
CarePacks

Customer Service

LIEBHERR

Liebherr Container Cranes Ltd.



What are CarePacks?

Liebherr CarePacks are tailor-made maintenance packages that ensure high availability and an extended service life for your Liebherr crane.

Available as three customisable options, **CarePack Service**, **CarePack Comfort**, and **CarePack Premium**, these maintenance packages deliver the right level of care your operations. With a range of maintenance service modules to choose from, your CarePack can be customised to meet your operations specific requirements. Liebherr CarePacks boost reliability, improve maintenance and unlock greater performance. This leads to better results, including improved MMBF (mean moves between failures) and increased availability, ultimately lowering your total cost of ownership.

Select the CarePack that fits and set the agreement duration that suits.

CarePack Service

CarePack Service gives you the flexibility to design a support package that suits your unique requirements. At its core is value engineering, a continuous improvement programme that optimises maintenance strategies, and XpertAssist, our 24/7 remote support service. Optional add-on modules ensure your CarePack is tailored precisely to your maintenance needs.

CarePack Comfort

CarePack Comfort is our scheduled maintenance package which includes all planned maintenance by Liebherr and essential lubricants and consumables. Maintenance is planned to fit seamlessly with your operation, reducing interruptions and maximising availability.

CarePack Premium

CarePack Premium is the package for absolute peace of mind. Liebherr delivers both planned and unplanned maintenance and repairs, using only genuine manufacturer parts, as well as providing a permanent on-site presence to support your operation.

Your benefits



Economical

Our CarePacks combine regular inspections and maintenance to extend service life, reduce downtime, improve efficiency and protect the long-term value of your crane.



Flexible

You choose the range and duration of the agreement to fit your operations. Inspections and maintenance are arranged to suit your timetable and avoid unnecessary downtime.



Convenient

We quietly look after the maintenance of your cranes, allowing you to focus on your core business. Data-driven decisions and planning, ensure your cranes are optimised for peak performance.



CarePacks

	CarePack Service	CarePack Comfort	CarePack Premium
Value engineering	✓	✓	✓
XpertAssist	✓	✓	✓
Asset management	Optional	✓	✓
Annual thorough inspection	Optional	✓	✓
Structural inspection	Optional	✓	✓
Protective coating inspection	Optional	✓	✓
Technical training	Optional	Optional	Optional
Crane network support	Optional	Optional	Optional
On-site support	Optional	Optional	✓
Lubricants and consumables	-	✓	✓
Genuine manufacturer parts	-	-	✓
Labour for planned maintenance	-	✓	✓
Labour for unplanned maintenance and breakdowns	-	-	✓

**See page 4 for more information on each module*



CarePack Contacts

Reach out to your local service partner to learn more about which Liebherr CarePack is best for your operations.

CarePacks appendix

Value Engineering

Liebherr's value engineering program provides continuous analysis of customer maintenance practices to improve productivity, optimise spare parts, and identify opportunities for upgrades and refurbishments. Customer maintenance plans, schedules and manuals will be reviewed to maximise productivity and reduce the likelihood of crane downtime. Upon completion of an analysis, a report will be issued to the customer for review. If the recommendation requires Liebherr to carry out on-site works, applicable rates will apply.

The program also includes the development of a continuous assessment framework with agreed customer specific KPIs, such as crane availability and MMBF. Liebherr will analyse crane fault history and breakdown logs to address issues and suggest maintenance improvements over a monthly technical call. Minor software optimisations are also included in this service.

- Parts optimisation

At the early stages of the value engineering program, spare parts optimisation can be addressed through a GAP analysis of customer parts inventory based on the on-site stock list provided by the customer at the onset of the CarePack term. Liebherr will provide recommendations for stock levels that are based on purchase history and consumption trends, while aligned with Liebherr's recommended parts list for the subject cranes.

- Upgrades and refurbishments

During the value engineering continuous improvement program, Liebherr will identify potential refurbishments and upgrades to enhance maintenance and crane performance, including analysis of components nearing end-of-life (such as drives) and provide recommendations for a remanufacturing and refurbishment program.

XpertAssist

XpertAssist is Liebherr's dedicated support service, designed to provide seamless communication and advanced technical assistance with Liebherr specialists in real time. XpertAssist grants customers access to 24/7 support, typically provided within 15 minutes.

Please note that the emergency technical support provided by XpertAssist is limited to breakdowns/faults which prevent the crane from operating.

Asset management

Asset management tools can be implemented to assist in planning and scheduling of maintenance activities.

Annual thorough inspection

Liebherr will carry out an annual electrical/mechanical inspection of the subject Liebherr container cranes, performed by one (1) Liebherr service technician.

Inspections will require approximately three (3) consecutive days per STS crane and two (2) consecutive days per RMG/RTG. Cranes must be available between 07:00 and 19:00 each day, with serial numbers and availability agreed prior to arrival. Prior to the inspection, both parties will promptly notify each other of any circumstances that may prevent, impede or delay the inspection or crane availability. During the inspection, the technician will test various crane components and provide feedback. Upon completion, a written report will be issued to the customer within ten (10) working days following the technician's return from site.

Structural inspection

Liebherr will carry out a detailed structural inspection on the subject Liebherr container cranes, performed by one (1) Liebherr service engineer. Each inspection will include a visual inspection of all mechanical moving parts and the complete crane structure (use of mobile access equipment will be required for areas for outside existing walkways and platforms).

Inspection will require four (4) consecutive days per STS crane and three (3) consecutive days per RMG/RTG. Cranes must be available between 07:00 and 19:00 each day, with serial numbers and availability agreed prior to arrival. Prior to the inspection, both parties will promptly notify each other of any circumstances that may prevent, impede or delay the inspection or crane Availability. Upon completion, a written report will be issued to the customer within ten (10) working days following return the service engineer's return from site.

Protective coating inspection

Liebherr will carry out an inspection to ensure the crane's corrosion-resistant paint system is intact and performing as intended. This will be performed by Liebherr service engineers. The inspection checks for surface defects such as rust, cracking, or peeling, verifies correct coating thickness to prevent corrosion, and confirms proper adhesion to the steel structure. Inspectors will identify issues that may expose metal to the environment and document all findings to support long-term structural protection and maintenance planning.

Inspection will require two (2) consecutive days per STS/RMG and one (1) day per RTG. Cranes must be available between 07.00 and 19.00 each day, with serial numbers and availability agreed prior to arrival. Prior to the inspection, both parties will promptly notify each other of any circumstances that may prevent, impede or delay the inspection or crane availability. Upon completion, a written report will be issued to the customer within ten (10) days following the service engineer's return to site.

Technical training

Technical training for the customer's maintenance team is available at the crane site or at MCC Maritime Training Centre in Killarney, Ireland.

See the training brochure for available courses and training content.

Crane network support (hardware and software)

Liebherr provides remote support for all network-related hardware and software across cranes, including management of the Cyber exposure tool responsible for the network comprising the cranes, IDC, and ROS stations. The service includes a two day on site inspection, vulnerability monitoring, backup management, and assistance with risk assessments, patching, and updates. The inspection includes a visual health check of all relevant hardware, rollout and testing of low-risk updates, and a meeting with the customer's local support team.

Ongoing support is maintained through remote access and monthly technical review meetings. Liebherr will support the customer in performing risk assessments on potential vulnerabilities and identifying mitigation actions, as well as assisting with verification testing and update/patch deployment on the network (remotely). To enable remote support, a data SIM card will be supplied and maintained.

Onsite support

Liebherr will provide a Liebherr Service Technician and/or Automation Engineer to the crane site for an agreed time period to assist in the event of breakdowns and to provide training for the customer's maintenance personnel.

Lubricants and consumables

Liebherr will supply lubricants and consumables for interval-based planned maintenance.

Genuine manufacturer parts

Liebherr will supply OEM parts for unplanned maintenance/breakdowns during operations.

Labour for planned maintenance

Locally based Liebherr personnel or service partners will provide service and support for planned interval-based maintenance for container cranes and spreaders.

Labour for unplanned maintenance and breakdowns

Liebherr will provide labour for planned and unplanned maintenance/breakdowns for container cranes and spreaders using OEM parts and consumables. 24/7 on-site operational breakdown cover can be provided.

Worldwide at your service



Parts

Liebherr's Original Parts – Ensuring performance and durability with expert engineering support. Quick, reliable access to keep your operations running smoothly and efficiently.



Upgrades

Unlock your crane's full potential with Liebherr Transform, using the latest technologies to make your equipment stronger, faster, smarter, greener and ultimately ... better.



Service

Our skilled technicians deliver fast, efficient, and dependable service from routine maintenance to emergency support, to keep your cranes running at peak performance.



CarePacks

Ensure the reliability and longevity of your container cranes with Liebherr-CarePacks. Choose from three support levels, from support only to maintenance and service repairs.



Training

Delivered by experienced professionals at our training facility or on-site, our programs ensure machine operators and maintenance teams are equipped with the knowledge and skills needed for safe and efficient crane operation.



Reman programme

Extend the life of your equipment with Liebherr Repair & Reman. Our team restores components to like-new condition, ensuring reliability, performance, and cost savings without compromising quality.

A well-organised worldwide network of highly qualified, experienced engineers and technical advisers is available for our customers, in order to ensure shortest response times and highest productivity.

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Find your local service partner.

