

Liebherr Service
Service agreements



LIEBHERR

Liebherr service agreements

Machine types:
available for Liebherr earthmoving
and material handling machines

Types of service agreement

- Maintenance
- Powertrain
- Full service
- Either with or without lubricants



Partnership

Building on co-operative performance

Safety

Safety in planning, deployment readiness and cost-effectiveness

Convenience

Concentration on the essentials with full performance

Cost-effectiveness

Cost-effectiveness
Short, medium and long-term



Partnership



Building on co-operative performance

With every Liebherr machine, you choose not only a lasting top product but also a sturdy, long-term partnership. Liebherr therefore offers precisely harmonized service agreements for an optimum technical and cost effective machine status.

Reliable servicing measures

High performing service with a solid basis

At Liebherr, best service is more than a promise – it is guaranteed for every customer. Liebherr is able to access the competency of its manufacturing plants and offers an extremely close-knit service network with its service partners. This ensures short paths and rapid support in the event of a service.

Ultramodern methods and equipment

Thanks to special diagnosis technology and modern repair methods, the service technicians work precisely, carefully and efficiently.

High service quality through experience and follow-up training

Extensive expertise safeguards first-class execution of all service and repair measures. This contributes decisively towards the availability and profitability of the machine. Liebherr service technicians regularly attend follow-up training courses. They have extensive knowledge for fast and reliable execution of the service measures using modern equipment.

Co-operative dialog with users

Liebherr employs expert knowledge from its own technicians as well as your requirements profile to optimize machines and service products consistently – practical experience for practical use.

Optimum availability

- Well equipped and trained service staff perform service measures effectively, quickly and reliably.
- In collaboration with the regional service partners, the central warehouse guarantees an optimum 98% availability of original parts.

A partnership tailored to your individual needs

- Different deployment scenarios require different service arrangements, which is catered for in detail by the Liebherr service agreements
- Within a service agreement, further special agreements can be made. This means that a completely individual agreement can be arranged between you and your Liebherr service partner

Concentration on the essentials

- As an operator of machines, you can concentrate on your core business. Everything relating to machine servicing is taken care of by your competent service partner.
- The assurance of high machine availability around the clock facilitates reliable planning and optimized cost-effectiveness.



Assurance



Assured planning, deployment readiness and cost-effectiveness

Wherever the deployment site may be – Liebherr Service is just a phone call away. For Liebherr speed and reliability are firmly anchored in the service agreements. Short reaction times mean short downtimes. They also contribute towards restoring the productivity of the machine quickly.

Original series production quality

Original quality

For work carried out within the scope of Liebherr service agreements, only original parts from Liebherr are used. These are standard parts. In other words, they are made according to the same production process and are thereby subject to Liebherr's comprehensive checks. In this way, the machine is always 100% Liebherr.

Optimally harmonized to the machine and service interval

Using Liebherr original parts with factory quality, long service intervals can be realized and subsequent damage avoided. The assurance of realizing rapid installation and long component service life is guaranteed thanks to original parts from Liebherr. Overall, optimized availability and low total operating costs make Liebherr original parts the more favorable alternative compared with cheap copies.

Expert knowledge and speed

Remote diagnosis

With intelligent remote maintenance tools from Liebherr, such as LiDAT, experts from Liebherr can also help customers from afar. This means that diagnoses and solutions can be provided without a physical presence on-site. This saves time and money for the customer.

Directly on-site

Being accurately and well prepared by means of remote diagnosis and with the expert knowledge of the Liebherr service partners, even complicated cases can be resolved effectively on-site. Here, experts on-site can take advantage of the modern equipment of the service vehicles and have the requisite original parts with them.

Workshop service

Some measures cannot be carried out on-site due to their complexity. The specialists of the optimally equipped Liebherr workshops offer support, irrespective of the type of service.

Plannability

The Liebherr service agreements offer maximum planning reliability and deployment readiness. This saves costs and contributes considerably towards transparency regarding the life cycle costs.

Selectable periods

The selectable periods provide the assurance that the service agreement is tailored optimally to the requirements. With the Liebherr service calculator, Liebherr service partners create service agreements quickly and individually adapted to the machine.



Years	1	2	3
Operating hours	2000	3000	5000
Period Version 1	→		
Period Version 2	→		

Convenience



Concentration on the essentials with full performance

With the service agreements and competent support of the service partners, Liebherr offers the highest level of convenience. Service agreements from Liebherr offer the right amount of convenience in terms of reliability and plannability to allow direct and full focus on the work at hand.

Selection opportunity and cost transparency

Individual advice and agreements

The Liebherr service agreements for maintenance and repair services are tailored precisely to the needs of the customers following individual consultation by the service partner.

Clear composition

Thanks to individual adaptation and the clear layout, the scope of services and costs are transparent and easy to understand.

Optimum advice and support

In dialog with you and using the professional Liebherr service calculator, Liebherr service partners communicate the right scope for the service agreement.

From maintenance to full service

Scope of convenience

The clever and modular service agreements offer various stages of convenience. From maintenance to full service, a whole range of options can be chosen from.

Individual adaptation

The service agreements from Liebherr offer a maximum of flexibility. In this way, additional special arrangements can be defined within the selected agreement.



Effectiveness

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. The Liebherr service agreements are configured optimally for this purpose.

Expert advice

Advice about the relevant service agreement is provided on-site by the service experts. In dialog with the user, the requirements are precisely defined and transferred to the corresponding agreements.

Cost-effectiveness



Short, medium and long-term cost-effectiveness

Regular preventative maintenance upholds deployment readiness and aids value retention of the machine. Individually prepared maintenance programs and service agreements reduce the repair complexity and ensure first-class resale value.

Calculable costs and effectiveness

Transparent costs for each hour of operation

The transparent arrangement of set costs per hour of operation or as a sum in accordance with the agreement offer an easy to follow basis of calculation.

Competitive advantage

Simple deployment planning and the reduced risk of cost control offer a good and solid basis for participation in calls for bids.

Prevention and speed

Unexpected and costly repairs are avoided, trained Liebherr service technicians ensure that. Their expertise, which is used in any preventative service operation, allows problems to be identified before they become one.

Value retention and resale value

Maximization of value retention

Through preventative service measures, the machines are always maintained optimally.

Here, expert knowledge of Liebherr service partners is used along with original parts from Liebherr. This ensures optimal value retention of the machine.

High resale potential

Optimum maintenance, fewer repairs and low downtimes maximize not only the operating period potential. With Liebherr service agreements, an optimum resale value is assured even during operation and at no cost to the machine's performance.



Individual and customized

Through Liebherr service agreements, the partnership between you and your Liebherr service partner is strengthened. You receive individual advice and the matching agreement is met jointly. During the whole operating period, this contact is not severed. Optimal advice and support helps you to achieve your goals.

Reduction of own costs

Liebherr service agreements offer enormous potential savings in the cost of administration and organization.

Concentration on the core business

Increase in efficiency and maximization of operating periods as Liebherr service agreements allow the focus to be placed on the core business.

Overview of Liebherr service agreements



Cost-effectiveness Short, medium and long-term

In combination with LiDAT telematics, the Liebherr service agreements offer maximum planning reliability and deployment readiness at a fixed price. The comprehensive performance spectrum within the service agreements means that you get the rate that matches your requirements optimally. This saves costs and contributes considerably towards transparency regarding the life cycle costs.

Service agreement “Maintenance”

The “Maintenance” package forms the basis for the comprehensive range of Liebherr service agreements. Desired options such as duration of the agreement, lubricants or special arrangements can be configured and enhanced individually.

All work is carried out by well and factory trained Liebherr Service Partner service technicians.

Scope of services

Performance of maintenance measures including specialist inspection in accordance with BGR500 as well as oil analyses as per maintenance and inspection schedule.

Optional services

- Travel costs
- Lubricants including disposal
- Individual agreements, e.g. maintenance of attachments



Not included are e.g.:

- Daily, weekly maintenance activities
- Wear parts
- Additional costs arising from services outside normal working time (defined in agreement)

You can find out about the scope of services in detail from your Liebherr service partner.

Service agreement “Powertrain”

The “Powertrain” package includes the maintenance module and forms the second stage in the comprehensive range of Liebherr service agreements. Desired options such as duration of the agreement, lubricants or special arrangements can be configured and enhanced individually. All work is carried out by well and factory trained Liebherr Service Partner service technicians.

Scope of services of the service partner

- Performance of maintenance work including specialist inspection in accordance with BGR500 as well as oil analyses as per maintenance and inspection schedule
- Repairs to powertrain components

Optional services:

- Travel costs
- Lubricants inc. disposal
- Individual agreements, e.g. maintenance of attachments



Not included are e.g.:

- Substantive damage
- Repairs to attachment tools
- Daily, weekly maintenance activities
- Wear parts
- Additional costs arising from services outside normal working time (defined in agreement)

You can find out about the scope of services in detail from your Liebherr service partner.

Service agreement “Full service”

The “Full service” package rounds off the range of Liebherr service agreements and offers the highest level of convenience. Jointly and with your consent, the service partner individually defines the content and orientation of this full service package. Compared with the “Powertrain” service agreement, the “Full service” includes repairs to the whole machine. Desired options such as duration of the agreement, lubricants or special arrangements can be configured and enhanced individually. All work is carried out by well and factory trained Liebherr Service Partner service technicians.

Scope of services of the service partner

- Performance of maintenance work including specialist inspection in accordance with BGR500 as well as oil analyses as per maintenance and inspection schedule
- Repairs to components attachments of diesel engine
- Repairs to the whole machine

Optional services:

- Travel costs
- Lubricants including disposal
- Individual agreements, e.g. maintenance of attachments



Not included are e.g.:

- Substantive damage
- Repairs to attachment tools
- Daily, weekly maintenance activities
- Wear parts
- Additional costs arising from services outside normal working time (defined in agreement)

You can find out about the scope of services in detail from your Liebherr service partner.

Service brochure overview



Front page	Brochure	Number for identification	Other languages
	The Liebherr Reman Program	11642378	de - 11642376 fr - 11642379
	The Liebherr tooth systems	11005756	de - 11005757 fr - 11005759
	The online Liebherr-P@rts24 portal	10816320	de - 10813910 fr - 11482074
	Your strong service partner	10450711	de - 8420672 fr - 8420674
	LiDAT Fleet and plant management system	11005991	de - 11005990 fr - 11005992
	Oil analysis by Liebherr	10466882	de - 8420943 fr - 10678898
	Genuine parts from Liebherr	10454746	de - 8420944 fr - 10678811
	Lubricants and operating fluids from Liebherr	10450754	de - 10429567 fr - 10470994
	Service packages	10454745	de - 8420825 fr - 11643363
	Service agreements	11005853	de - 11005852 fr - 11005851

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 that time, the enterprise has steadily grown to a group of more than 130 companies with over 41,000 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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