



SERVICE AND SUPPORT

ALIMAK

SERVICE SOLUTIONS

Access anytime, anywhere

ALIMAK

SERVICE AND SUPPORT

About Alimak

Alimak is a global leader and pioneer in the design and manufacture of vertical access solutions for industrial and construction industries. The company provides permanent and temporary high-quality elevators, construction hoists, mast climbing work platforms and transport platforms built on rack and pinion and traction technologies.



ALIMAK GROUP

ALIMAK GROUP

Alimak Group is a world-leading provider of vertical access solutions for the industry and construction sectors. With a presence in more than 100 countries, Alimak Group develops, manufactures, sells and provides service to vertical access solutions with a focus on adding customer value through greater safety, higher productivity and improved cost-efficiency. Founded in Sweden 1948, Alimak Group has its headquarters in Stockholm, 10 manufacturing facilities in 8 countries and more than 2,100 employees around the world.

SERVICE AND SUPPORT

Service solutions

Alimak 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 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. Alimak is committed to Safety. To ensure the safety and compliance of your products, Alimak 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 Alimak.



SERVICE MAINTENANCE

Comprehensive range of service contracts, maintenance programmes and repair solutions to ensure maximum uptime



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



SERVICE AND SUPPORT

Asset management

Alimak offers a range of support solutions designed to manage the total lifecycle of your equipment. Through our global network of service centres, Alimak 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 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)



SERVICE AND SUPPORT

Genuine spare parts

Alimak genuine spare parts will ensure your systems run at optimal performance and efficiency. Alimak genuine spare parts are 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 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 has spare parts in stock locally through our sales companies and a comprehensive spare parts stock at our warehouses across the world.



SERVICE AND SUPPORT

Training

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

Alimak 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**



SERVICE AND SUPPORT

Refurbishment Solutions

Alimak products are world renowned for reliability and a long operational lifetime. With time and enhancements to existing facilities, a refurbishment solution may be required.

Refurbishment solutions offer a sustainable choice and extend the operational life of vertical access systems by restoring performance and updating control systems to comply with modern safety requirements. Refurbishments can enhance the safe operation of vertical access systems, minimise downtime, optimise productivity and extend the operational life of the equipment.

Alimak'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 utilise the state-of-the-art manufacturing facility in Sweden.

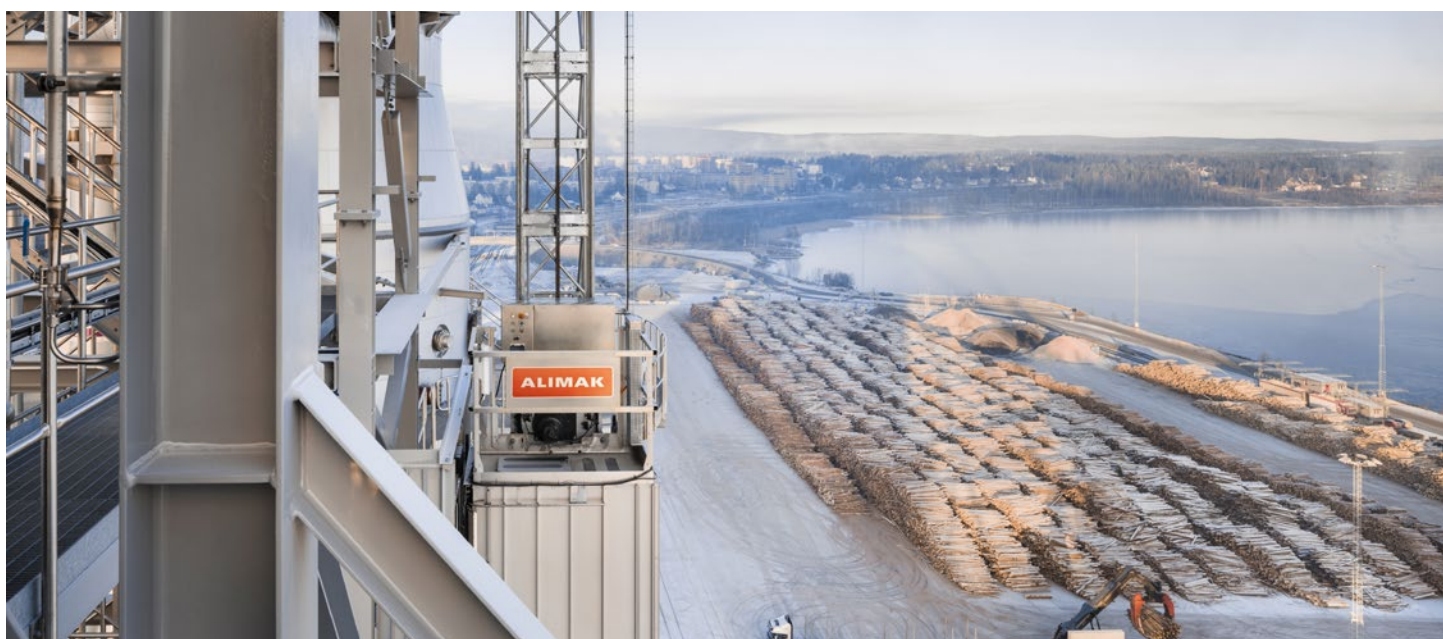
PRODUCT UPGRADES

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 are experts in providing solutions for the upgrade of electrical, control and mechanical systems.

Alimak 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.



Alimak is a global market leader and pioneer in the design and manufacture of vertical access solutions for industrial and construction industries. The company provides high quality rack and pinion and traction elevators, construction hoists and work platforms. Alimak has a well-established global sales, service and distribution platform across more than 100 countries with strong market presence. The company has a large global installed base of over 23,000 units which provides unique know-how of all industrial application areas. Alimak was founded in 1948 and is part of Alimak Group which is headquartered in Stockholm, Sweden.

www.alimak.com

ALIMAK

Pictures are illustrative only and do not necessarily show the configuration of products on the market at a given point in time. Products must be used in conformity with safe practice and applicable statutes, regulations, codes and ordinances. Specifications of products and equipment shown herein are subject to change without notice. Copyright © 2022 Alimak Group AB. All rights reserved. Alimak and Scando are registered trademarks of Alimak Group AB.