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# Genuine parts

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## LIEBHERR

Earthmoving and material handling technology



## Partnership

High service standard  
with optimum availability

## Comfort

Everything from one source overnight,  
online, mobile on-site

## Safety

Exactly adapted to the  
machine's technology

## Economy

Short, medium and  
long-term cost-effectiveness



## Liebherr genuine parts

- 98% availability from central warehouse
- Overnight service\*
- Online documentation system
- Reliable supply for years to come, even after series production has stopped



\* Availability depends on product and country

# Partnership

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## Great service with optimum availability

Every minutes counts when it comes to the cost-effectiveness of a machine. That is why the Liebherr Original Parts Service from Liebherr is on duty for you around the clock. Even on weekends and public holidays. Fast and constant availability and constant availability is ensured by the modern central warehouse in conjunction with the regional service partners.

# High standard of service today and tomorrow

## Reliable service now and in the future

With Liebherr, you can rely on ongoing support and co-operative reliability with regard to Liebherr genuine parts advice and supply. The Liebherr factories and service partners guarantee it.

## Comprehensive service network

Service centers all over the world bridge the gap to you. The Liebherr service team is ready and can provide expert and reliable support and genuine parts supply.

## Co-operative dialog with users

Liebherr uses the expertise of its own technicians and your requirements to consistently improve its machines and service products – developed by practitioners for practitioners.

## Qualification and professionalism

People are at the forefront: Initial and follow-up training of service teams in manufacturer training centers are the basis for reliable and first class service.



## Reliable supply for years to come

- The high level of vertical integration ensures reliable supply for many years
- Machine documentation is always kept up-to-date. This means that technical re-engineering flows into older machines as well.

## Modern central warehouse

- There are currently approximately 100,000 various spare parts items for earthmoving and material handling machines in stock at a 47,000 m<sup>2</sup> warehouse. This corresponds to roughly 6 million individual spare parts.\*\*
- Extremely short handling times thanks to modern warehouse technology and commissioning
- The quality of delivery and reliability of supply are assured by intelligent warehouse systems

## Sophisticated logistics

- Optimally harmonized and efficient logistics with overnight service\* ensure fast and reliable delivery of your goods in collaboration with the comprehensive service partner network
- 24 hour delivery\*, even on weekends and public holidays ensure maximum cost effectiveness and support

\* Availability depends on the product and country

\*\* As in January 2016

# Comfort

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## All from one source, ordered online, delivered overnight, fitted on-site

Liebherr offers the highest level of convenience with original parts, LiDAT, MyLiebherr and the excellent support from service partners. There is also the option for an all-encompassing trouble-free package with Liebherr service agreements.



## Optimum availability

### PePerfect logistics for fast availability

With its outstanding availability (98%) and clever logistics for genuine parts, plannable service agreements and other services, Liebherr offers the basis for convenient and fast maintenance.

### Comprehensive range of parts

A comprehensive range of parts is available on request. Access within seconds and the highest availability facilitate the fastest possible delivery to the deployment site.

### Ultramodern central warehouse and close-knit service partner network

For fast and continual availability, the newly-built central warehouse works hand-in-hand with regional service partners. This ensures parts availability around the clock.

## Around the clock, all over the world

### Overnight service

The standardized, daily overnight service\* guarantees the fast delivery of Liebherr genuine parts with wide coverage.

### MyLiebherr

MyLiebherr is your ticket to the Liebherr service world. Thanks to the MyLiebherr customer portal, you will benefit from comprehensive services and additional features for the world of construction machines, mobile cranes and crawler cranes, material handling equipment, maritime cranes, as well as mining. It offers you for example an individually tailored documentation specific to your machine, which is always up to date as well as an online shop for spare parts.

### 24 hour delivery

For construction machines to operate effectively, they require regular servicing and maintenance work. The important thing here is that it needs to be carried out as efficiently, quickly and conveniently as possible. Liebherr's genuine parts service is therefore available to you around the clock. Even on weekends and public holidays.



### Practical service packages

- The service packages include all filters, seals and V-belts required for servicing
- Can be ordered conveniently through one identification number



### CarePacks

- CarePacks tailored precisely to requirements for optimum technical machine status
- All requisite work measures are carried out by Liebherr service partners with guaranteed manufacturer quality
- Reliable and plannable for convenience



### Original lubricants

- Everything from one source, from genuine parts to original lubricants
- Competent advice on parts and lubricants
- Lubrication schedule creation

\* Availability depends on the product and country

# Safety

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## Produced with manufacturing expertise

With experience gained from the production of construction machines, Liebherr genuine parts are specifically developed and tested to guarantee the best protection for Liebherr machines and the highest possible efficiency in use.

### Original series production quality

#### Original quality

Liebherr genuine parts are standard parts. In other words, they are made according to the same production process and are thereby subject to the usual comprehensive checks at Liebherr. This is important because the performance of the whole machine relies on the quality and compatibility of the individual parts.

#### Low failure rate and high operational safety

The difference between an original Liebherr part and an imitation is often indiscernible from the outside. The original Liebherr parts are subject to comprehensive tests. This ensures optimum processing and performance. They are adapted optimally to the Liebherr machines and therefore minimize the risk of unscheduled downtimes. As such, Liebherr recommends that only genuine parts from Liebherr are used along with Liebherr services.

### Availability and reliability

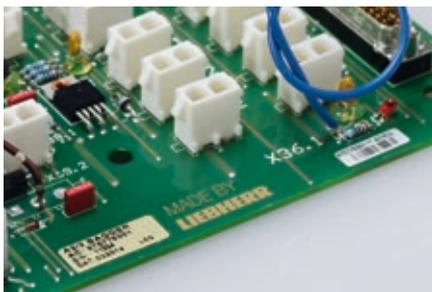
#### High machine performance

High productivity throughout the whole service life is the expectation of Liebherr machines. Quality and safety therefore enjoy the highest priority. This applies in equal measure to new machines, spare parts and retrofits.

#### Rapid installation and extended life cycles

Using Liebherr genuine parts, long service intervals can be adhered to and subsequent damage avoided. Quick installation and long component service life is guaranteed with genuine parts from Liebherr.





**In-house expertise down to the last detail**

- Many parts and components are developed and manufactured in-house. This enables best possible harmonization
- Even among suppliers, care is taken to ensure that Liebherr genuine parts meet the factory quality specifications precisely



**Life cycle assurance**

- Your specific requirements plus our specialist knowledge are assimilated into the planning stage
- The developers always have safety in mind for the component's whole service life



**Liebherr genuine parts supply never rests**

At Liebherr, you can rest assured that the supply of spare parts is quick and reliable - even 24 / 7 if necessary.

# Economy

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## Short-, medium- and long-term cost effectiveness

Regular preventative servicing, combined with Liebherr ensures machine availability and aids value retention of your machine.



### Low maintenance costs

#### Service agreements with genuine parts

Service agreements from Liebherr offer safety and optimal planning. Following individual consultation, agreements on maintenance and repair services are tailored exactly to your needs.

#### Value for money

Wear parts and spare parts are often similar. The difference between a genuine part and an imitation only becomes apparent in the way it performs. With Liebherr genuine parts, these two parameters are optimally adapted to each other.

### For ongoing best performance

#### Optimally harmonized

The individual components of the machine are harmonized optimally to each other during development. With Liebherr genuine parts, you have the assurance that this optimum harmony is guaranteed throughout the whole service life of your machine. This plays a decisive role in the cost-effectiveness of your machine.

#### Lubricants from Liebherr

Liebherr has developed a comprehensive range of lubricants and service fluids of a qualitatively high standard specifically for use in your Liebherr machines. In conjunction with Liebherr oil analyses, considerably longer service lives can be achieved.

### Economy at all times

#### Liebherr Reman programm

Liebherr offers three-stage reconditioning of components for earthmoving and material handling machines: from repair to general overhaul and the use of exchange components.



**Reman**

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# Comparison of a Liebherr engine oil filter with an imitation \*



The mechanical resilience of a Liebherr engine oil filter is about 40%\* higher than an imitation (according to pulsation test ISO 4548-6)

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|--|--|
| <b>1</b> Reliable operation and accurately dimensioned seal  | <b>5</b> If seals are not accurately dimensioned, leaks occur  |
| <b>2</b> Exact pleat spacing, high pleat stability as well as approx. 15%* greater capacity to absorb dirt with finer filtering at the same time | <b>6</b> Reduced dirt absorption capacity and less dirt removal due to inferior filter material and poor workmanship |
| <b>3</b> The use of thicker sheet metal makes the filter housing considerably sturdier   | <b>7</b> The filter housing has much lower pressure stability - the filter could burst                               |
| <b>4</b> Specific valve opening pressure for the application   | <b>8</b> With the valve staying open too long, unfiltered oil ends up in the engine causing total failure.           |

\* Details in conjunction with tested filter

# The Liebherr Group



## Global and independent: more than 70 years of success

Liebherr was founded in 1949 when, with the development of the world's first mobile tower crane, Hans Liebherr laid the foundations for a family business now employing nearly 50,000 people and comprising over 140 companies across every continent.

The parent company is Liebherr-International AG in Bulle, Switzerland, whose associates are exclusively members of the Liebherr family.

## Leaders and pioneers

Liebherr is a pioneer and its forward-looking approach has seen it make important contributions to technology history over a wide variety of industries. Employees throughout the world continue to share the courage of the founder, sharing a passion to produce innovative products and a determination to provide world-leading equipment and machinery.

## Diversified portfolio

The company is one of the world's biggest construction equipment manufacturers and provides high-quality, user-oriented products and services to sectors including: earthmoving, material handling, deep foundations, mining, mobile and crawler cranes, tower cranes, concrete production and distribution, maritime cranes, aerospace and transportation, gear technology and automation, refrigeration and freezing, components and hotels.

## Customised care

Liebherr solutions are characterised by precision, implementation and longevity. The company is committed to technological excellence and to providing customers with solutions that match their needs exactly. That customer focus does not end with delivery of a product but continues through a comprehensive range of back-up and support services.

[www.liebherr.com](http://www.liebherr.com)

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