

Liebherr Service

# Service packages



**LIEBHERR**

## Partnership

High service standard with optimum availability

### Liebherr service package

- Up to 10 % price saving compared to individual parts
- Available for every service interval
- Available for
  - Wheeled excavators
  - Crawler excavators
  - Wheel loaders
  - Crawler loaders
  - Crawler tractors
  - Telescopic handlers





## Safety

Produced according to and with manufacturing expertise

## Convenience

Filters and more for servicing:  
All in one

## Cost-effectiveness

Cost-effectiveness  
Short, medium and long-term





# Partnership



## High service standard with optimum availability

Every minutes counts when it comes to the cost-effectiveness of a machine. Liebherr's original parts service is therefore available to you around the clock. Even on weekends and public holidays. For fast and continual availability, the central warehouse works hand-in-hand with regional service partners. With service packages, you receive all of the parts needed for a service under one order number.

# High service standard today and tomorrow

## Reliable service now and in the future

With Liebherr, you can rely on ongoing support and co-operative reliability with regard to Liebherr original parts advice and supply. Our factories and service partners guarantee it.

## Close-knit service network

Service centers all over the world bridge the gap to you. The Liebherr service team is ready and can provide expert and reliable support and original parts supply.

## 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 – from practical experience to practical use.

## Qualification and professionalism

People are at the forefront: Initial and follow-up training of service teams in manufacturer training centers are the basis for reliable and first class service.

## Practical experience for practical use.

Based on the experience gained from practice and also expert knowledge from Liebherr's own technicians, machines and service products are consistently being re-engineered and optimized.

## Reliable supply for years to come

- Service packages are also available for older machines
- Technical re-engineering flows into the service packages. In this way, you profit from technical advancement even with older machines

## Modern central warehouse

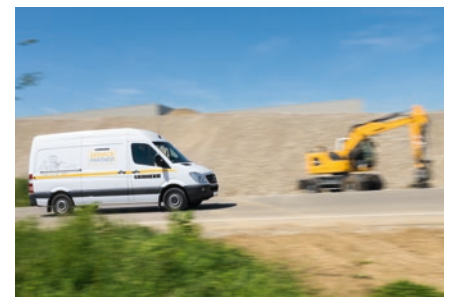
- There are currently approximately 100,000 various spare parts items for earthmoving and material handling machines in stock at a 47,000 m<sup>2</sup> warehouse. This corresponds to roughly 6 million individual spare parts.\*\*
- Extremely short handling times thanks to modern warehouse technology and commissioning
- The quality of delivery and reliability of supply are assured by intelligent warehouse systems

## Sophisticated Logistics

- Optimally harmonized and efficient logistics with overnight service\* ensure fast and reliable delivery of your goods in collaboration with the close-knit service partner network
- For particularly urgent cases, you have the 24h emergency service\* at your disposal

\* Availability depends on product and country

\*\* Status as of January 2016





# Safety



## Produced with manufacturing expertise for your safety

The expert knowledge flows into every detail during design of the machines. Accurate fit, performance and quality of the original parts are thereby optimally harmonized to the whole machine. In this way, the best protection and highest efficiency possible are assured for the Liebherr machines.

## Original series production quality

### Original quality

Liebherr original parts are standard parts. In other words, they are made according to the same production process and are thereby subject to Liebherr's comprehensive checks.

### Low failure rate and high operational safety

The difference between an original Liebherr part and an imitation is often indiscernible from the outside. The original Liebherr parts are subject to comprehensive tests. This ensures optimum processing and performance. They are adapted optimally to the Liebherr machines and therefore minimize the risk of unscheduled downtimes. As such, Liebherr recommends that only original parts from Liebherr are used along with Liebherr services.

## State-of-the-art technology

### Optimizations for best performance

The original parts for service packages are constantly being re-engineered. Experience gained from practice flows into their development.

### Outstanding filter performance

The Liebherr hydraulic return filters have a special filtering performance, which is tailored to the machine, and a special hole pattern in the support cylinder. In this way, these filter elements safeguard reliable operation.

## Ordering assurance

### Optimally harmonized

The parts included in a service package are optimally harmonized to the service interval of your machine. This means that all of the relevant parts are grouped under one order number.

### The right service package for every machine

- The service packages are optimally harmonized to the individual machine types
- Just like harmonization with the machine types, agreement with the service intervals ensures a reliable supply of all of the original parts needed



### Performance

- The original parts included in the service package contribute towards long term performance of the machine
- Dirt collection rate, flow capacity, filtration stages are just a few of the parameters that have been adapted to the performance requirements of the machine in the Liebherr service packages





# Convenience



## Filters and more for servicing: All in one

The Liebherr service packages are practical and convenient. All of the filters, seals, V-belts and other parts that are needed for the service interval are available under one part number.



## Practical and easy handling

### Selecting and ordering

Selection of the respective service packages is quick and easy. Either with the well laid out service package brochures or online via MyLiebherr. Your Liebherr service partner is happy to provide you with advice. The service packages can be requested and ordered online via MyLiebherr. Your service partner is happy to provide help with selecting and ordering with competent specialist knowledge.

### Delivery

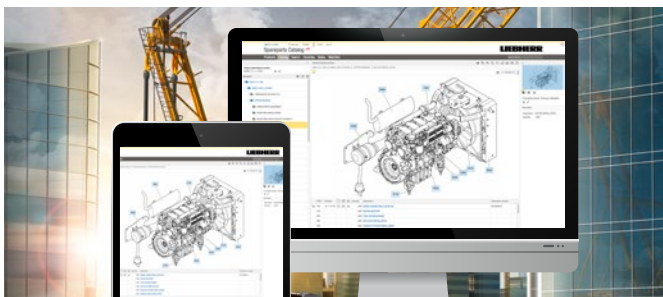
Central warehouse and service partners ensure outstanding availability. When ordering, you can choose the urgency with which your service package is to be delivered. The rest will be dealt with by Liebherr so that you can fully concentrate on your activities.

### Installation

Time is money. Therefore, Liebherr emphasizes the service friendliness of the machines. Together with service packages harmonized to the service interval, you can reduce down-times and save real money.

### Intuitive order

In MyLiebherr, choosing the right service package is easy and convenient by way of the part number or machine type and service interval.



## Sophisticated maintenance offers

### At a glance

With the service packages you have all filters, seals, V-belts and other parts for maintenance at hand.

### Corresponding additional offers

In connection with the service packages, Liebherr offers other service products for maintenance. The service partner is happy to help in the selection of suitable Liebherr lubricants and service fluids as well as wear and spare parts. This means that all of the items can be grouped together in one go.

### Solution for shorter servicing times

The service package includes all of the relevant parts for the service. The maintenance points are easily accessible. This facilitates higher productivity thanks to shorter servicing times.



# Cost-effectiveness



## Short-, medium- and long-term cost effectiveness

Liebherr service packages are consistently arranged for cost-effectiveness. This ranges from low package prices to low costs for reduced maintenance complexity as well as higher productivity and long component service life on the machines.



## Lower procurement costs

### Package prices

Liebherr original parts are continually checked and developed in terms of optimum value for money. With low package prices, this benefit is further enhanced with the service packages.

## Low maintenance costs

### Good accessibility

The service points are easy to reach. With simple access to the components, service measures can be carried out quickly and efficiently.

### Long maintenance intervals

The maintenance intervals are optimally harmonized to the individual components. This is made possible by the Liebherr service packages, which are harmonized to the components.

## High component service life

### Quality

For the service packages from Liebherr, only high quality Liebherr original parts are used with matching performance and safety values. This promotes a long service life of the wear parts and components.

### Cost saving

Up to 10 % of the costs can be saved with Liebherr service packages compared with individual parts.



### Liebherr hydraulic return filter

The hydraulic return filters from Liebherr are special filter elements with a filtering performance that is optimally adapted to the requirements profile.



### Good plannability










With good machine documentation, maintenance measures can be planned and prepared in advance with the service packages. This saves time and money.



# 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
	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 hold a high reputation in many industries. 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 customers the highest benefits in practical applications.

## State-of-the-art Technology

Liebherr attributes great importance to the product areas of core technology and components, in order to achieve its consistent, top-quality products. Important modules and components are developed and manufactured in-house, for instance the entire drive and control technology for the construction equipment and mining trucks.

## Worldwide and Family-Owned

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.us](http://www.liebherr.us)