
Your reliable service partner

Customer service

www.liebherr.com

LIEBHERR

Maritime cranes





Table of contents

Service excellence

Our worldwide network, sites and services
P. 4

Field service

At your service: inspections, maintenance, consulting and much more
P. 7

Liebherr Transform

Turning old into new with upgrades, retrofits and overhauls
P. 11

Parts and service products

Original parts and service packages for optimum performance
P. 13

Training

Experience and know-how transfer on the highest level
P. 14

MyLiebherr

Your personal customer portal with all digital services in one place
P. 15

Worldwide at your service



Find your nearest service partner:

Our worldwide network of highly qualified and experienced engineers and technical consultants is at your disposal, providing rapid response times and the highest levels of expert service. This keeps your machines running at an optimum level delivering exceptional productivity and reliable performance.



A new service era Service excellence

Real-time and remote service

With XpertAssist, our service technicians can perform remote support and fault analysis in real time, regardless of your location. This increases the availability and service life of your machines while reducing operating and maintenance costs.



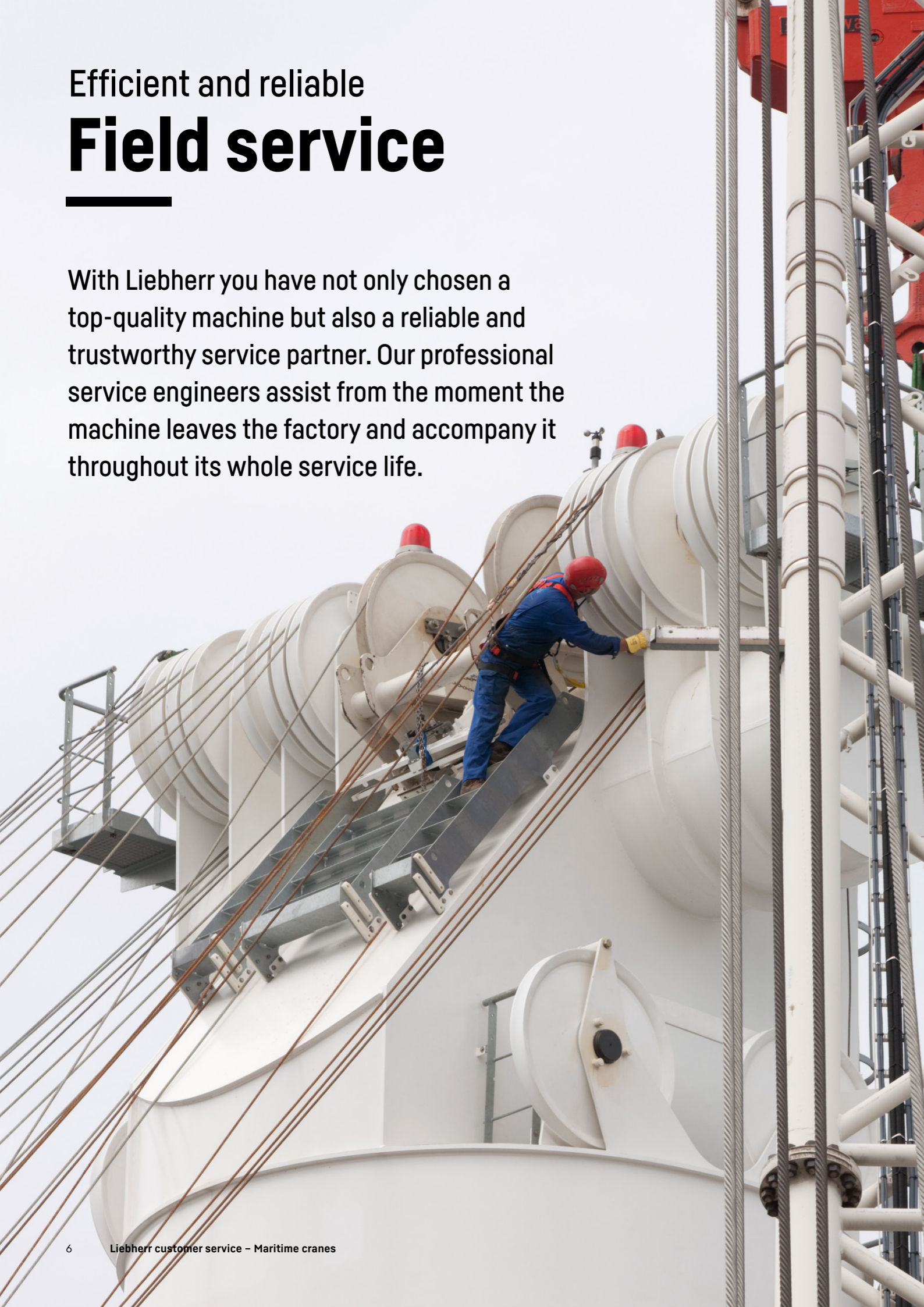
Technical support

Based on many years of experience, we offer effective help and support from our specially trained technical advisors and service technicians. Regardless of the location or life cycle phase of your machine, our experts are at your disposal.



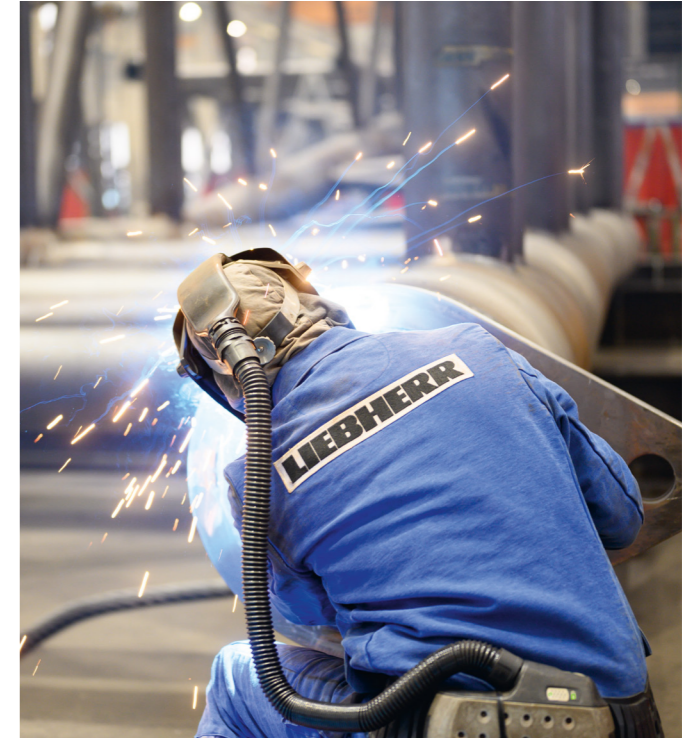
Efficient and reliable **Field service**

With Liebherr you have not only chosen a top-quality machine but also a reliable and trustworthy service partner. Our professional service engineers assist from the moment the machine leaves the factory and accompany it throughout its whole service life.



Preventive maintenance

In addition to regular monitoring, our engineers carry out tailor-made inspections, which include safety checks and load tests in accordance with directives. Following a deep dive into historical sensor data and operational usage, we can recommend optimum preventive maintenance programmes tailored to the specific characteristics of your operation. This will ensure that the high performance and productivity that you have come to expect from a Liebherr machine will be maintained.



Welding and steel structure specialists

Our steel construction service centre comprises a team of internationally certified specialists focusing on steel structure repairs and welding technology. They provide a full range of services beginning with inspections on site and the competent planning of repairs, up to execution of work involved. Depending on your requirements, our team carries out the full repair or provides supervisory services for your personnel.



Assembly and commissioning

Our engineers carry out complete assembly and subsequent commissioning of your machine. When relocating your cranes, we support you from the planning, through the transport up to handover on a turnkey basis.

Application and process consulting

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 utilisation for maximum performance.



Service agreements

We offer you tailor-made agreements, taking precise account of your specific requirements, to ensure optimum machine condition and high availability: the Liebherr CarePacks.

These range from regular inspections, through maintenance, up to repairs and much more – all in manufacturer quality. After choosing the scope and duration of the agreement, we take care of your machine while you can focus on your core business.

Unleash the full potential **Liebherr Transform**

Unleash the full potential of your machines. With a manageable financial investment and the utilisation of the latest technologies, now is the time to make your machines stronger, faster, smarter, greener and ultimately...better.



Upgrades, retrofits and overhauls

Make your machine fit for the future. Whether you need a specific retrofit kit, want to increase productivity or reduce costs, we have the right solution for you. Extend the lifetime of your machine by choosing one of our overhaul packages. There is a wide range of possible modifications, each tailor-made and designed for your individual needs.



The Reman programme

The continuously expanding range of Reman products offers you reconditioned components that are as good as new in terms of reliability and performance. Thus, we help both your budget and the environment – a win-win situation for everyone.

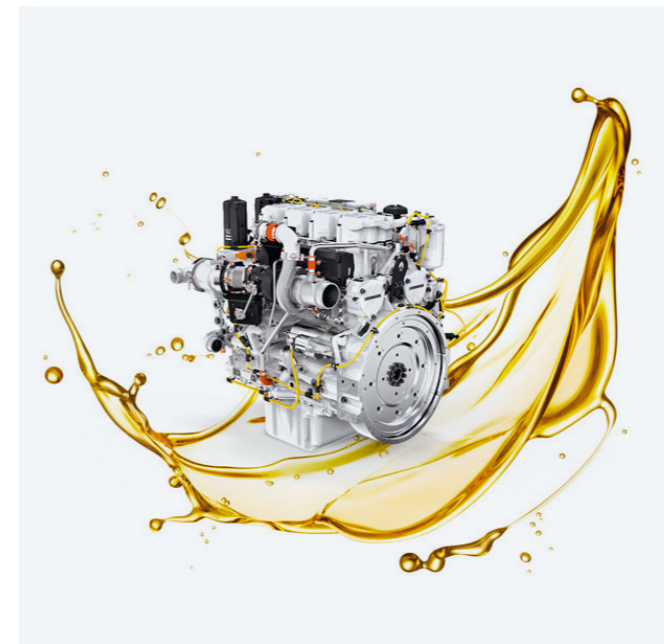
**Remanufactured drive
train components with new
part warranty.**

Original quality from Liebherr

Parts and service products

Our original parts are optimally suited to Liebherr machines. They fulfill the highest quality standards and so significantly increase cost-effectiveness and value retention. Our strategically located stocks worldwide enable a fast distribution service.

Our service also includes comprehensive technical support to determine the ideal parts solution for you.



Service packages and operating fluids

Our original filter packages are optimally harmonised for each individual type of machine and their respective service interval. They, in combination with our high-quality lubricants and operating fluids help to maintain the performance of your Liebherr machines with lasting effect.



Service products

Our experts are constantly expanding the range of service products that support you in your daily tasks. Discover the various parts kits, such as the O-rings kits, the rope inspection kits, or hydraulic seal kits.

Experience and know-how transfer

Training

Our worldwide maritime training centres provide professional training for customers, partners and employees in the areas of product, operator and business skills. The training concepts are developed in close cooperation with the target groups and focus on product knowledge, crane operation, maintenance and fault diagnosis.



Simulators

Simulations are a highly effective training method offering numerous advantages over conventional on-crane training. Due to the flexibility of the virtual environment, users can run through a multitude of load-handling situations and simulate a wide variety of environmental conditions as required. The ability to track students' progress, strengths and weaknesses allows for the development of focused and tailored training programmes. We offer high-quality simulators which cover all areas of the maritime cargo handling industry.

Training on site

A combination of practical and theoretical training has always been of great importance to us. Good training is the basis for efficient and safe machine operation. At Liebherr, we offer a wide range of training options for your operating and maintenance personnel. This includes both classroom training and practical on-site training. All training is carried out by experienced Liebherr engineers.

Your personal customer portal

MyLiebherr

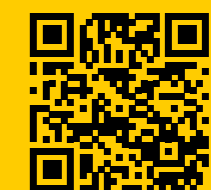
MyLiebherr is your ticket to our online world with a variety of services for your Liebherr machines. You will benefit from comprehensive services and additional features such as:

- individual management of your machines
- ease of contact with your Liebherr service partner – round the clock
- straight forward and secure management of your customer data
- instant access to the latest documentation and parts list of your machine
- simple parts ordering from your Liebherr service partner



**Manage machines,
buy parts or check
availability on**

www.myliebherr.com



All digital services in one place

Simply register your machines and you will be able to download the latest documentation, to access the spare parts catalog for your products, and to order your parts and licences directly online.



Visit our website

Liebherr-Rostock GmbH • Liebherrstraße 1 • 18147 Rostock/GERMANY • Phone +49 381 6006 5555
maritime.service@liebherr.com • www.liebherr.com • www.linkedin.com/company/liebherr-maritime-cranes

Liebherr Container Cranes • Killarney, County Kerry, V93 H685 IRELAND • Phone +353 (0)646670200 • Fax +353 (0)64 66 31602
info.lcc@liebherr.com • www.liebherr.com