

## New Service Center now also in Chile

**The maintenance and optimization service offered by Voith to the paper industry worldwide is highly appreciated and sets the standards in quality and reliability. Chile will now also have a new Service Center to help local paper and pulp producers to maximize their productivity, lengthen the intervals between maintenance works and optimize machine availability.**

Investment in new paper and pulp mills in Chile has grown substantially in recent years. Realizing the need for high-quality service, Voith installed in early 2006 a new Service Center in Concepción, Chile.

Until then, no OEM service units were available in the country and paper mills were forced to have the maintenance services of their equipment carried out internally or through small local workshops or done in foreign countries.

The new service unit, the fifth of the Voith Group in South America, offers to the Chilean market Voith's know-how in the design, manufacture and, particularly, maintenance of equipment. Technicians with several years of experience, training and special-

ization acquired in other Voith units in Brazil now share their knowledge with the Chilean technicians, building with them a strong experts team. Besides that, the local team can easily connect with Voith's global specialists network to provide solutions for the complete paper making process.

Almost 2 years ago Voith started to look for a proper area in Concepción (530 kilometers south of Santiago) to build a new service unit. On October 26th, 2006 the opening ceremony for the new center finally took place. Invited customers were informed about the extent of the available services in a nearby golf club. A tour through the Service Center was followed by a short inauguration ceremony in the presence of many customers, members of the Chilean Pulp & Paper

Association and local authorities. After that, cocktails with a Brazilian and Chilean atmosphere and a delightful lunch were offered. The customers left the place with confidence that Voith is now really rooted in Chile.

The Voith Service Center in Chile will fulfill the customers' needs, ensure the supply of services with the same quality found in more than twenty Voith Paper Rolls service units spread over the five continents, to support papermakers to be more competitive in the global market.

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