



ALIMAK SERVICE

ALIMAK SERVICE & SUPPORT





ABOUT ALIMAK SERVICE

Alimak Service provides industry leading product and customer support services to the owners and users of Alimak Group products and vertical access equipment around the world. With operations and distribution partners in over 100 countries, Alimak Service offers a complete range of service solutions including; service packages, preventative maintenance and repairs, inspections, refurbishments, genuine replacement parts and customer training, tailored to manage the total lifecycle of the equipment.

Alimak Service is part of Alimak Group and is focused on adding customer value through greater product uptime and operator safety.



SERVICE SOLUTIONS

Alimak Service offers a comprehensive range of service solutions specifically tailored to meet the needs of our customers operating in demanding environments.

FULL SERVICE SUPPORT SOLUTION

Through our service centres in over 100 countries, Alimak Service offers a comprehensive range of services designed to care for your products and the people who operate them over the total lifecycle of the equipment.



SERVICE SOLUTIONS

Comprehensive range of service contracts, maintenance programmes and repair solution



TRAINING

Training to support the safe operation, maintenance and installation of equipment



GENUINE SPARE PARTS

Genuine spare parts prolong machine life and maximise performance



INSPECTIONS, SAFETY AND COMPLIANCE

Routine inspection programmes to ensure equipment is kept safe and compliant



REFURBISHMENT SOLUTIONS

Bring new life to an aging machine with a cost effective refurbishment or upgrade



ASSET MANAGEMENT

A range of support solutions to manage the total life-cycle of equipment

Alimak Service offers a wide range of inspections and certifications to support our customers in demonstrating that their equipment is compliant to the regulatory framework in which they operate, and that their people are competent in its use. To learn more about the inspection and certification programmes currently offered in your region, please contact your Alimak Service team.



ASSET MANAGEMENT

Alimak Service offers a range of support solutions designed to manage the total lifecycle of your equipment.

Through our global network of service centres, Alimak Service has the expertise and capability to provide a comprehensive service anywhere in the world from land to sea. Our localised support is proactive in maximising the potential of every asset to ensure product uptime, safety and productivity is never compromised, the best equipment deserves the best service.

Support solutions are also available on existing installations providing an inspection and evaluation of the equipment is conducted and any remedial work is provisioned. Alimak Service support solutions offer our customers a fixed cost over the total lifecycle of the equipment with no hidden charges or unexpected surprises.

REMOTE MONITORING

Remote monitoring collects and displays a wide variety of operational information and data, such as number of starts and stops, hours in operation, and much more to provide owners with an accurate analysis of utilisation of their equipment. The remote monitoring system also serves as a fault tracing tool to support remote diagnosis of equipment to avoid unnecessary site visits and keep down-time to a minimum.

A typical support package would include the following elements:

- Primary Consultation and Proposal
- Service Level Agreement
- Service and Preventative Maintenance Programme
- Operator Training
- Spare Parts Packages (normal wear-parts replaced at scheduled intervals)
- Emergency call-outs
- Technical Support / Troubleshooting
- Remote Monitoring (where available)
- On-going evaluation of asset (lifecycle management)

GENUINE SPARE PARTS

Alimak Service's genuine spare parts for Alimak equipment will ensure your systems will run at optimal performance and efficiency.

Alimak Service provides genuine Alimak spare parts designed to keep your equipment running at peak performance, by reducing downtime and the costs of ownership. That's why we use only genuine Alimak parts as an integrated part of our service programs for preventive maintenance and repairs.

From gearbox to motors and brake pads to safety devices, all local Alimak Service centres stock parts for Alimak, Champion, Hek and Heis-Tek products in use today. We have invested in building a global replacement parts distribution network, that guarantees parts and components are delivered when needed.

Alimak Service has spare parts in stock locally through our sales companies and a comprehensive spare parts stock at our warehouses across the world.



TRAINING

Alimak Service offers comprehensive-based training to support the safe operation, maintenance and installation of Alimak equipment.

Alimak Service offers a wide range of training courses delivered through a mixture of classroom and online learning based resources. As a leader in the vertical access industry, we are dedicated to promoting the highest standards of training and work closely with several leading safety and industry organisations to ensure the content delivered adheres to or exceeds regulatory and legislative framework.



**PERSONAL SAFETY
TRAINING**



**OPERATOR
TRAINING**



**TECHNICAL
TRAINING**



**INSTALLATION
TRAINING**

Alimak Service provides customers with a comprehensive product training programme for those who operate, install or maintain Alimak products.

Alimak Service provide a flexible approach to training with classroom-based courses located at one of our dedicated global service centres as well as online courses, that can be accessed anywhere and at any time, providing essential support to people in remote locations. Alimak Service supports customers in developing their own individual training pathway, keeping a record of completed training and provide updates when refreshers and re-certification is required.





REFURBISHMENT SOLUTIONS

Alimak Service offers a range of refurbishment solutions designed to extend the operational life of your equipment.

Alimak Service's range of equipment upgrades and refurbishment solutions includes: exchange unit programme, control upgrades, component upgrades and replacement of worn equipment. Extending the life of your equipment allows you to optimize the investment you have made over a longer period of time.

COMPLETE REFURBISHMENTS

Extend the operational life of equipment with a complete or partial overhaul of the structural, mechanical and safety systems. Our service centres have dedicated technicians and resources for managing the complete refurbishment process from the initial evaluation through to the final installation and re-certification. For high complexity and major refurbishments, Alimak Service utilise the state-of-the-art manufacturing facilities in one of our 11 manufacturing and assembly facilities in 8 countries.

PRODUCT UPGRADES

A programme focused on individual or limited number of key components to improve performance or functionality of the equipment. Upgrades are normally required when bespoke or aged components become obsolete or unviable to repair. Alimak Service are experts in providing solutions for the upgrade of electrical, control and mechanical systems.

Alimak Service Refurbishment Solutions include:

- Full inspection and evaluation report of the equipment
- Detailed proposal to assist the customer in making an informed decision as to the cost effectiveness of the refurbishment
- Work carried out by highly skilled technicians, fully warranted and to the latest industry standards
- Genuine Spare Parts for quality and longevity

A refurbished solution will reduce the downtime and inconvenience caused by unscheduled repairs or reduced performance of aged equipment during the normal lifecycle, or equipment exposed to severe environmental or operating conditions.



For more information

Email info@alimakservice.com
Visit www.alimakservice.com

ALIMAK SERVICE

Alimak, Alimak Service, Avanti, CoxGomyl and Manntech are a part of Alimak Group

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