



# TOP CLASS SERVICE AT THE END OF THE WORLD

Due to its perfect climate for fiber growth, Chile has become a major pulp and paper making nation over recent decades, with some of the world's largest producers now situated in the South American country. ANDRITZ has also grown its base in Chile, and now offers complete equipment sales, project management, service, and maintenance support for its thriving pulp and paper mills.

"We are a long way away from anywhere here," says Peyman Behirad, General Director, ANDRITZ Concepción Workshop. "In fact we have a saying in Chile that, 'we are at the end of the world'".

The country may be a long way from Europe and North America, the common centers of technology for the industry, but because

of its status as a major pulp and paper producing nation, ANDRITZ has also seen the need to invest, build, and grow here. Robert Clua, General Manager, ANDRITZ Chile says, "Over the years, the pulp and paper industry has become very important to this country; we have major producers here supplying the local market, but also exporting their products all over the world.

"Pulp and paper, of course, are industries that are extremely important to us at ANDRITZ, which is why we have developed top class facilities here for capital equipment, maintenance, and service, and we walk hand in hand with our customers across Chile."

Operating in Chile for decades, ANDRITZ has a number of offices and operations

in the country and has recently moved to a new, larger, headquarters in Santiago, the country's capital, with the purpose of maximizing synergies between work areas. Located in Las Condes area of the city, the headquarters is responsible for the administration of the company and coordination of the different divisions and locations. ANDRITZ Chile employs around 500 people and has a major service center in the city of Concepción as well as other project sites.

"Our service offerings to pulp and paper customers are situated in ideal locations that are able to cover the whole of the country and all of the mills, from Valdivia in the south to Santiago," adds Clua.

## RIGHT IN THE MIDDLE

The ANDRITZ Chile Concepción site has been developed as a special service area for pulp and paper customers, and is situated right in the middle of the pulp producing region. Behirad says, "Most of the major pulp mills are around this area; we have at least five of them within just a short drive from our location in Concepción.

"We are also in an ideal location as we are close to sea ports for importing

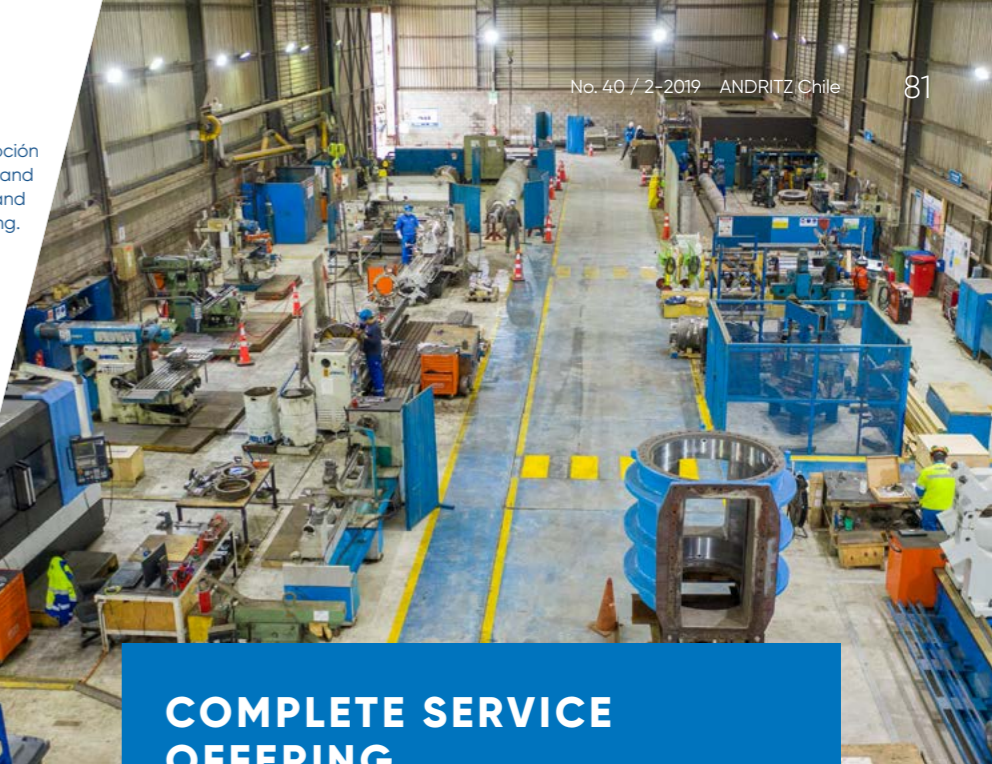
machinery and parts, and there is also an airport close by."

The site has its own workshop with the complete scope of requirements for maintaining services for pulp producers, including engineered wear parts, local support for optimization, repair works, upgrades, and equipment fabrication. The site employs around 150 people, most of whom are highly experienced in pulp and paper service and maintenance,

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The complete service offering from Concepción includes rebuilds, support for field services and inspections, parts and consumables, shutdown and start-up services, and machining and grinding.



Robert Clua, General Manager, ANDRITZ Chile and Peyman Behirad, General Director, ANDRITZ Concepción Workshop

including engineers, project managers, and quality managers. "We started out in 2004 servicing mostly woodyard equipment at the pulp mills where we have a significant installed base, but we have grown rapidly, and we now offer services for the complete fiberline from the Concepción site," says Behirad.

**COMPLETE SERVICE AND AN EMERGENCY CORRIDOR**

The complete service offering from Concepción includes rebuilds, support for field services and inspections, parts and consumables, shutdown and start-up

services, and machining and grinding. The workshop itself has the very latest in engineering technology, including CNC machines, milling, grinding, and welding.

"It is vital to us that all the equipment we provide and install is cared for and optimized; for this, we have specialized field engineers, who are in constant conversation with our customers," says Behirad.

Some of the rapidly growing services provided to pulp and paper customers from the Concepción site are Metris solutions to maximize efficiencies, provided in cooperation with ANDRITZ Process Optimization (APO). "We are achieving real results with these digital solutions, gathering and managing data for our customers," says Behirad. "One customer in particular is so impressed with the savings made on the fiberline using our innovative digital solutions that we have been asked to optimize production on its board machine as well."

Robert Clua comments about the projection of Metris in ANDRITZ

Chile, "Metris UX enables customers to connect their industries to all digitalization and AI (Artificial Intelligence) benefits through an easy and reliable platform that inherits global expertise and state-of-the-art cyber-security processes."

The workshop also has an "emergency corridor" where vital parts and engineering are fast tracked to make sure the mills have maximum uptime. Clua says, "As we all know, things do sometimes happen with machines and equipment, and it is our mission to make sure our customers' mills are up and running as soon as possible when it comes to any events that may occur. The emergency corridor has proved very successful in achieving that mission."

**SAFETY AND QUALITY – TOP PRIORITIES**

ANDRITZ operations in Chile have all the required international standards for safety and quality, including the latest ISO and BS OHSAS certificates for certified operations. Clua says, "Safety is always our top priority. It is part of our culture and values and is the most important issue when it comes to all services we provide. We are committed to this culture because we care about our people; they are our biggest asset. This commitment to safety is an area that our customers in Chile really appreciate.

"We apply international safety standards to all the work we do and there are also strict regulations here in Chile. Added to these standards and regulations, we implement safety practices that come from ANDRITZ activities in other locations, specifically in focused areas of pulp and paper operations, for instance, processes for shutdowns, repairs, and working activities in workshops."

It is the ANDRITZ mission for all its customers around the globe to drive success through providing innovative, quality engineering and services, at the same time as having a positive impact on key industries and the planet. ANDRITZ Chile customers can be assured that this mission is directly applied to all activities and operations carried out in the country. Forming strong and sustainable relationships is also part of this mission, and ANDRITZ is the perfect partner to accompany pulp and paper customers through the complete lifecycles of their mills.

Clua concludes, "We are committed to supplying the best quality products together with the best in service and maintenance, at the same time as generating the least waste possible using minimum natural resources. As part of our mission at ANDRITZ Chile, we walk beside our customers, and we make sure we take care of all our activities from beginning to end."

**COMPLETE SERVICE OFFERING**

- Rebuilds
- Support for field services and inspections
- Parts and consumables
- Support for start-up and shutdown services
- Machining and grinding services
- Support for HQ-Plus Service Agreements
- Support for Inspection Agreements

**MODERNIZATIONS AND UPGRADES**

- Modernizing existing equipment (independent of original supplier) to current technology to improve quality, productivity, and reliability

**PRODUCTS AND REBUILDS**

- Wear parts
- Knife segments
- Wear segments
- Bed knives / bed knife wear segments
- Screws
- Rollers
- Chipper hoods and wear plates
- Filters
- Screen rotors
- High and low pressure feeders rebuilds

**WORKSHOP KEY MACHINERY**

- CNC machine
- CNC cutting table
- Vertical milling machine
- Automatic service grinder
- Submerged ARC welding
- Three horizontal milling machines
- Swing lathes



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**CONTACT**  
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