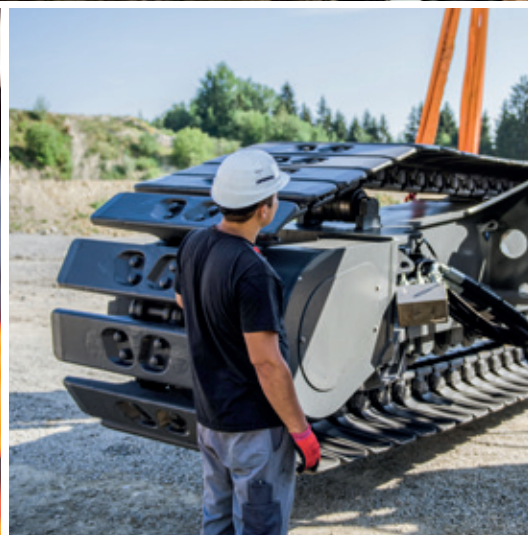


Liebherr Customer Service

Field Service for your Convenience

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LIEBHERR



**Worldwide
at your Service**
Customer
Service Centres



**All-round Service Excellence
from Liebherr Engineers**

Consistency and
Long-Term Back-Up

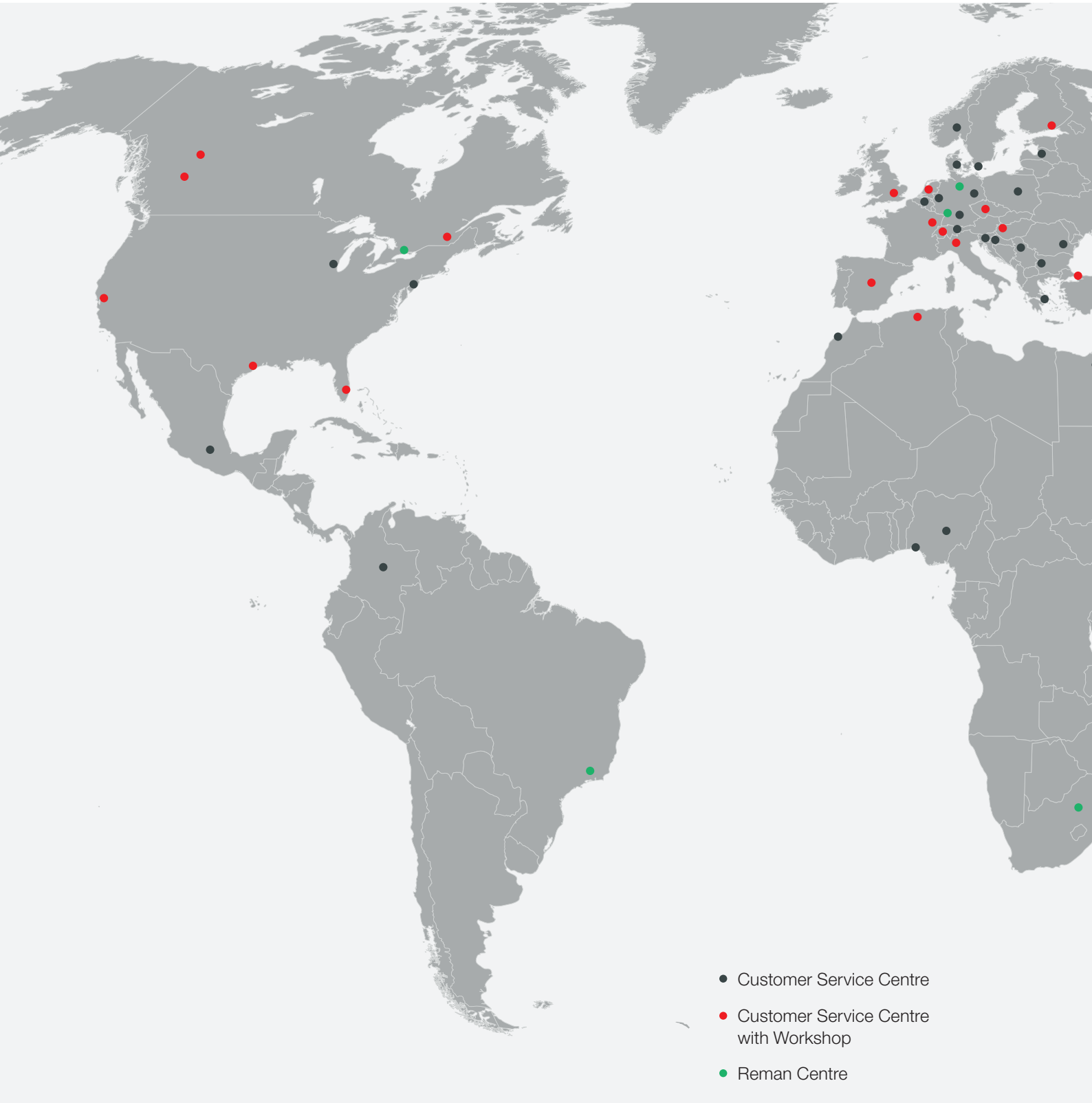
**Application and
Process Consulting**

Practical Advice from
Professionals for Professionals

**Service Centre
Steel Construction**

Dedicated Team
of Experts

Worldwide at your Service





A well-organized worldwide network of highly qualified, experienced engineers and technical specialists from a number of different fields, all factory trained by Liebherr, is available for our customers in order to ensure shortest response times and highest productivity. The continuous improvement and expansion of the service network is part of Liebherr's commitment to offer the best possible support to customers worldwide.

Find your nearest service partner:



www.liebherr.com

All-round Service Excellence from Liebherr Engineers



Consistency and Long-Term Back-Up

With Liebherr you have not only chosen a top quality machine but also a reliable and trustworthy service partner. Our professional field engineers assist from the moment the machine leaves the factory and accompany it throughout its whole service life. Whether ad hoc or planned, or on a contractual basis, they have the required knowledge and equipment to provide the best solution. Through the installation of original Liebherr parts by our specialists, the expected high level of quality from Liebherr and the long operating life of your machine is assured.



Assembly and Commissioning

Liebherr engineers carry out complete assembly and subsequent commissioning, or provide supervision and assistance depending on your requirements. When relocating your machine our engineers are at hand to assist with disassembly and re-assembly on site.



Training

Engineers provide various training options on site at any time throughout the service life of the machine. Operators are instructed regarding functions and features, or personnel are trained in technical matters and optimum maintenance requirements.



Troubleshooting and Repairs

Less downtime means less expense. A team of technical experts supports local engineers. Additionally, they are able to connect directly onto your machine via remote service, for example, using LiDAT Teleservice in order to provide online fault analysis.



Tools

Liebherr engineers have a complete range of standard, specialist and state-of-the-art tools at their disposal meaning reliable and quick assistance on site. Special tools are available from Liebherr as required.



Upgrades and Retrofits

Liebherr assists with the identification, planning and installation of upgrades and retrofits to improve performance or meet current requirements. A separate brochure provides more details on this subject.

All-round Service Excellence from Liebherr Engineers

Regular Service for Higher Value

Qualified Liebherr personnel carry out tailor-made inspections which can include safety checks and load tests in accordance with directives, or inspections after prolonged standing periods or change of owner in order to ensure the top condition of the machine. Furthermore, they can provide recommendations for maintenance programmes or refurbishment of components and machines to meet with your specific requirements.

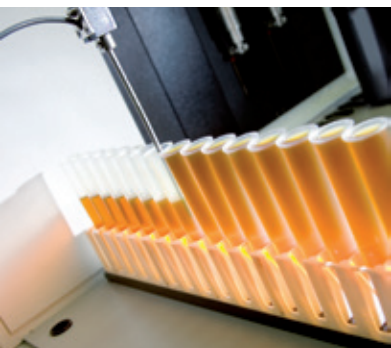
Preventive Maintenance

Regular equipment inspections and preventive maintenance significantly reduce the probability of large repairs, as well as increase the overall availability and service life of your machines. Inspections vary depending on your needs and range from a filter change up to a full service.



Inspection Monitoring

Pro-active machine monitoring and analysis provide concise information about the condition of the machine and support predictive maintenance strategies to minimize unscheduled downtime. Our purposely-trained personnel perform inspections beyond the standard and provide competent recommendations for future repair and maintenance on site.



Oil Analysis

In order to safeguard the oil quality and to determine the optimum oil-change intervals, Liebherr recommends regular analysis of used oils to maintain the condition of the machine, significantly extend the oil change intervals and so help the environment. Our engineers ensure that oil samples are taken correctly for reliable results. A separate brochure provides more details on this subject.

Standby and Service Agreements

Liebherr provides technicians that remain permanently on site to supervise maintenance, optimize applications and generally ensure high availability of the machines. Individually tailored service agreements can also be arranged under close consideration of specific requirements.

Application and Process Consulting

Practical Advice from Professionals for Professionals

The application of sometimes very complex technologies and the correct choice of suitable equipment require special knowledge and practical experience. Our application specialists use their wide experience in various working methods and processes in order to get the most from your machine – maximum utilization for maximum performance.

Application Specialists

Application specialists provide assistance for a full range of tasks in the deep foundation industry, for example, drilling and vibration methods, grab drilling, slurry wall grab, etc. They are pleased to help in providing expert knowledge when facing particular challenges such as difficult soil conditions or confined working conditions.



Application and Performance Optimization

Furthermore, the detailed communication of new technological features ensures customers are well-informed of latest developments to increase performance or improve operative safety, or to comply with new directives.



Machine Consulting

In combination with the choice of the most suitable machine, our application specialists also provide advice regarding the best choice of attachments and respective tools in consideration of site conditions. The aim is to optimize fuel-consumption and minimize wear and tear.

Training on Site

Our application specialists are at your disposal for training purposes directly on jobsites worldwide. Ranging from the assembly or disassembly of the machine, through upgrades and retrofits, up to the optimization of the jobsite itself, Liebherr offers a broad spectrum of training possibilities including Liebherr's own digital solutions.

Training Courses for Machine Operators

Liebherr offers training courses specifically tailored to the needs of your machine operators. These cover a wide range of topics from general operation up to comprehensive understanding and take place either on site, or independently at special training facilities. Using simulators several operators can be trained at once.

Service Centre Steel Construction



Dedicated Team of Experts



High demands and continuous use affect even the best of machines. The Service Centre Steel Construction comprises a team of internationally certified specialists focusing on the repair of steel structures and providing support through welding technology. Liebherr's professional team of International Welding Engineers provides a full range of services beginning with inspections on site and the competent planning of repairs up to the execution of work involved. Depending on your requirements, our team carries out the full repair or provides supervisory services for your personnel.

Our qualifications, your benefit:

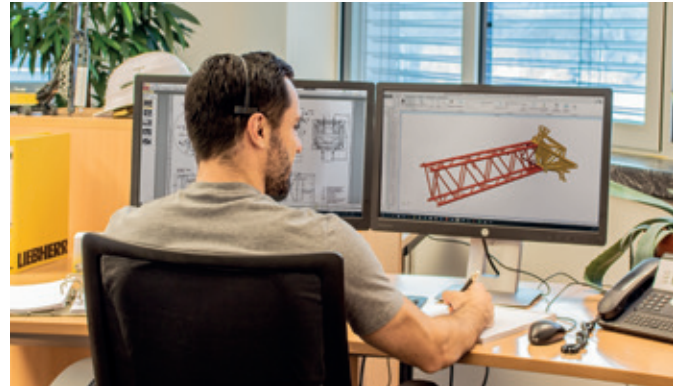
- Utilization of manufacturer's experience and know-how
- High Liebherr quality throughout the long service life of your machine
- One provider for the complete repair or upgrade process
- Increased safety and extended service life of your machine

Service Centre Steel Construction



Inspection and Analysis

Liebherr engineers carry out complete inspection of machines and components on site as well the subsequent analysis, both of which are imperative for professional and thorough repair planning. Experienced inspectors efficiently assess damage and the extent of the work involved, in order to reduce downtimes.



Repair Planning

Based on details gathered during inspection, we establish a tailor-made repair procedure identifying any special requirements, and clarify coordination between customer and possible third parties. Availability of personnel and equipment is confirmed in advance leading to quick and efficient repair work. Further, costs are reliably determined and kept to a minimum.



Supervision

By providing supervisory services on site, Liebherr ensures optimum cooperation and quick clarification between all parties involved. The steel construction is continuously inspected and work is precisely documented in accordance with quality management requirements throughout the assignment.



Repair

Highly qualified, skilled welding and steel structure engineers have specialist knowledge of the steel constructions and experience in working with high tensile steel grades, so ensuring that work is completed in accordance with manufacturer specifications. Liebherr carries all required approved WPQRs and WPSs.



Dimension Control

Highly qualified engineers evaluate the damage using state-of-the-art measuring tools. Machining tolerances of components are controlled using precise 3D measurement tools, which provide detailed and verifiable results.



Mechanical Processing

Repairs, reconditioning and modifications of steel components are carried out directly on site using mobile equipment and state-of-the-art methods, for example, line boring, automated build-up welding, facing or customized mechanical processing.



Tools

Liebherr has a comprehensive range of certified and calibrated tools at its disposal. These are included in the specially compiled toolboxes, or for larger assignments in the tool container, which can be dispatched worldwide.



Corrosion Prevention

The proper conservation of the steel structure contributes to the long service life of your machine. Specialist corrosion experts from Liebherr provide support in maintaining your machine in the long-term through the correct choice of coating system in accordance with OEM Standards.

The Liebherr Group of Companies



Wide Product Range

The Liebherr Group is one of the largest construction equipment manufacturers in the world. Liebherr's high-value products and services enjoy a high reputation in many other fields. The wide range includes domestic appliances, aerospace and transportation systems, machine tools and maritime cranes.

Exceptional Customer Benefit

Every product line provides a complete range of models in many different versions. With both their technical excellence and acknowledged quality, Liebherr products offer a maximum of customer benefits in practical application.

State-of-the-art Technology

To provide consistent, top quality products, Liebherr attaches great importance to each product area, its components and core technologies. Important modules and components are developed and manufactured in-house, for instance the entire drive and control technology for construction equipment.

Worldwide and Independent

Hans Liebherr founded the Liebherr family company in 1949. Since then, the family business has steadily grown to a group of more than 130 companies with nearly 44,000 employees located on all continents. The corporate headquarters of the Group is Liebherr-International AG in Bulle, Switzerland. The Liebherr family is the sole owner of the company.

www.liebherr.com



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