Troubleshoot Advisor

Digital Support

LIEBHERR

Mining
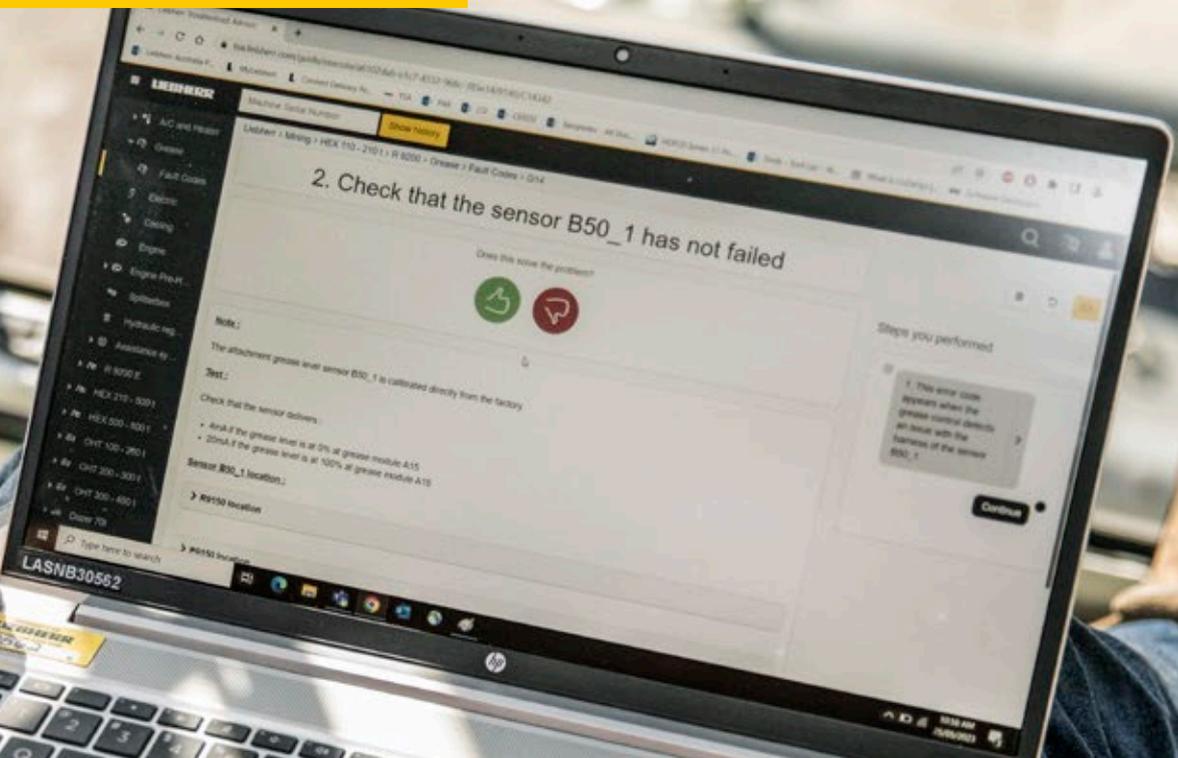
Covering wide range of Liebherr mining equipment

Troubleshoot Advisor (TSA)

The Troubleshoot Advisor (TSA) is an application designed to analyse machinery failures. It assists users by providing direct links to support articles with step-by-step guides for identifying and resolving issues.

TSA compatible machine models

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R 9100	R 9350	T 236		PR 776
R 9150	R 9400	T 264		
R 9200	R 996B	T 282B		
R 9200E	R 9600	T 282C		
R 9250	R 9800	T 284		

Effortless user interface

The TSA's simple navigation allows users to find solutions in three steps. The user interface provides clear, step-by-step procedures that are easy to follow, ensuring that users can resolve their problems quickly and effectively.

Connect	Indicate	Resolve

Connect to the application.

Indicate the issue by selecting the relevant machine and finding the symptom.

Resolve the issue.
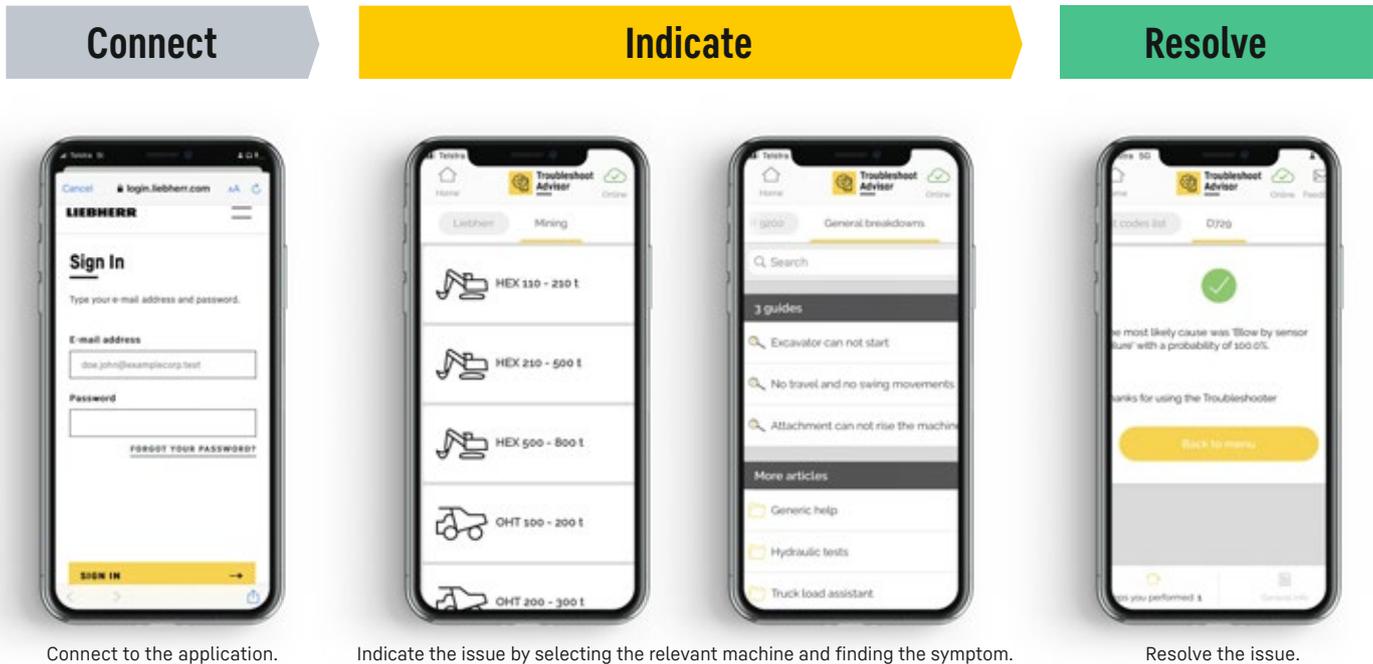
Available offline
For technicians working in mine sites with little to no internet access – or in other areas with limited connectivity – the TSA has an offline mode. This feature allows technicians to resolve problems in a timely manner, even when they do not have access to an internet connection.

Multi-platform compatibility
The TSA is designed to work seamlessly with both iOS and Android devices and works particularly well on desktop computers, smartphones and tablets.

4,000 +
troubleshooting guides

Complete troubleshooting knowledge base

To ensure that technicians can quickly and easily resolve any equipment issues that arise, the TSA provides comprehensive instructions, accompanied by detailed images, for diagnosing and repairing specific issues with each model of mining equipment.

Solutions with over **1,500** images and videos

AI-guided optimisation

The TSA relies on knowledge-based engineering to solve issues with Liebherr equipment. Users answer a series of "yes" or "no" questions about the problem they are facing. The system then uses these responses to calculate the probability of machine failure and suggests steps toward a solution. This advanced application feature enhances the TSA's ability to identify and address potential issues, allowing the system to make informed decisions and provide customers with the most effective solutions.
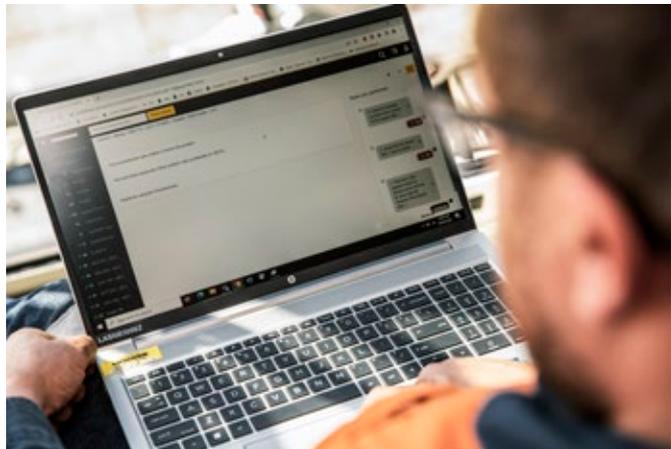

Additional features
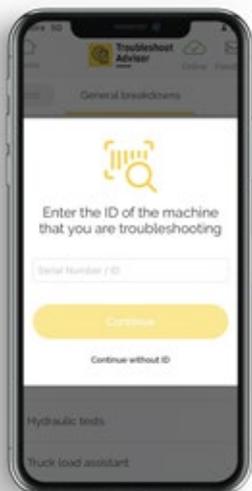
Serial number search

Record of steps performed
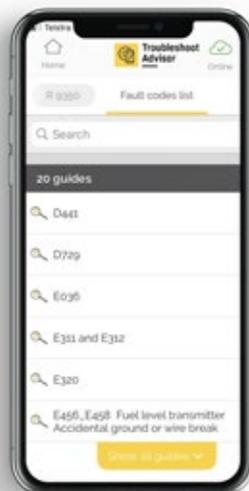
Symptom articles
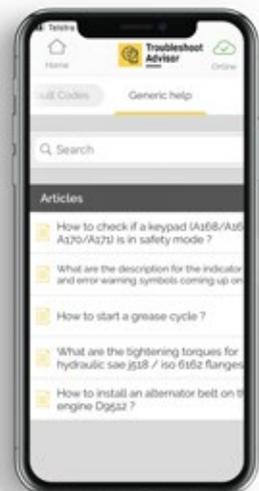
Answers to frequently asked questions

47,000
solutions and counting

Troubleshoot Advisor

Continuous improvement
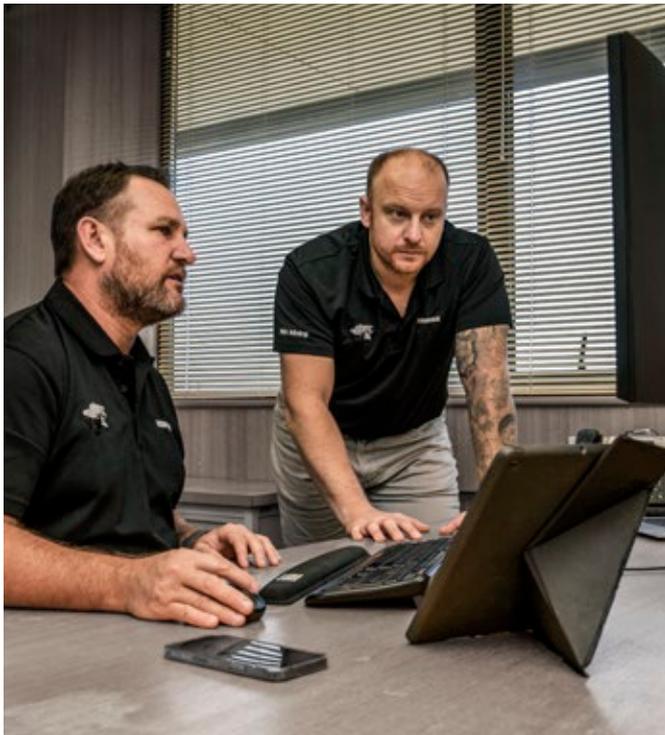
Developed in collaboration with highly skilled Liebherr team

All technical procedures documented within the TSA have been developed using a combination of technicians' onsite experience with Liebherr mining equipment and Liebherr engineers' extensive theoretical knowledge.

Regular updates

Liebherr's dedicated support team of engineers, technicians, and developers regularly adds new content to the TSA so the guides remain relevant throughout the lifecycle of each Liebherr product. These frequent updates ensure that the system remains a thorough and efficient tool for resolving machinery complications as users can rely on the latest and most accurate information throughout the troubleshooting process.

Share feedback

Users can provide feedback directly within the TSA. This feedback plays a crucial role in keeping the development and engineering team informed about any issues encountered with Liebherr mining equipment.

By continually receiving and analysing user feedback, the team can stay updated on emerging concerns and use this information to build a comprehensive database. This iterative process ensures that the TSA is continuously improving so the troubleshooting guides in the application remain accurate and up to date.
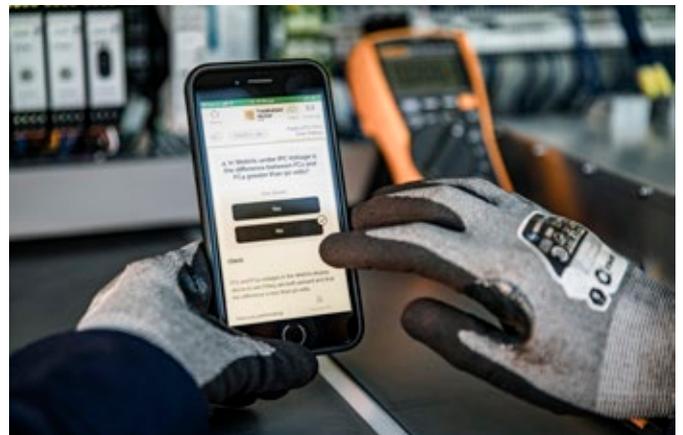
Worldwide support

The TSA is currently supporting field service teams in more than 20 countries. Providing the same troubleshooting information to all of these field service teams allows Liebherr to standardise diagnostic processes for all technicians working with Liebherr mining equipment.

MyLiebherr
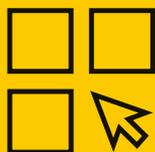
The TSA is backed by MyLiebherr, an online customer portal that provides a centralised platform for purchasing, managing, and matching licences for Liebherr machines. Through this portal, users have the convenience of accessing and procuring licences directly. Additionally, the platform facilitates licence management, allowing users to efficiently organise and track their licences.

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