

Liebherr Customer Service

Your Reliable Service Partner



LIEBHERR



Worldwide
at your Service
Customer Service Centres

Service Excellence
Our Commitment to You
Competent and
Trustworthy

Field Service
for your Convenience
Reliable and
Cooperative



**Efficiency Throughout the
Lifetime of your Machine**
Innovative and
Dynamic

**Availability of
Parts and Components**
Structured and
Effective

**Experience and
Know-how Transfer**
Practical Advice
from Professionals
for Professionals

Worldwide at your Service





A well-organized worldwide network of highly qualified, experienced engineers and technical advisers, all trained by Liebherr, is available for our customers, in order to ensure shortest response times and highest productivity. Find your nearest service partner:



www.liebherr.com

Service Excellence Our Commitment to You



Competent and Trustworthy

Based on many years of experience Liebherr provides effective assistance and support to its customers and will continue to do so in the future.

Technical Support

Specially trained technical advisers are stationed worldwide in order to provide quick and reliable support to our customers.

Your benefit:

- increased machine availability
- direct contact with Liebherr staff

Real Time Service

Using LiDAT Teleservice, Liebherr service engineers can log directly on to your machine so providing instant support and immediate fault analysis online.

Your benefit:

- lower costs
- minimum downtime



Fleet Management

Based on state-of-the-art data transmission technology, the on-board monitoring system provides information on the operation of equipment, enables efficient management, optimal operation, maintenance scheduling and remote supervision.

Predictive Maintenance

The integrated electronic system allows for the recording and reporting of data regarding both individual components as well as the machine as a whole. Detailed analysis supports predictive maintenance strategies to minimize unscheduled downtime.

Service Agreements

In close consultation between Liebherr and customer, individually tailored agreements can be arranged to ensure optimum condition of the machine and high availability.

Field Service for your Convenience



Reliable and Cooperative

The continuous improvement and expansion of the service network is part of Liebherr's commitment to offer the best possible support to customers worldwide.

Regular Service for Higher Value

A team of experienced, multi-skilled engineers trained by Liebherr is available ad hoc or on a contractual basis. Our professional field engineers carry out tailor-made inspections and can recommend maintenance programmes to meet your specific requirements.

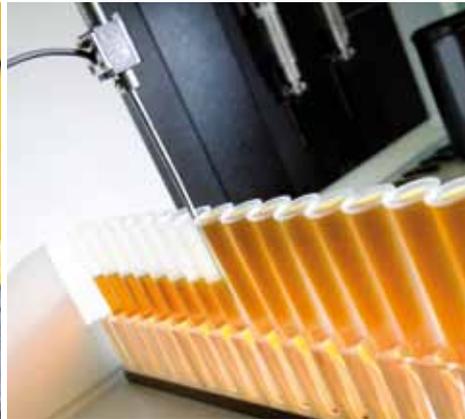
Dedicated Team of Experts

A specialist service centre for steel construction carries out structural inspections and analyses. Repairs and modifications can be carried out on site and ensure the safe and long service life of your machines.



Preventive Maintenance

Regular equipment inspections and preventive maintenance increase the overall availability of your machine and significantly reduce the probability of large repairs.



Inspection Monitoring

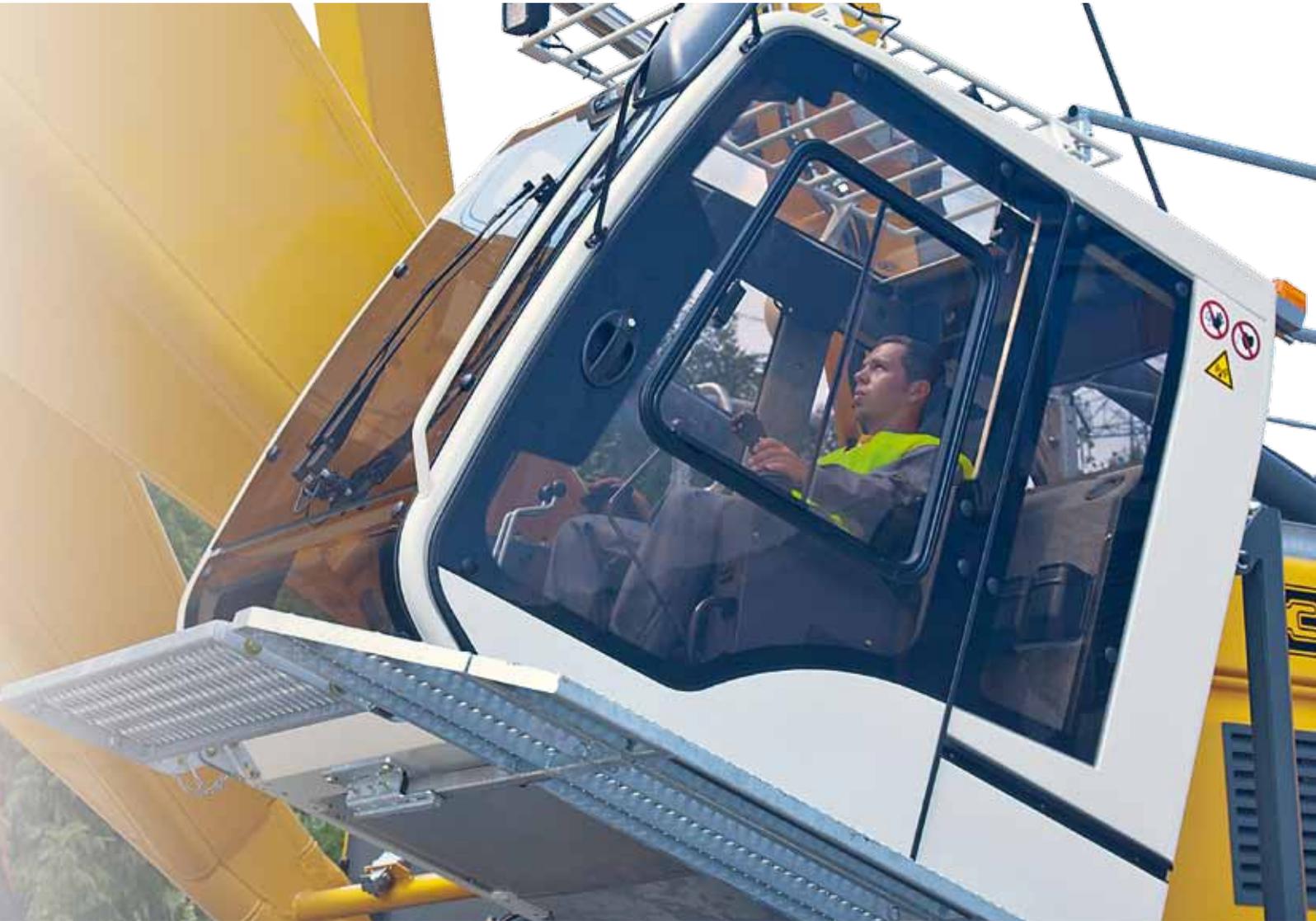
Pro-active machine monitoring and analysis provide concise information about the condition of the machine and ensure that high performance and precision can be maintained.



Service Centre Steel Construction

A team of internationally certified specialists provides comprehensive advice and active assistance in maintaining the original quality of Liebherr machines.

Efficiency Throughout the Lifetime of your Machine



Innovative and Dynamic

Through potential upgrades your machine can maintain a high level of productivity and value throughout its long lifetime.

Dynamic Machine Maintenance Strategy

Liebherr offers a range of packages incorporating new technologies and innovative designs.

Your advantage:

- flexible solutions for changing work practices
- improved cost-efficiency
- extended lifetime of your machine

Refurbishment

Service activities extend from the repair and exchange of single parts and components up to the complete overhaul of machines.

Your advantage:

- cost-effective life extension
- increased machine value
- no retraining required due to familiarity with the machine



Upgrades and Retrofit

- reduce environmental impact
- increase safety
- improve operator's comfort
- comply with new legislation

Workshop Service

Well-equipped workshops are located throughout the world in order to provide component and machine repairs close at hand.

Machine Overhaul

Second-hand or overhauled machines are often an inexpensive and economic alternative. Despite low investment, quality and service need not be forfeited.

Availability of Parts and Components



Structured and Effective

The availability of cost-effective new parts or the Reman Program is ensured over the lifetime of your machine.

Spare Parts

Liebherr's service includes comprehensive technical support to determine the most suitable and economical spare parts solution.

Our service to you:

- strategically located stocks worldwide
- fast distribution service
- long availability of parts

Remanufacturing and Exchange

Economic solutions for machines of all ages are the aim of the Liebherr Reman Program.

Our service to you:

- exchange of all worn parts with original parts
- fixed prices regardless of extent of work required
- complete new part warranty on whole component



Liebherr Original Parts

Liebherr original spare parts are optimally suited to Liebherr machines and fulfil the highest quality standards and so increase cost-effectiveness and value retention.



Reman Program

Liebherr offers three-stage reconditioning of components:

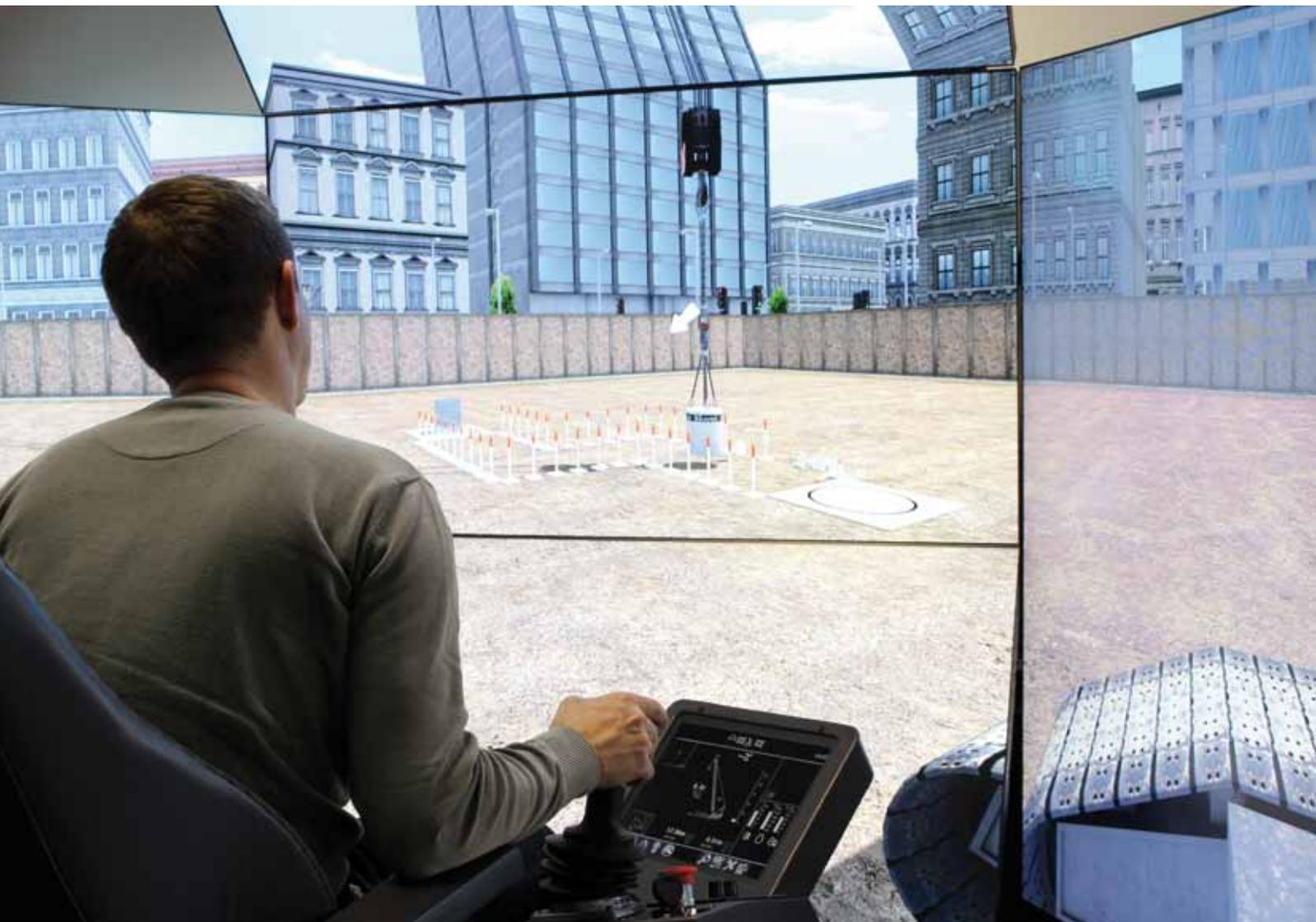
- exchange components
- general overhaul
- repair



Liebherr Lubricants

High quality lubricants and operating fluids from Liebherr help to maintain the performance of Liebherr machines with lasting effect.

Experience and Know-how Transfer



Practical Advice from Professionals for Professionals

With appropriate training in daily operations Liebherr can help you to achieve optimum results.

Higher Performance Through Better Training

Personnel training is of utmost importance in order to create a sustainable awareness for efficient and safe machine operation. Liebherr is not only committed to training its own service personnel but also our customers' staff.

Your benefit:

- safe machine operation
- higher productivity through increased skills
- minimum downtime

Application and Process Consulting

The application of sometimes very complex technologies and the correct choice of suitable equipment require special knowledge and practical experience. We can support you in planning the correct application and choosing the optimum machine configuration.

Your benefit:

- less wear and tear
- reduced fuel consumption
- time savings



Training Centres

Liebherr offers a broad spectrum of training for both operators and maintenance staff. Programmes are prepared individually and specifically tailored to customer machines.



Liebherr Simulations

Highly effective practical training under diverse environmental conditions without risk of injury or damage to surroundings. Critical situations can be practiced in a safe environment.



Application Specialists

The primary task of the application specialist is to help in choosing the correct working process and to provide useful training and advice on how to adapt the machine to the specific site conditions.

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