

## Press release

# Two Firsts for Liebherr Maritime Cranes

- **First LHM 420 delivered to Argentina**
- **First assembly carried out using Liebherr's new Remote Service App**
- **Formal handover fully on schedule**

**The LHM 420 is not only the first of this type in Argentina but it is also the first mobile harbour crane ever to be fully assembled with the aid of Liebherr's new Remote Service tool. Close cooperation between Liebherr-Argentina S.A. on site in Campana and head office Liebherr MCCtec Rostock GmbH in Germany lead to a smooth and timely handover of the crane to the customer.**

Rostock (Germany) August 2020 – In May this year the LHM 420 was delivered to Euroamérica S.A. in Campana, Argentina; fully disassembled and due for handover in June 2020. A number of mobile harbour cranes are already in operation in Argentina and serviced by the experienced local engineers from Liebherr Argentina S.A. However, this was a first for them too: the complete assembly of an LHM 420. Due to the current pandemic situation worldwide, the engineer from the head office, Liebherr-MCCtec Rostock GmbH in Germany, was unable to attend in person, so all provisions were made, so that he could nevertheless be on hand to provide any support and assistance required. Cameras were installed on site, daily meetings were held to discuss the pending tasks, and the new Remote Service tool was ready for its first crane assembly.

The new Remote Service App from Liebherr was indispensable in this case. Audio and video calls, a chat function, screen sharing, image and document exchange, as well as whiteboarding functions are some of the features that have been integrated in the tool. These enable real-time, fast and effective support from experts and made the handover of the LHM possible.

Thanks to the high level of cooperation Liebherr could hand over the new LHM 420 to Euroamérica S.A. despite the current challenging global situation. Everything went according to plan and could be completed within the time frame. Benoit Cibert, the engineer in Argentina explains enthusiastically: "From my side, I can tell you that this commissioning job has been a great experience and a great challenge for us, and we are pleased to deliver the

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crane to the customer according to the initial schedule and without any trouble. The Remote Service Tool certainly contributed to this."

Due to the current pandemic situation worldwide, Liebherr has accelerated the market launch of Remote Service in terms of an extended test phase. This means all Liebherr customers with maritime cranes, deep foundation equipment and crawler cranes up to capacities of 300 t now have the opportunity to use the Remote Service App free of charge until the end of 2020. A laptop, tablet or smartphone and an internet connection are all that are needed.

#### **About the Euroamérica SA**

Euroamérica SA, is a family business with more than 30 years of experience in providing import, export and local market services. It is located in Campana, Argentina, on the Paraná de las Palmas river and with three terminals handles general cargo, ro-ro, heavy cargo and container vessels, as well as bulk carriers and barges.

#### **About Liebherr-MCCtec Rostock GmbH**

Liebherr-MCCtec Rostock GmbH is one of the leading European manufacturers of maritime material handling solutions. The product range comprises ship, mobile harbour and offshore cranes. Reachstackers and components for container cranes are also included in the product portfolio.

#### **About the Liebherr Group**

The Liebherr Group is a family-run technology company with a highly diversified product portfolio. The company is not only one of the largest construction equipment manufacturers in the world, but also provides high-quality and user-oriented products and services in a wide range of other areas. The Liebherr Group includes over 140 companies across all continents, employs more than 48,000 staff and in 2019 achieved combined revenues of over 11.7 billion euros. Since its foundation in 1949 in Kirchdorf an der Iller in Southern Germany, Liebherr has been pursuing the goal of achieving continuous technological innovation, and bringing industry-leading solutions to its customers.

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## Images



liebherr-customer-service-remote-app.jpg

Liebherr Remote Service connecting head office engineer with the assembly in Argentina.



liebherr-customer-service-remote-app-2.jpg

Formal handover fully on schedule. Gustavo Palacios, Liebherr Argentina and Oscar Michael, Euroamerica Port Captain (from left to right)

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