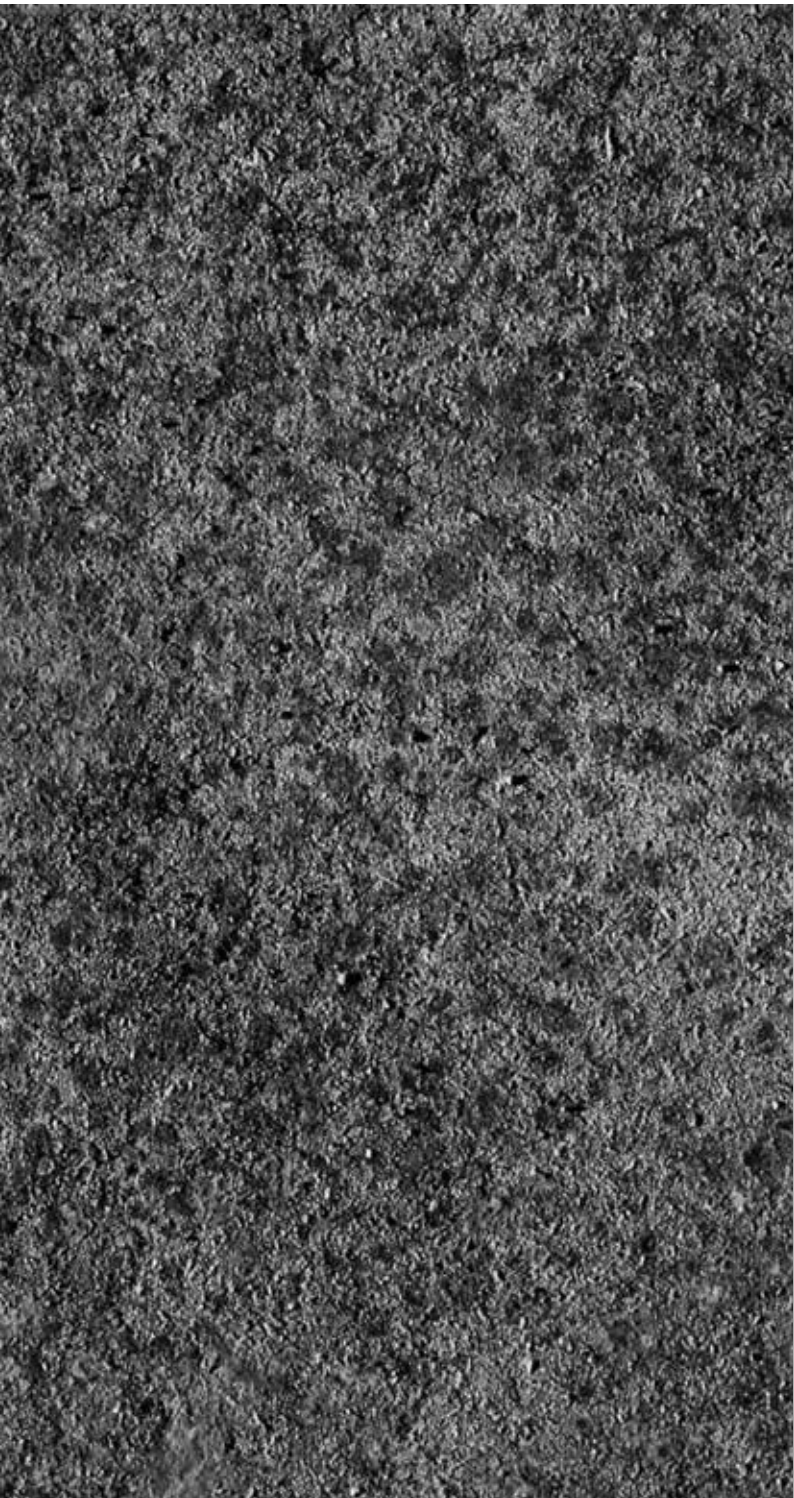


# Total Roll Service Excellence





## Standing still is like stepping back: Total Roll Service for Performance and Progress

Expert service from a single source ensures consistently high performance. Voith's Total Roll Service is a customized solution for the most effective, reliable and fast roll servicing available. RollCare, RollRep and RollUp Solutions – the three pillars of this system for care, repair and upgrading – provide absolute reliability, premium quality and optimum machine performance. The perfect interplay of these elements minimizes unscheduled downtimes and improves roll efficiency.

Total Roll Service is

- reliable
- flexible
- fast
- worldwide
- customized
- collaborative





## For anyone and everyone: Total Roll Service for all types

Total Roll Service is available for all rolls, regardless of their type, size, cover or original manufacturer. Voith offers its 150 years of experience and knowhow in building paper machines for the servicing of suction rolls, deflection compensation rolls, spreader rolls and conventional rolls. They are thoroughly inspected, refurbished and upgraded at regular intervals by specialists from the Voith Service Center. These experts cast a trained eye on all special components, bearings, cables, seals, internals or covers and do not miss any signs of wear, deposits or mechanical damage. Expert teams are readily available even when scheduling roll changes at short notice. Machine efficiency, paper quality, customer satisfaction and profitability are paramount.





BEIJING



PARIS



NEW YORK



RIO

7 days a week

24 hours a day

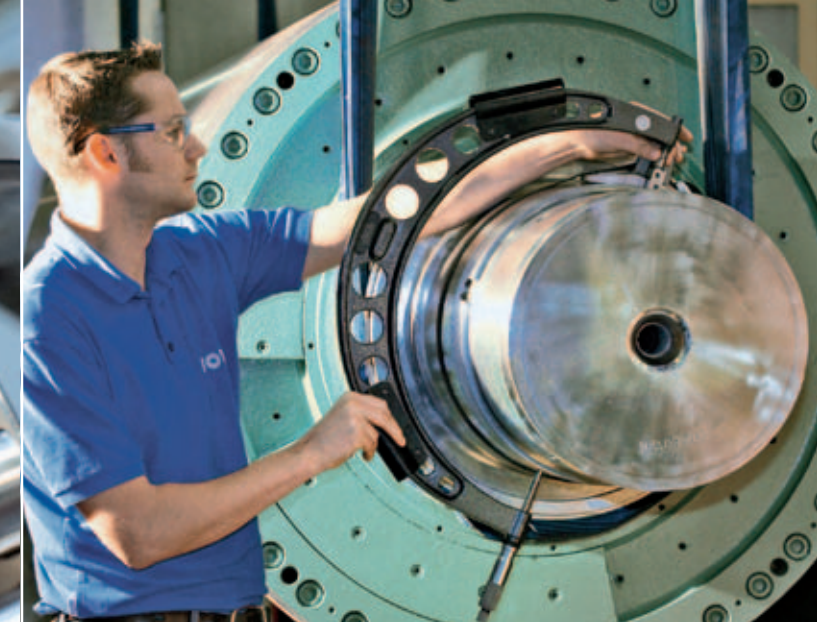
365 days a year

”Service never sleeps!”

Total Roll Service stands for flexibility, speed, reliability and innovation. Voith guarantees the fastest delivery and service times worldwide. Whenever and wherever there is a problem, the rolls will be back in operation very quickly and in optimum technical condition, thanks to the very short service response times.

However, Total Roll Service is more than just servicing and maintenance. Because good solutions in the past might not be enough in the future, every roll can be adapted to current and future requirements. Voith is continually implementing developments and improvements in materials, mechanical systems, controls and energy consumption. These pragmatic improvements pay for themselves even after just a short time.

Here is your  
service hotline



## A view from all angles: RollCare

Total Roll Service leaves nothing to chance. Voith technicians carry out an in-depth inspection that goes beyond the normal checking and maintenance routine. They record the actual condition of all components using non-destructive material testing methods such as ultrasound or magnetic particle procedures. Detailed records allow them to make diagnoses as the basis for selecting the best repair measures. Voith's RollCare also includes all surface treatments such as grinding, groove-cutting and finishing, as well as dynamic balancing and the preventive replacement of wear parts.

Operating reliability increases along with the service lives of sensitive components and other movable parts. There is a reduction in unscheduled shutdowns due to roll problems, and the paper machines work at optimum efficiency.



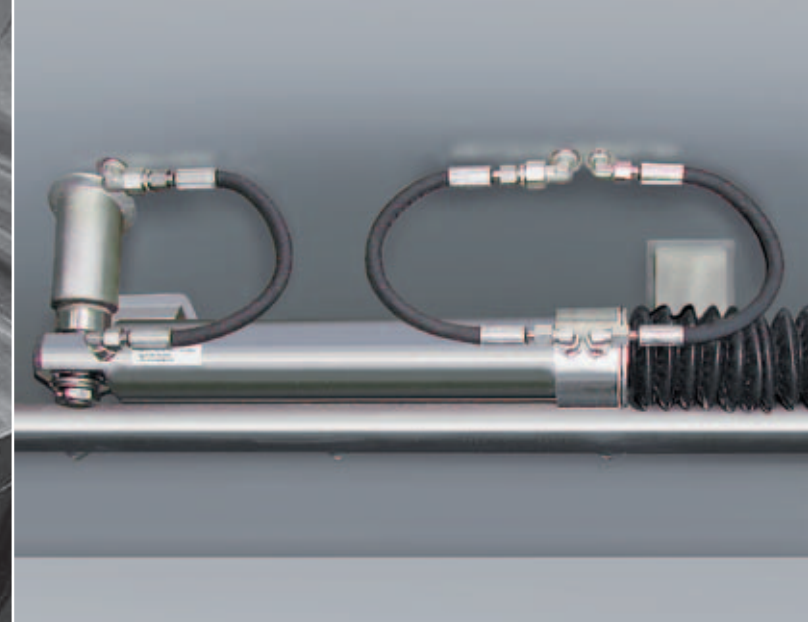
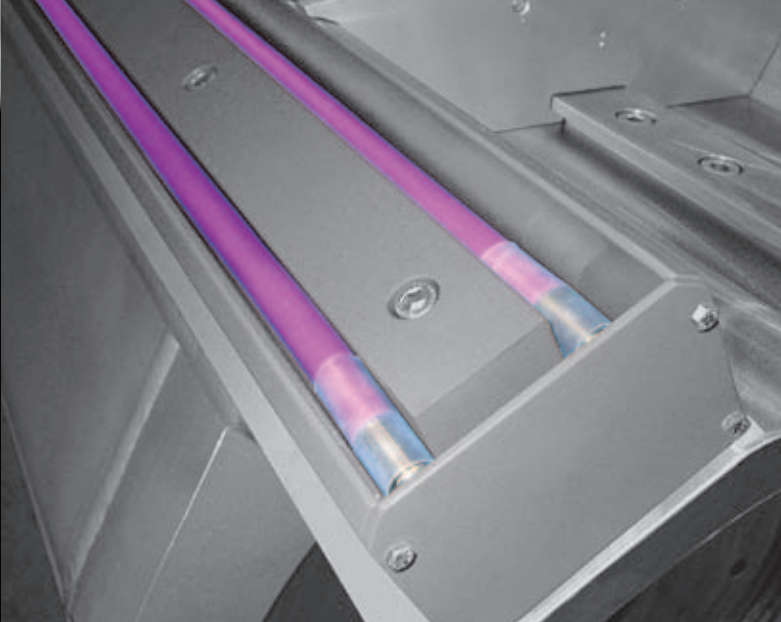


## Precise maintenance and repair: RollRep

The effects of overloading and corrosion expose the rolls to mechanical stresses in daily use. Voith's roll service comprehensively examines wear and damage on all components. To prevent unscheduled downtime, regular maintenance and repairs have to be synchronized and scheduled as part of the production workflow.

When inspecting and reconditioning roll journals, press fits, suction roll covers, suction box bearings, sealing strip holder or bearing housings, the overriding priority is to find the best solution for long service life and cost efficiency. The paper machines remain productive and reliable, while ensuring the scope and quality of production in the long term.





## Tailor-made solutions: RollUp Solutions for high performance

What has been a good solution in the past might not always remain. Innovations in technology and knowhow provide higher quality and faster speeds at lower costs. Voith customers with RollUp Solutions can benefit directly from such advances, because as part of their Total Roll Service they will immediately gain access to optimization potentials and customized solutions.

Often it only takes a minor correction to resolve a long-standing problem in a fast, effective and inexpensive manner. The logical and positive spinoffs of such improvements are lower expenditures on maintenance and repairs and a further enhancement of reliability. An all-round, tailor-made solution.





## Right by our customers: Four continents, 23 service centers

Closeness is more than just a word. All over the world, you will find Voith Paper Rolls wherever there is a paper industry. This guarantees the very short service times that Voith considers standard procedure.

### Asia

**China:** Dong Ying, Kunshan, Nansha

**Indonesia:** Karawang

### Europe

**Austria:** Laakirchen, Wimpasing

**Germany:** Düren, Ravensburg,  
Weißborn

**Spain:** Tolosa

**Sweden:** Lessebo

**UK:** Manchester

### North America

**Georgia:** Austell

**Louisiana:** West Monroe

**Oregon:** Portland

**Oregon:** Springfield

**Ontario:** Hawkesbury

**Wisconsin:** Neenah

### South America

**Argentina:** Buenos Aires

**Brazil:** Mucuri, Ponta Grossa,  
Sao Paulo

**Chile:** Concepcion





## Reliability: Signed, sealed and delivered

Voith Paper's service team employs technicians who generally have more than 15 years of experience. They overhaul, replace and service all rolls regardless of type and original manufacturer. Using state-of-the-art measuring and calculation methods, they fabricate customized replacement parts for any roll in premium Voith quality. As expected, these specialists can also identify and implement optimization potential. Additionally, when issues arise, the team can count on Voith's proven global expertise.

Such a high-caliber and flexible service is the basis for economic success because it maximizes roll availability, minimizes unscheduled downtimes and improves operational reliability and the production process. Voith offers technology and service for maximum reliability and efficiency. And that's a promise.





## First-class performance: Only the very best will do!

Voith Paper has decades of experience in roll fabrication and servicing, and a proven corporate quality management system. Voith implements and guarantees the highest manufacturing standards at every facility. The knowledge of technological enhancements forms the basis for Voith's activities in production and service worldwide. The high-performance machinery and innovative testing and measuring methods lay the foundations for this success.

When the name Voith is on it, then Voith expertise is in it. Extensive experience in working with selected materials, the highest manufacturing standards and the large volume of rolls supplied speak for themselves: The primary objective is efficient, on-spec paper manufacturing. Voith rolls are high quality and durable, and its customized service is second to none. It is fast, direct and supported by highly skilled and dedicated personnel. Voith provides photographic records and reports detailing the balancing, grinding and modifications undertaken on every roll. Transparency creates trust. In addition, a roll service by Voith leads to economic success.





## Partnership: Strong trust and results build confidence

The recipe for a successful partnership and solid relationship between machine manufacturer and paper producer is to be on equal footing. For Voith, the ultimate benchmark is the highest quality of products and services. This is the added value that ensures a solid and enduring partnership.

Voith customers can count on tailor-made solutions and a fast, direct service. Furthermore, customers can rely on start-up support for commissioning their machine and the documentation of all service steps. Reliability and trust are the basis for a successful collaboration.





## Perfect harmony: Individual components as a whole

There is an art to creating a reliable ensemble out of individual parts and synchronizing it to produce perfectly tuned performance. Ultimately, the whole is so much more than the sum of its parts.

Voith does not only offer any specific individual products for paper machines. Voith provides also complete solutions from a single source. Experience and knowhow guarantee prompt solutions and a complete service from material through to machine.

In the end, outstanding engineering skills, sound technology and competent advice are perfectly at home wherever tradition thrives.





## **Voith Paper Fabric & Roll Systems**

Asia: Kunshan, China  
Tel. +86 512 5776 1858  
Karawang, Indonesia  
Tel. +62 267 419 719

Europe: Heidenheim, Germany  
Tel. +49 7321 37 7490

North America: Wilson, NC, USA  
Tel. +1 252 291 3800

South America: Sao Paulo, Brazil  
Tel. +55 11 3944 4089

Info.voithpaper.frs@voith.com  
[www.voith.com](http://www.voith.com)

**VOITH**  
Engineered Reliability