W+D Quality Services
A comprehensive portfolio of engineered service solutions to support your business needs.
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W+D enjoys a highly respected tradition of excellence and expertise that spans over 100 years. Our core competence is the conversion and processing of thin and inhomogeneous materials such as paper and tissue at high speeds and tight tolerances. And through our game-changing solutions and engineering quality, we have become an international byword for precision, timing, and dependability.

W+D supports its customers throughout the entire lifecycle of their installations by optimizing efficiency and performance. We are committed to providing high quality, expert support, and the availability of services wherever our customers need them. Our know-how and capabilities enable us to enhance the business of our customers and make a real difference. We know that we can contribute to their continuing success, and help shape their future. And it’s this knowledge that inspires us, and drives us forward. We look forward to driving your continuing success.
As a leading systems partner to both the mailing and tissue & hygiene industries, W+D offers a comprehensive portfolio of engineered service solutions to support your business needs – covering the entire life cycle of your machines.

Besides living and breathing the art of engineering, offering reliable, global quality services is the cornerstone of our philosophy. Our teams of experienced engineers and highly skilled technicians have been trained to work closely with our customers, to develop the best possible maintenance and training programs. They are there to ensure your machines and solutions receive the best possible care so you can optimize your operations and boost productivity.

Our portfolio can, of course, be tailored to meet your specific needs and challenges.
Our portfolio at a glance

Maximize your competitiveness with our comprehensive suite of services.

W+D understands the fast-paced demands of the companies in the mail and hygiene industries. Our highly-trained technical support teams are there to work closely together with you to help you to increase the overall efficiency of your systems and add value to your processes.

Services you can build on

Your decision to invest in a W+D system can help you take advantage of an extensive range of flexible, innovative solutions from our dedicated W+D Quality Services division.

Our portfolio ranges from standard services to value-generating service level agreements which support you in getting the very most out of your investment.
Maximize your competitiveness with our comprehensive suite of quality service solutions

**REPLACE + REFINE**
- Consumables
- W+D Spares
- W+D Repair
- System Overhaul
- W+D TI Program

**SUPPORT + ADVANCE**
- W+D 1st Level Support
- W+D Remote Support
- W+D Onsite Support
- W+D Machine Move

**RETHINK + INNOVATE**
- Value Added
- Customization
- Product + Format Design

Lifetime
Quality
Productivity
Eco Upgrade
Train + Excel

W+D certified operator and training programs

W+D understands the demands placed on your business. Our highly-trained and skilled engineering, maintenance and support staff will increase the overall efficiency of your systems and add value to your processes.
Improving your employees skills will boost your performance

W+D’s team of qualified and experienced trainers are ready and waiting to work with your teams to develop the learning tools to build their confidence in your systems, increase your productivity – and ensure your investment delivers the desired results.

W+D offers a variety of workshops and training programs that can be tailored to meet the needs of your employees. These programs provide a full range of hands-on, practice-oriented training and class-room instruction, covering all aspects of the W+D system drive and control technology for all levels of expertise.

Besides the standard training courses, trainings can be specially tailored to meet your specific objectives and budget. We will liaise with you closely and conduct a comprehensive needs assessment to determine:

- Trainee skill sets and scope of job tasks
- Training objectives
- Scope of materials (according to machines used)
- Timing and duration of program
- Certification awarded upon completion

The components of our W+D training programs include:

- Change over procedures – clean-up, set-up and start-up
- Functional sequencing
- Real time adjustments
- Correct maintenance procedures
- Diagnostic troubleshooting
Who should attend?

Operators, technicians, mechanics, line supervisors, team leaders and any other employees using W+D machines and solutions. W+D training programs are event customised and designed to quickly give your employees the solid skills that will save valuable production time and enable you to:

- Achieve fast start-ups on new installations
- Increase throughput and lower costs of production
- Streamline maintenance procedures
- Reduce downtime
- Extend the lifetime of the machine
- Improve safety procedures
- Optimize Total Cost of Ownership
- Increase your return on investment

Workshops

Our in-house training offers participants a fully-focused training environment. Workshops provide both classroom sessions and hands-on training at the machines.

Field training

Our experienced W+D trainers can also visit your plant to address your specific training needs. They will conduct both theory training in a classroom situation as well as hands-on training on your production floor for operators and maintenance staff. W+D trainers can also be contracted while on site to provide immediate assistance and resolve current, real-time problems you may be having with your W+D machines.

Video tutorials

Independent learning is an essential part of knowledge transfer and it offers maximum flexibility with regards to time and location. Furthermore, it can be very valuable for trainees and even experienced machine operators and maintenance staff who want to refresh their skills or take them to a higher level.
Maintain + Evolve

Taking maintenance management to the next level

W+D offers a full range of service agreements that can incorporate scalable and affordable maintenance programs to match your individual needs.
Flexible support and coverage to maximize your performance

Optimizing maintenance expenditure has become increasingly critical for companies looking for ways to drive down costs and become more efficient. Our support specialists have the expertise to provide you with systematic maintenance control and cost efficiency. Their goal is to help prevent unexpected downtime – and reduce your total cost of ownership.

Service Level Agreements

W+D Service Level Agreements (SLAs) serve as an umbrella spanning our entire service portfolio. They provide the easiest way for W+D system operators to ensure that they receive the best possible service and get the most out of their investment. Guaranteed availability levels of W+D production specialists and spare parts, as well as short response times can all be included.

SLAs can be customized to meet your specific requirements and minimize your operational risks by defining which maintenance, remote and response services are incorporated in your service program(s). Take advantage of the affordable, fully flexible support of our global services:

- Maximize your performance and return on investment
- Obtain enhanced system support to optimize workflow efficiency
- Increase your system uptime and productivity
- Lower your total cost of ownership
2.1 Maintenance program

2.1.1 Preventive maintenance

This is the daily maintenance and inspection that can be performed to help you retain the healthy condition of your equipment and prevent deterioration. You can consult our W+D Service & Solutions team to see how they can help you properly schedule maintenance work, helping you reduce unnecessary repairs and unexpected machine failure – and prolong the life of your assets.

The W+D predictive maintenance solution employs fully certified service personnel who are fully equipped to make informed assessments about the health of your machines. With the aid of high-speed cameras, they perform inspection and maintenance checks as well as balancing diagnostics to make data-driven decisions that enable you to improve quality, productivity and profitability.

Arrange for a consultation with one of our experts today and discover how a W+D maintenance service level agreement (SLA) can help you:

- Increase plant productivity
- Reduce overall costs of your operations
- Lower your total maintenance costs
- Enjoy the flexibility of fixed (flat-rate) maintenance costs according to your production load
- Maximize machine uptime, minimize downtime and increase productivity and cost efficiency
- Extend the lifetime of your equipment and accessories
- Gain transparency and accurate information of your maintenance status
Replace + Refine

Ensuring your machines go the distance

With our W+D spare parts and repair service you are always on the safe side as the high-quality parts ensure the constant operating reliability of your machines.
W+D’s range of stand-alone machines and fully integrated solutions comprises a large number of different high-quality components. Over the course of time, however, these may need to be replaced or repaired. To ensure optimum performance and durability we perform feasibility and usability assessment to ensure the applicability of your equipment at no additional cost – and provide you with rapid assistance and support with your spare parts, consumables and machine repair needs.

W+D maintains in permanent stock more than 3,000 different original W+D consumables and can accommodate your individual needs to ensure maximum production efficiency. These stocks are located in our distribution centers – and thanks to our network of subsidiaries, agents and partners we can ensure fast reaction times and speedy delivery to any part of the world.

W+D contributes to your success by offering a fast, one-stop shop for high-quality spare parts and equipment for all types and generations of W+D machinery around the globe. Our trained service personnel can provide W+D original spares or W+D premium consumables. These all fully comply with rigorous W+D quality standards to guarantee the optimum operation of your equipment.

Complete spare parts kits are available for many W+D machines. These service packages are available either as start-up kits or to support your W+D machine for a defined time period – and offer you considerable savings on the prices of individual parts. W+D can configure your individual package to ensure the most critical items are always on hand.

W+D spares represent the best possible availability of spare parts at the fairest prices. This is made possible by our new transparent, price calculation system in conjunction with our efficient service network.

Arrange a consultation and discover the options available to you for the optimal usage of spare and replacement parts.
Benefits of using W+D spare parts service:

- Quality assurance according to rigorous W+D quality standards
- W+D original spares developed by W+D engineering experts
- Global and regional availability and easy ordering via our Webshop
- Efficient supply chain guarantees speedy delivery (to most European destinations within 24 hours; to most other destinations within 48 hours)
- Agreement with customs authorities ensures no delays at borders
- Extensive stock of competitively priced original parts and W+D premium consumables
- All spare parts guaranteed for one year
- Hot swaps – where parts are exchanged with limited interruption to your production operations – can be conducted by our service team

W+D Repair

Professional repair and servicing from a single source

Specialized repair, refurbishment and servicing strategies help to significantly extend your system’s lifetime. During a consultation, our W+D service specialists will present the options available to you and the timescales involved. They can repair or exchange parts either at your facility or in our state-of-the-art service center. If requested, they can upgrade your machines to meet your specific actual needs and the latest industry standards.

- Root-cause analysis and ongoing process improvement
- Replacement of all defective parts including wiring and electrical components
- Fast turn around of repair and refurbishment work
- Units are fully tested to factory/industry specifications

System overhaul

A system overhaul can be a very effective way of improving production capabilities, especially when manufacturing requirements do not yet merit integrating technical improvements – or budget constraints make the provision of a control system unviable.

W+D can offer comprehensive mechanical/electrical overhauls to improve the speed, accuracy – and therefore production rates – of your dependable W+D machinery.

Through reconditioning worn elements, our experienced service engineers can improve the performance of your old machinery and update safety features, if required. We’ll get your machinery almost back to its original condition in a cost and time effective manner.
**W+D TI Program**

Modernize your production systems for seamless evolution using W+D Quality Services expertise and innovative practices.

No matter how good they are, even the best systems and machines can only continue to perform at their best if they are well maintained and regularly upgraded. W+D offers a comprehensive range of improvement and optimization solutions which we developed to improve the performance and increase the productivity of the W+D production units installed in your plant. With our modernization services, we can offer a full range from standard mechanical/electrical upgrades to complete machine rebuilds and overhauls.

**Lifetime**

Our R&D department is constantly working on designing and applying cutting-edge, sustainable technology to all W+D machines and systems.

One of our goals is to increase the lifetime of components and reduce the need for maintenance work. We are also working on solutions for your existing systems to smoothen the exchange of single components or complete modules to increase the durability of your system. To give one example, as pioneers of rotary cutting, W+D has continuously developed and enhanced its sophisticated processes such as cutting cylinders, blade adjustment devices and laser powder welding processes – to name just a few. At present we have a considerable number of patents, awarded and pending – bearing testimony to our innovation and expertise.

Our service experts will support you on-site and help you to achieve increased durability and improved machine availability with these upgrades. The holistic approach we take when we modify your systems will allow you enjoy to a considerably extended lifespan of your machines and equipment.

**Quality**

Over time, even the best-designed machinery tends to experience some variations in performance compared to when originally delivered. This will be reflected in the output of the system and also in the quality of your product. We strive to define and implement specific upgrades that provide real measurable benefits. W+D optimization strategies can also yield higher levels of safety and efficiency – while considerably improving the quality and versatility of your finished product. These improvements will not only enhance the satisfaction of your customers but can also have a significant impact on your downstream productivity – either inhouse or at the sites of your customers and partners.
5.3 | Productivity

W+D offers a wide range of solutions that have been specifically developed to optimize your existing machinery, minimize downtimes and increase the productivity of your W+D systems. The optimization upgrades we implement enable you to benefit from the latest technological developments at a fraction of the price of a new machine.

Our service experts have succeeded in developing mechanical and electrical upgrades that increase speed, reduce friction and can transform your production lines into leaner, more cost-effective operations.

5.4 | ECO Upgrade

W+D is committed to help reducing the impact on climate change by using materials and energy efficient solutions that ensure that both we – and our customers – conserve resources. Increasing efficiency to give our customers positive effects on the bottom line while protecting the environment is our uppermost concern. W+D provides modernization and upgrade solutions that will help improve the lifecycle performance of your existing machinery and plant.

We have taken a number of steps to enhance system efficiency that have reduced the energy consumption of our electric motors, reduced vacuum requirements, and the energy needed for drying and other processes – lowering the direct energy used while performing the work. Furthermore, we have also achieved considerable reductions in the overall noise levels of our systems and have made significant ergonomic improvements to the design of W+D machine components. These measures have already had a proven positive effect on productivity levels and efficiency.

Arrange for a consultation to discover how modifications to your W+D machines can help you meet your company’s environmental goals while also fulfilling your business objectives.
W+D provides a comprehensive suite of strategically designed support solutions to ensure you continue to profit from the competitiveness of your W+D system’s performance.
Global expertise just around the corner

You have access to our technical support teams who will work closely together with you to guarantee your machines and solutions obtain the best possible care – so that you can have total confidence in their operation in your facilities.

1. **W+D 1st Level Support**

   Fast, effective analysis and solutions

   W+D has established formal escalation procedures to facilitate fault reporting and problem solving – and our 1st level technical support specialists are on hand to provide immediate response to emergencies and your questions. They can be reached by phone or email and are ready to provide the responsive production and maintenance assistance you need to minimize your downtime and optimize productivity.

2. **W+D Remote Support**

   Specialist technicians you can count on

   Nobody has a better understanding of W+D systems than the engineers who created and developed them. Our expert technicians provide remote diagnostic and trouble-shooting services to identify and resolve any technical incidents as quickly as possible. As time is of the essence, our experts can look directly in your W+D System and can assist your operator or maintenance experts in detecting problems or minor abnormalities to get you back to maximum productivity as soon as possible. Our strategy is to be preventive rather than reactive and our aim is to provide exactly the service you need in the shortest possible time.
W+D Onsite Support

Flexible, customized embedded support

W+D Quality Services delivers a comprehensive offering of onsite value-added services that help you sustain your system’s performance and maintain its value over time. Our highly trained technicians can provide pre-sales, installation and support expertise to assist your staff in your facilities – and fully support your system and production. They can be on hand to provide expert consulting, diagnostics, troubleshooting, system customization, engineer and operator training – and much more. Focusing on your machine performance, our onsite support is the key to smooth and reliable plant operations.

W+D Machine Move

From the planning to the implementation

W+D can provide project management and assistance dedicated to the relocation of your W+D system and equipment. Whether you are rearranging the internal layout of your premises, or you are moving to a completely different location, our experienced experts can assist you in both the planning and the optimization within your operational processes. Furthermore, our specialist engineering staff can be contracted to dismantle and reassemble W+D machines for this purpose – and use the deep understanding they have of our equipment to get you back up and running with as little interruption as possible.
When you find yourself asking how to get more from your W+D system, you need look no further than W+D Quality Services. Our portfolio ranges from standard services to value-generating service solutions which support you in getting the very most out of your installation.

Rethink + Innovate

Helping you maximize the profitability of your investment

When you find yourself asking how to get more from your W+D system, you need look no further than W+D Quality Services. Our portfolio ranges from standard services to value-generating service solutions which support you in getting the very most out of your installation.
Innovative and reliable support from a single source

Flexibility, speed and easy adaptability are key ingredients to the success of any business today. Changes in trends and technology are fast-paced, and developing cost-effective strategies to stay ahead of competition is critical. Your decision to invest in a W+D system can help you take advantage of an extensive range of flexible, innovative solutions from our dedicated W+D Service & Solutions team.

Value Added

We understand that your business needs are unique, so our solutions are designed to be as flexible and agile as possible to help your business gain a competitive edge.

Our teams of engineering experts are on hand to provide you with:

- Modules to add new process steps into your systems portfolio
- Create new features that add value to your finished products
- Ideas to differentiate your products from your competitors products

Our engineering consultants will always be on hand throughout the process to help reduce the risk of downtime, and ensure first-time success. Team up with one of them today and discover how your production could benefit from one or more of the following options:

- Upgrades for enhanced performance
- New technology to overcome workflow issues
- Machine overhauls or refurbishment program
- System modification and reconfiguration for manufacturing of new product
**Customization**

W+D can deliver an array of engineering projects – from machine upgrades to system overhauls – all customized to your production needs and requirements. We have a proven track record in helping clients modify their processes so that they can meet their changing product requirements and formats. And we can significantly help increase capacities and utilization, reduce energy consumption and maintenance costs – as well as meet new environmental and emission standards.

Our engineering consultants benefit from the complete pool of existing technology within W+D and the different industries we serve. Whether you are looking for solutions for high speed register patching or cutting technology, team up with one of our experts and discover how your production could benefit from our solutions. We even provide modules for non-W+D systems.

**Product & format design**

Our engineers and technicians live and breathe the art of engineering and look forward to getting their teeth into new challenges. So don’t hesitate to contact us if you need assistance in re-developing your existing products and formats – or you would like to improve your product integrity and achieve material savings in your operations.

From simple modifications to complex, innovative redesigns, our teams combine a wealth of expertise and experience in precision engineering and design to meet your high quality standards and production requirements. Arrange for a consultation today by contacting www.w-d.de – we would be only too happy to help.
As a leading technology and system solution partner, W+D represents German precision engineering at its highest level. We have production and distribution centres in Germany, USA and Malaysia supported by a global sales and service network around the world.

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W+D Online

Keep up-to-date with the latest W+D news, events and special offers
W+D Webshop

Take advantage of our online store to streamline your day-to-day operations and boost your efficiency

+ 24/7 round-the-clock access to spare parts

+ The most up-to-date information about availability, prices and delivery times for W+D original parts and W+D premium consumables

+ Before ordering replacement parts, you can verify suitability by consulting the part finder using our state-of-the-art SAP database solution – ensuring you get exactly what you are looking for

+ No waiting for customers as you can place orders straightaway and look forward to a speedy delivery – subject to availability of the parts

+ You can check the delivery status of your order at any time with our online track & trace tool that sends you proactive email notifications that alert you to any change in status
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W+D Locations