

## Media Release

Voith Paper

Mailing address:  
J.M. Voith SE & Co. KG  
Global Communications Voith Paper  
St. Poeltener Strasse 43  
89522 Heidenheim, Germany  
Tel. +49 7321 37-9055  
[www.voith.com](http://www.voith.com)

### Voith delivers successful emergency support for Caesar Pac

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- Emergency assistance from Voith within 24 hours
- Increased dryness after the main press by 0.45 percent, saving 19 kWh of energy
- Successful installation demonstrates Voith's commitment to excellence and customer satisfaction

**HEIDENHEIM/KUWAIT.** Caesar Pac, a leading international company based in Kuwait, recently received critical emergency assistance from Voith within 24 hours. This collaboration shows the strength of the Voith sales and service teams and its commitment to support customers in times of urgent need.

"We would like to extend our deepest gratitude for your efficient response to Caesar Pac's emergency call. Your prompt action in dispatching a technical team for inspection and measurement, followed by a dedicated online meeting to redesign the roll cover, was exemplary," says Hamdy Badawy, Production Manager at Caesar Pac International. An onsite troubleshooting session was conducted on short notice, and an in-depth audit and report about the findings was carried out.

"The primary aim of the support was to identify the cause of damage to the fourth press bottom roll and to develop solutions to prevent further issues," so Rafael Bach, Trouble Shooting Expert at Voith Paper. The analysis identified an unsuitable roll cover build-up, inconsistencies in nip load, and hydraulic system failures. To address these issues, it was recommended to replace the S-Roll cover, verify alignment and nip conditions following structural adjustments, and transition to operating with a single motor. "The team's expertise in measurement and analysis, combined with the use of cutting-edge tools, has provided valuable insights into our press section. Notably, the project achieved significant energy savings of 19 kWh and enabled us to operate with a single motor instead of two, streamlining our

operations,” explains Hussain Abdelhamid, Maintenance Manager at Caesar Pac.

The team suggested using Voith's ArcticPress design for the S-Roll cover, performing a doctor system audit and improving felt designs to enhance machine efficiency and boost production rates. Several rolls were serviced and/or recovered by Voith with new designs from its press roll cover specialist. “This innovative approach has optimized our spare parts and asset management, leading to enhanced efficiency. Furthermore, the new design improved the overall moisture content after the press section, increasing specific moisture removal through the main press by 0.45 percent,” said Abdelhamid.

An ArcticPress cover, known for its exceptional impact and abrasion resistance, was already installed. “This roll cover features an optimized functional layer, extending its service life and ensuring long grinding intervals while maintaining a consistent profile, press nip and dewatering conditions. The innovative cover structure allows for better energy absorption of the nip forces,” explains Mario Neumann, Application Manager Press at Voith Paper.

“Voith’s efforts to expedite flight shipping of the roll to Europe and the successful installation demonstrate its commitment to excellence and customer satisfaction. We are truly impressed by Voith’s professionalism and commitment to keeping customer business at an excellent level and pursuing continuity as a goal,” confirms Badawy.

### **About the Voith Group**

The Voith Group is a global technology company. With its broad portfolio of systems, products, services and digital applications, Voith sets standards in the markets of energy, paper, raw materials and transport & automotive. Founded in 1867, the company today has around 22,000 employees, sales of €5.5 billion and locations in more than 60 countries worldwide and is thus one of the larger family-owned companies in Europe.

The Group Division Voith Paper is part of the Voith Group. As the full-line supplier to the paper industry, it provides the largest range of technologies, services and products on the market, and offers paper manufacturers integrated solutions from a single source. The company’s continuous stream of innovations facilitates resource-conserving production and supports customers in significantly reducing their carbon footprint. With its

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comprehensive automation products and leading digitalization solutions from the Papermaking 4.0 portfolio, Voith offers its customers state-of-the-art digital technologies to improve the availability and efficiency of their systems in all sections of the production process.



Caesar Pac received critical emergency assistance from Voith within 24 hours, enabling rolls to be serviced and recovered with new designs.

## Contact

Anna Dennerlein  
Vice President Global Communication Voith Paper  
Phone +49 7321 37 9055  
Anna.Dennerlein@voith.com

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