

Liebherr Service

# Genuine parts from Liebherr



# LIEBHERR

## Partnership

High service standard with optimum availability

### Liebherr genuine parts

- 98 % availability from central warehouse
- Overnight service\*
- Online documentation system
- Reliable supply for years to come, even after series production has stopped





## Safety

Exactly adapted to the machine's technology

## Convenience

Everything from one source overnight, online, mobile on-site

## Cost-effectiveness

Short-, medium- and long-term cost effectiveness



\* Availability depends on product and country

# Partnership



## High service standard with optimum availability

Every minutes counts when it comes to the cost-effectiveness of a machine. Liebherr's genuine 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.



# 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 genuine parts advice and supply. The Liebherr 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 genuine 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 – practical experience for 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.

## Reliable supply for years to come

- The high level of vertical integration ensures reliable supply for many years
- Machine documentation is always kept up-to-date. This means that technical re-engineering flows into older machines as well.

## 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
- 24 hour delivery\*, even on weekends and public holidays ensure maximum cost-effectiveness and support

\* Availability depends on product and country

\*\* Status as of January 2016



# Safety



## Produced with manufacturing expertise

With experience gained from the production of construction machines, Liebherr genuine parts are specifically developed and tested to guarantee the best protection for Liebherr machines and the highest possible efficiency in use.

# Original series production quality

## Original quality

Liebherr genuine parts are standard parts. In other words, they are made according to the same production process and are thereby subject to the usual comprehensive checks at Liebherr. This is important because the performance of the whole machine relies on the quality and compatibility of the individual parts.

## 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 genuine parts from Liebherr are used along with Liebherr services.

# Availability and reliability

## High machine performance

High productivity throughout the whole service life is the expectation of Liebherr machines. Quality and safety therefore enjoy the highest priority. This applies in equal measure to new machines, spare parts and retrofits.

## Rapid installation and extended life cycles

Using Liebherr genuine parts with factory quality, long service intervals can be adhered to and subsequent damage avoided.

The assurance of realizing rapid installation and long component service life is guaranteed thanks to genuine parts from Liebherr.

## In-house expertise down to the last detail

- Many parts and components are developed and manufactured in-house. This enables best possible harmonization
- Even among suppliers, care is taken to ensure that Liebherr genuine parts meet the factory quality specifications precisely

## Life cycle assurance

- Your requirements profile and the experience of specialists flow into the planning stage
- The developers always have safety in mind for the component's whole service life

## Liebherr genuine parts supply never rests

At Liebherr, you can rest assured that the supply of spare parts is quick and reliable - even 24/7 if necessary.





# Convenience



## Everything from one source overnight, online, mobile on-site

Liebherr offers the highest level of convenience with genuine parts, LiDAT, MyLiebherr and the competent support of service partners. You have an all-encompassing trouble-free package with Liebherr service agreements.



## Optimum availability

### Perfect logistics for fast availability

With its outstanding availability (98 %) and clever logistics for genuine parts, plannable service agreements and other services, Liebherr offers the basis for convenient and fast maintenance.

### Comprehensive range of parts

A comprehensive range of parts is available on request. Access within seconds and the highest availability facilitate the fastest possible delivery to the deployment site.

### Ultramodern central warehouse and close-knit service partner network

For fast and continual availability, the newly-built central warehouse works hand-in-hand with regional service partners. This ensures parts availability around the clock.

### Practical service packages

- The service packages include all filters, seals and V-belts required for servicing
- Can be ordered conveniently through one identification number



### Service agreements

- Service agreements tailored precisely to requirements for optimum technical machine status
- All requisite work measures are carried out by Liebherr service partners with guaranteed manufacturer quality
- Reliable and plannable for convenience



### Original lubricants

- Everything from one source, from genuine parts to original lubricants
- Competent advice on parts and lubricants
- Lubrication schedule creation

\* Availability depends on product and country



## Around the clock, all over the world

### Overnight service

The standardized, daily overnight service\* guarantees the fast delivery of Liebherr genuine parts with wide coverage.

### MyLiebherr

MyLiebherr is your ticket to the Liebherr service world. Thanks to the MyLiebherr customer portal, you will benefit from comprehensive services and additional features for the world of construction machines, mobile cranes and crawler cranes, material handling equipment, maritime cranes, as well as mining. It offers you for example an individually tailored documentation specific to your machine, which is always up to date as well as an online shop for spare parts.

### 24 hour delivery

For construction machines to operate effectively, they require regular servicing and maintenance work. The important thing here is that it needs to be carried out as efficiently, quickly and conveniently as possible.

Liebherr's genuine parts service is therefore available to you around the clock. Even on weekends and public holidays.

# Cost-effectiveness



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

Regular preventive servicing, combined with Liebherr genuine parts upholds deployment readiness and aids value retention of your machine.



## For ongoing best performance

### **Optimally harmonized**

The individual components of the machine are harmonized optimally to each other during development. With Liebherr genuine parts, you have the assurance that this optimum harmony is guaranteed throughout the whole service life of your machine. This plays a decisive role in the cost-effectiveness of your machine.

### **Lubricants from Liebherr**

Liebherr has developed a comprehensive range of lubricants and service fluids of a qualitatively high standard specifically for use in your Liebherr machines. In conjunction with Liebherr oil analyses, considerably longer service lives can be achieved.

## Low maintenance costs

### **Service agreements with genuine parts**

Service agreements from Liebherr offer safety and optimized plannability. Following individual consultation, agreements on maintenance and repair services are tailored exactly to your needs.

### **Value for money**

Wear parts and spare parts are often similar. The difference between a genuine part and an imitation only becomes apparent in the way it performs. With Liebherr genuine parts, these two parameters are optimally adapted to each other.

## Economy at all times

### **Liebherr Reman program**

Liebherr offers three-stage reconditioning of components for earthmoving and material handling machines: from repair to general overhaul and the use of exchange components.

### **Exchange components**

This option offers you reconditioned components with the same reliability, service life and performance as a new part. With an exchange component, you can count on a full Liebherr warranty.

### **General overhaul**

In case of a general overhaul you will not receive an anonymous component. Instead your component will be restored so that it will correspond to the original technical condition. All wear parts are replaced by original spare parts.

### **Repair**

Liebherr's Reman program also includes individual damage rectification. Repaired components enjoy a 50% new part warranty. The repair time is orientated around the extent of damage and the effort required to rectify it.



# Comparison of a Liebherr engine oil filter with an imitation\*

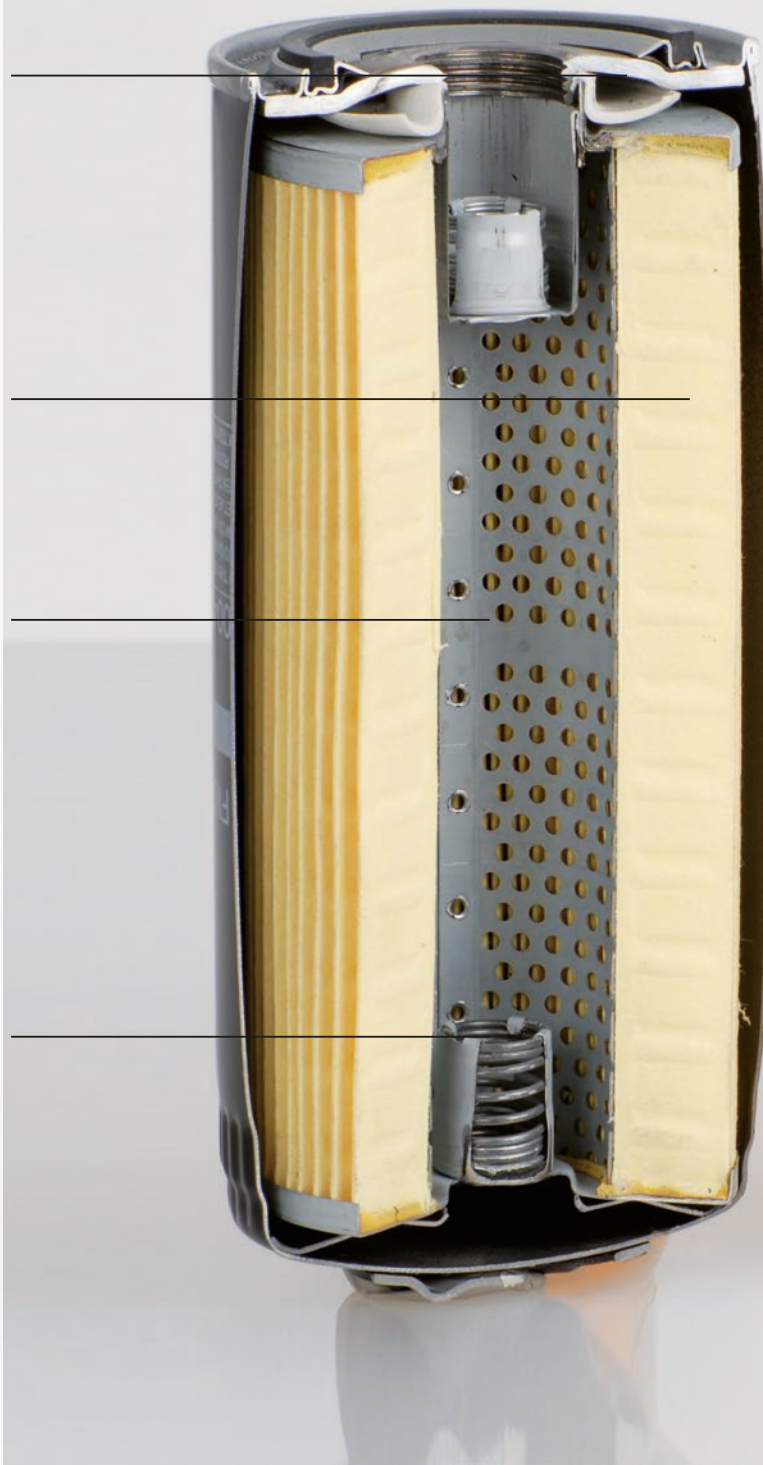
Reliable operation and accurately dimensioned seal

Exactly defined pleat spacing, high pleat stability as well as approx. 15%\* greater capacity to absorb dirt with finer filtering at the same time

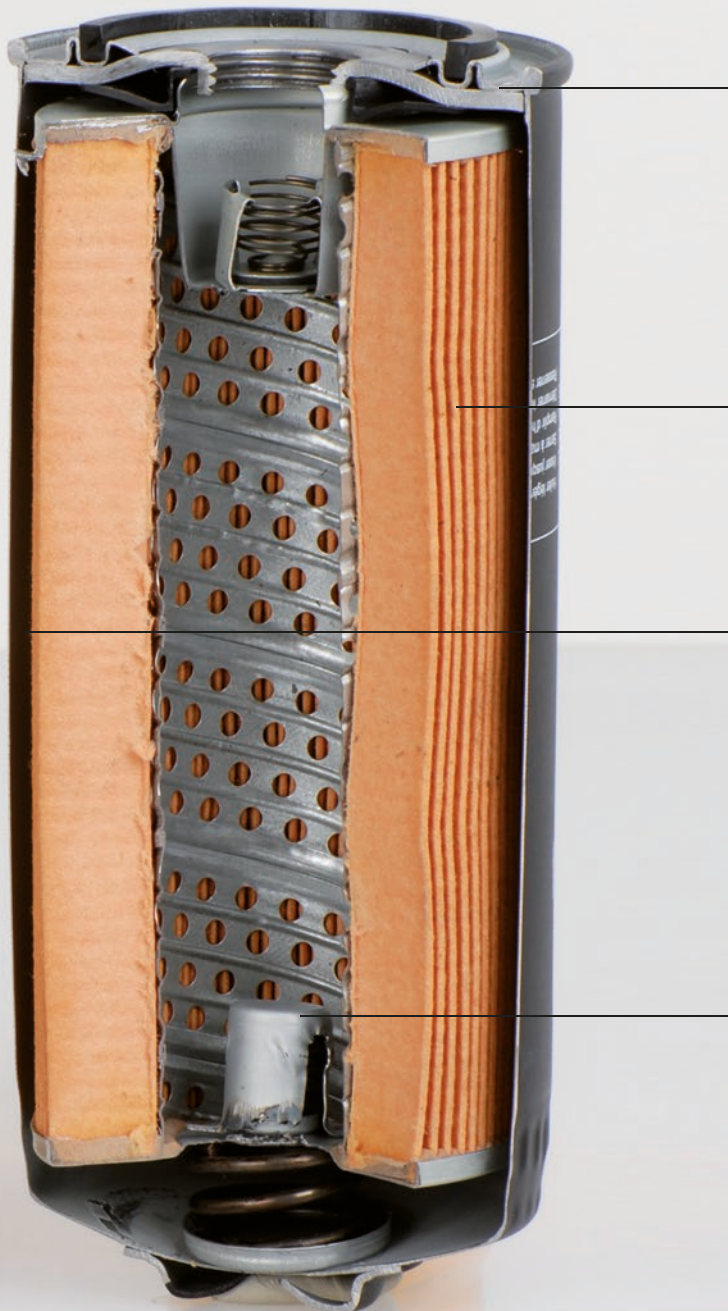
The use of thicker sheet metal makes the filter housing considerably sturdier

Specific valve opening pressure for the application

The mechanical resilience of a Liebherr engine oil filter is about 40%\* higher than an imitation (according to pulsation test ISO 4548-6)







If seals are not accurately dimensioned, leaks occur

Reduced dirt absorption capacity and less dirt removal due to inferior filter medium and poor workmanship

The filter housing has much lower pressure stability - the filter could burst










With the valve staying open too long, unfiltered oil ends up in the engine causing total failure.

\* Details in conjunction with tested filter

# 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 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 applications.

## 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](http://www.liebherr.com)