For our customers, every contact must be a positive experience.”

Helmut Hippelein (far right)
Business Development, GER
With Voith since 1983





- ① Workshop
- ② Production
- ③ Sales office

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+61 3 9554 3800

Australia, Perth (Wangara) ① ③
+61 8 9303 0000

Australia, Sydney (Smithfield) ① ③
+61 1800 0 86484

Austria, St. Pölten ①
+43 2742 806

Brazil, Sao Paulo ① ③
+55 11 3944 4393

Canada, Calgary ① ③
+1 403 236 7399

Canada, Toronto (Mississauga) ① ③
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China, Shenyang ③
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United States, Sacramento ① ③
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At your site – around the world

Available around the clock for technical emergencies:

Phone +49 7951 32 1666 or +49 8321 802 555

You will find the contact for your country under:

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