

Liebherr Components **Customer Service**



LIEBHERR

Customer Service



Liebherr components are used worldwide in various applications. Our division offers customer- and product-specific services. This allows the diverse needs of customers within and outside the Group to be met. Customers benefit from fast response times, rapid availability of original spare parts and comprehensive training offerings to ensure the performance of our components throughout the entire life cycle.

Field Service and Guidance

Competent technical staff is available on request. In addition, our customers can rely on the technical advice and support of specialists at our production sites: efficient troubleshooting and minimal downtime guaranteed. The guidance service also includes individual spare parts suggestions as well as the configuration of specific maintenance kits.



Spare Parts



Original parts for all Liebherr components are available for many years. The Retrofit program also makes it easy to carry out technical retrofits in accordance with new statutory directives.

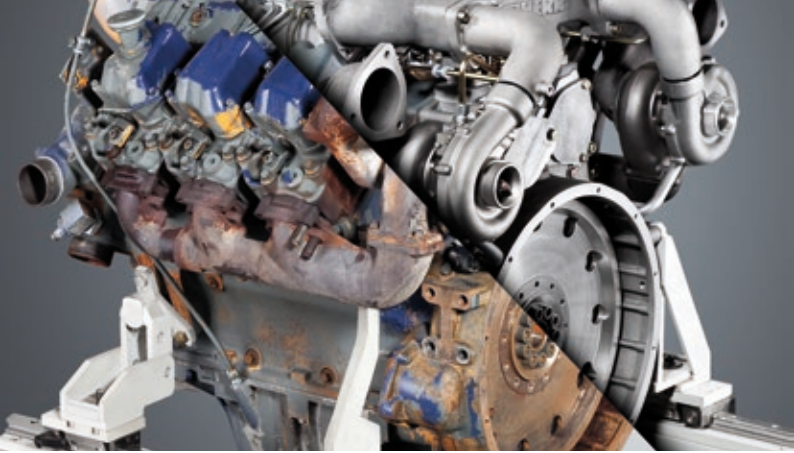
Extensive testing by the internal quality assurance system guarantees maximum performance. The use of original parts ensures the cost-effectiveness of our components and contributes to the value of our customers' machines and systems.

Logistics and Infrastructure

Liebherr operates a 47,000 m² state-of-the-art logistics centre in southern Germany. Equipped with the latest warehouse technology and conveniently situated, it provides the best conditions to satisfy the spare parts requirements of our customers from around the world quickly and efficiently. Using Liebherr's Sales Order Tracking (SOT), our sales and service partners can check the current processing status of their orders at any time.



Reman Program



Liebherr original parts are used exclusively within the Liebherr Reman Program as well. By remanufacturing used Liebherr components in line with industry standards, we save resources and offer an economical alternative to purchasing original new parts.

The Quality of New Parts at Competitive Prices

Three coordinated remanufacturing options are available to meet every requirement: exchange component, general overhaul or repair. The component portfolio includes combustion engines, hydraulic pumps, motors and cylinders, travel drives, swivelling drives and splitter boxes, as well as axles. All remanufactured components are tested to comply with the new parts standard before delivery and are given a comprehensive warranty. The know-how and thoroughness of our experts guarantee high-quality solutions at competitive prices.



Training



Careful maintenance and upkeep make a decisive contribution to ensuring the longevity of Liebherr components. At the respective competence centres, our experienced employees will be happy to pass on their expertise to customers, sales and service partners through tailor-made training courses.

First-Hand Expertise

The largest training centre (2,600 m²) is located in Bulle (Switzerland). There, our experts explain the correct use of combustion engines, injection systems and hydraulic components. Well-thought-out exhibits and simulators are available for illustrative purposes.



Operating worldwide

Sales and service within the Liebherr Components division is organised by regional sales companies, which ensures proximity to our customers.



Worldwide Sales and Service

Liebherr-Components in Nussbaumen (Switzerland) is responsible for the worldwide distribution and servicing of components and system solutions of the Group's companies.

North America Sales and Service

Liebherr USA Co. in Saline (USA) is responsible for the distribution and servicing of components in North America.



Reman Competence Centre Europe

Liebherr-Ettlingen GmbH (Germany) is the competence centre for the remanufacturing (Reman) of components throughout Europe.

Reman Components Centre North America

Liebherr-Canada Ltd. in Burlington (Canada) functions as a service centre and Reman site for components in North America.



China Sales and Service

Liebherr Machinery Service (Shanghai) Co. Ltd. in Shanghai (China) is responsible for the distribution and servicing of components in China.



Russia Sales and Service

Liebherr-Russland OOO in Moscow (Russia) is responsible for the distribution and servicing of components in Russia.



Reman Components Centre Russia

Liebherr-Nizhny Novgorod OOO in Dzerzhinsk remanufactures components for the Russian market.



Spare Parts Logistics Centre

Liebherr-Logistics GmbH's spare parts logistics centre in southern Germany ensures a fast supply of original parts throughout Europe.

Liebherr Components



Gas engines



Diesel engines



Fuel injection systems



Axial piston hydraulics



Hydraulic cylinders



Large diameter bearings



Gearboxes and winches



Electric machines



Remanufacturing



Human-machine interfaces



Control electronics



Power electronics



Switchgear



Software

From A to Z – the components division of the Liebherr Group offers a broad range of solutions in the area of mechanical, hydraulic, electric and electronic drive system and control technology. The efficient components and systems are produced at a total of ten production sites around the world to the highest standards of quality. Central contact persons for all product lines are available to our customers at Liebherr-Components AG and the regional sales and distribution branches.

Liebherr is your partner for joint success: from the product idea to development, manufacturing and commissioning right through to customer service solutions like remanufacturing.

components.liebherr.com

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