



Technology, knowledge and customer service, a formula for increased productivity and higher equipment lifetime



LIEBHERR Group & Port Equipment



LIEBHERR – a family business



Company founded in 1949 by Dr.-
Ink. E.h. Hans Liebherr

€9.1 billion turnover (2013), 40,200 employees
130 companies worldwide.



LIEBHERR – Port Equipment



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LIEBHERR Werk Nenzing – AUSTRIA



Founded 1976
>1650 employes

EXPANSION 2013/2014



New office building



LIEBHERR Rostock – GERMANY

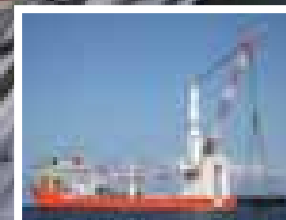


EXPANSION 2014

New production plant



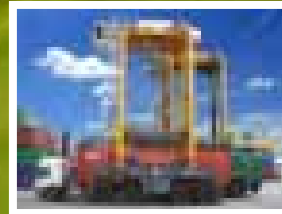
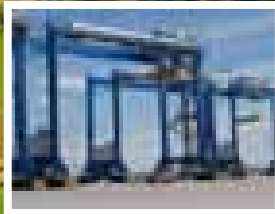
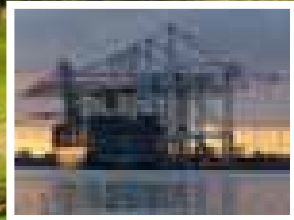
Founded 2005
>1100 employes



LIEBHERR Killarney – IRLAND



Founded 1958
>630 employes



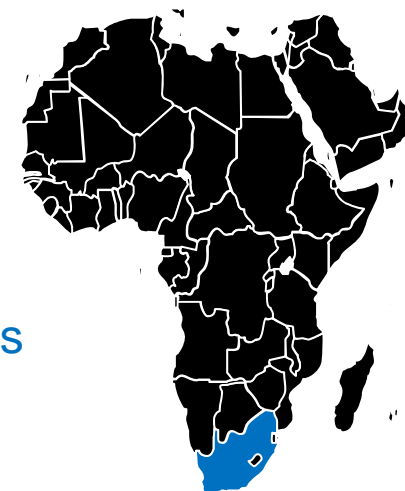


LIEBHERR

Maritime Cranes

Technology, knowledge and customer service, a formula for increased productivity and higher equipment lifetime

- **Boost speed** with **Pactronic®**
- **Semi-Automation** with **Teach-In®**
- **Discover potential** with **Lidat®**
- **Knowledge transfer** with **LiSIM® Training Solutions**
- **Competence centres** with **Maritime Hubs**



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Boost speed with Pactronic®



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BOOST SPEED – with Pactronic®





Practical result – on a LHM 550

“... we are reaching frequently a peak turnover of 1.800 t/hour... „

Bulk
Cereals

45 m³
Grab

Slewing
angle 120°





Semi automation with Teach-in®



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Semi automation – with Teach-in®





Discover Potential with Lidat[®]



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Discover potential – with Lidat®






LIDAT® – What is it? How it works?





Start Machines Notifications Restrictions Maintenance Reports Settings



- All machines
- Deployments
- Machine management
- Find machines
- Map overview
- Sell machines
- Transfer machines
- Register Liebherr machine
- Register non-Liebherr machine
- Machine groups
- Machine types
- Machine pool
- Fleet
- Modern management
- Software update

Version: 4.5.0


[Release Notes](#)

Machine details: 140868

WebParts mode: View

Machine position

Karta Satellit



Last update: 09/09/2012 18:00:10

Master data

Ownership type	Owner
Owner	LWN
Manufacturer	Liebherr

Maintenance details

Next due maintenance	
Name	machine maintenance 500 operating hour
Date	06/08/2012

LIDAT® - Real Time Service



Port Director/manager

Technical & Maintenance Staff

LIDAT® Benefits - Directors/Managers



Get online/real time operation reports to optimize operation

Program alerts, ex. Wind speed.





Get detailed reports easy

Copyright Liebherr 2008

LIDAT® Benefits – Technical & maintenance staff



Get **full info** about the crane status and historic

Maintenance scheduling, thought notifications and alerts messages    

Get a full **TELESERVICE assistance** by LIEBHERR service engineer who can log directly on the crane, diagnostic, and carry out online troubleshooting

LIDAT® - Teleservice by a Liebherr Engineer





Restart work as soon as possible

- Shorter stand still times
- Faster support
- High availability ratio



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Knowledge transfer with LiSIM[®] Training Solutions



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Advanced training – with Liebherr Simulator®



Advanced training – with Liebherr Simulator®



LAF training Equipment - Operator



1 x STS & RTG LiSIM simulator with motion feedback.



LAF training Equipment - Operator



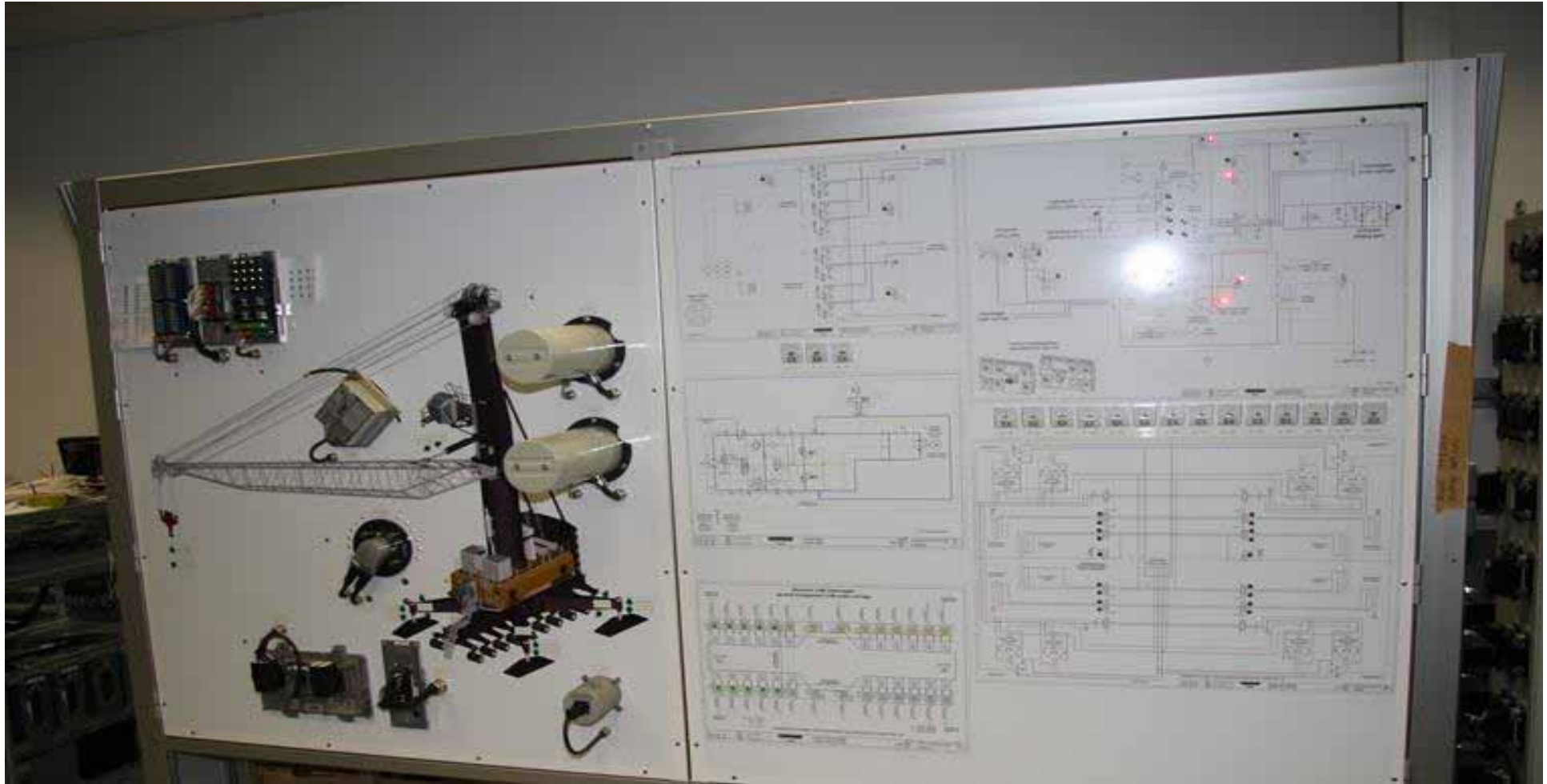
2 x LHM LiSIM simulators



LAF training Equipment - Technical



1 x LHM Technical simulator wall



LIEBHERR Africa – Training Portfolio



LiSIM®

**MARITIME CRANES
TRAINING SOLUTION**



Competence Centres

with Maritime Hubs



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LIEBHERR South Africa





Spare Parts



LAF Customer Services – Spare parts stock



- Life long availability of original spare parts for all Liebherr crane types
- Strategically placed stocks of spare parts (Cape Town, Durban and Springs)
- **Liebherr** holds stock for approx. **EUR 70m** in South Africa
- Our transport logistics guarantee the quickest possible delivery of spare parts to each terminal.
- Individual customer spare parts proposals, agreements and components



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LAF Customer Services – Reman Program



Liebherr offers three cost effective solutions within the Reman Program for components used in Liebherr cranes. Depending on the type, age, market value of the crane or possible costs for down times, customers have the option to choose between:

- Buying an Exchange Component
- Return for Overhaul or
- Return for Repair



Customer Services – Technical Support



- **Service Manager**
- **Technical Advisor**
- **Technicians**
- **Backup from HQ**
- **Product Specialist**
- **Special Tools**
- **Tool Container**



Customer Services – Technical Support



LAF Customers Services offers:

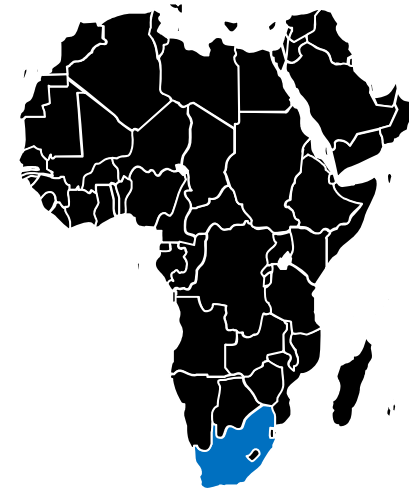
- Commissioning
- Preventive maintenance programs
- Inspection programs
- Condition monitoring
- Upgrades
- Full service contracts



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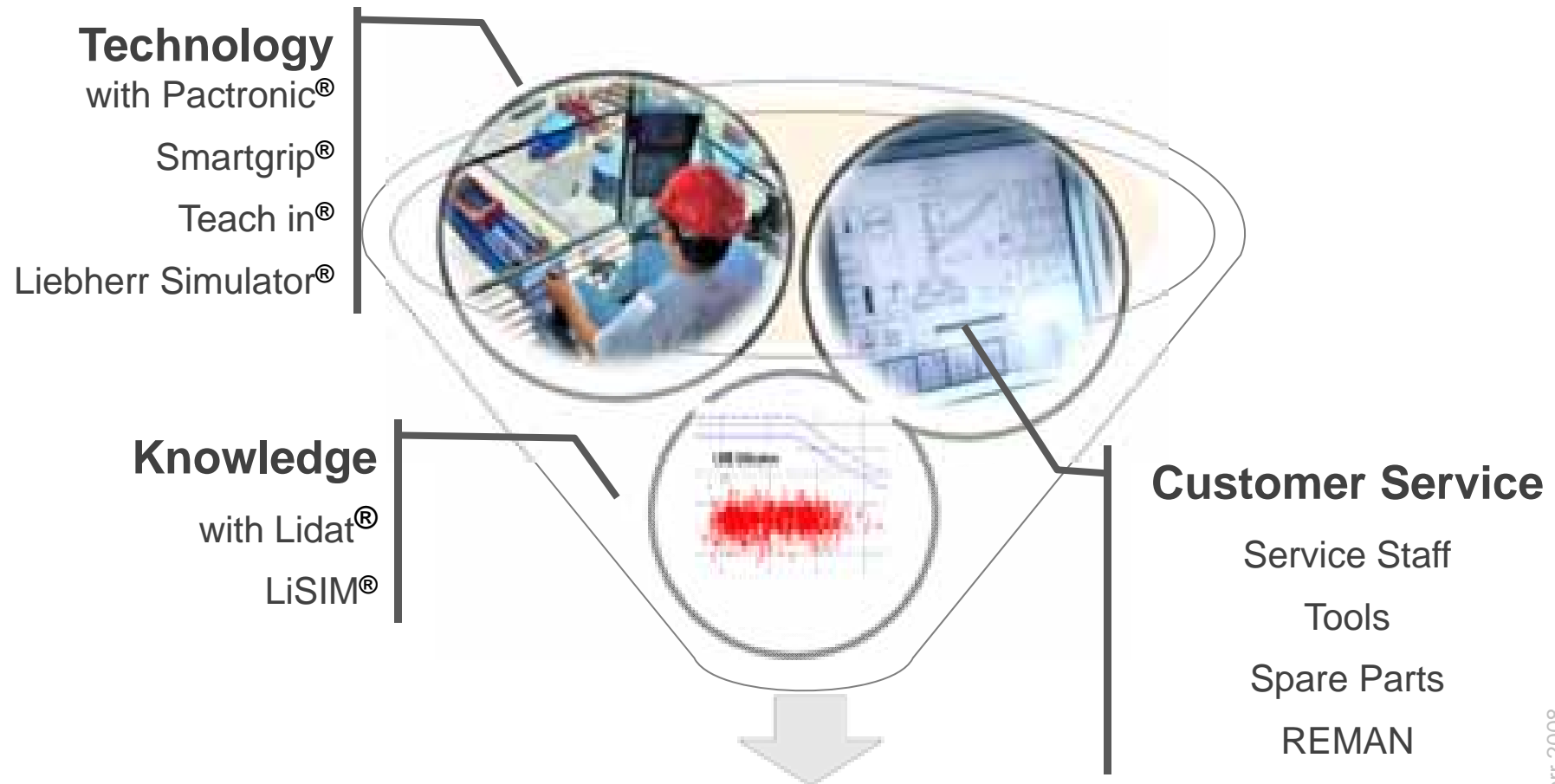


CONCLUSION





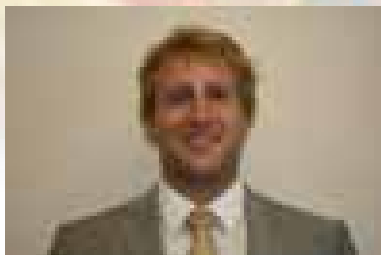
Conclusion



MORE turnover / LESS downtime
LONGER lifetime



Thank You



Mr. Henner Rodenwoldt

Division Manager - Maritime Cranes

Liebherr-Africa (Pty) Ltd.

Tel.: +27 11 365 2025

Henner.Rodenwoldt@liebherr.com

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