

Siwertell

Aftersales service



Siwertell



High-quality flexible **service**

Siwertell's market-leading bulk handling deliveries are backed-up by a comprehensive global support network. Siwertell offers planned, on-demand and emergency maintenance service solutions. All of these are designed to ensure the maximum availability of your bulk handling equipment throughout its lifetime. Preventative maintenance packages are delivered through Siwertell CARE agreements.

Siwertell's aftersales services start at the point of delivery and continue throughout the lifetime of your machine or installation. They are designed to minimise expensive, unplanned downtime and to ensure that you get the maximum operative availability from your Siwertell equipment.

Services are provided through Siwertell's global base of experienced local sales and maintenance personnel, who have the expertise to determine the optimum level of support and specify appropriate spare parts.

Siwertell's service portfolio encompasses spare parts, annual services, on-demand maintenance, planned maintenance contracts (Siwertell CARE agreements), repairs, modernisations and upgrades, inspections, installations, training, 24/7 phone support and consultancy, along with equipment and terminal operation.

Siwertell engineers ensure that machine settings are optimal so that the highest possible unloading/loading capacity is maintained, while the safety of the machine is constantly reviewed. It is Siwertell's aim that these optimal conditions continue day-by-day throughout the lifetimes of all its products. This can only be achieved if all users know how to correctly operate and maintain their Siwertell equipment in normal and emergency modes.

The majority of operators value effective maintenance programmes and a growing number are taking advantage of the benefits offered by planned maintenance contracts. Siwertell offers these as Siwertell CARE agreements (page 8).

The longevity and reliability of Siwertell equipment is one of a Siwertell operator's greatest assets. Letting Siwertell service, maintain and upgrade your equipment will ensure that it always meets the latest performance and safety standards and delivers maximum efficiency throughout a long service life.





One partner, one contact

Working with just one partner reduces your administrative burden and maintains continuity of service, allowing you to focus exclusively on your core business.

We have the experience to determine the optimum level of service required for the mechanical, hydraulic and electrical elements of your dry bulk handling equipment.

- Original spare parts
- Consumables
- Maintenance
- Supervision
- Inspections
- Training
- Agreements with 24/7 phone support
- Equipment and terminal operations
- Engineering services
- Modernisation and upgrades
- Conversions and refurbishments

*A Siwertell coal unloader at the
Quezon power plant in the Philippines*



Original is unbeatable

Siwertell only uses original spare parts when carrying out service and maintenance tasks for Siwertell loaders, unloaders and conveyors. This is because we know that using the best quality components available will ensure the highest levels of availability and minimise the possibility of unscheduled downtime.

Just like Siwertell's market-leading systems, our original spare parts benefit from decades of continuous research, development and improvement. Siwertell's expert engineers and surveyors work hard to optimise reliability and performance.



A Siwertell road-mobile unloader handling quick lime at Faxe Kalk in Denmark

Siwertell CARE

We provide excellent service packages through Siwertell CARE agreements. When you enter into an agreement, we take as much responsibility for your bulk equipment as you need us to. We support you with service, maintenance and related administration, providing high equipment availability, thereby leaving you free to focus on your core business.

Siwertell CARE consists of three different levels of service to suit your needs and your staff's level of involvement. At the highest level, optimal care, we can assure maximum operative availability of equipment through planned, proactive maintenance. Siwertell CARE is tailored to your requirements by adding the services you need from five separate modules.



1
**Siwertell
SUPPORT**

We will carry out inspections and ensure that you can run your own Siwertell installation with our support.

2
**Siwertell
ESSENCIAL**

We will take care of your Siwertell installation's essential maintenance on site.

3
**Siwertell
OPTIMAL**

We will take care of all your Siwertell installation's maintenance needs including its operation, if required.

**TECHNICAL
SERVICES**

Tailored to customer needs and in-house skills

- Inspections
- Maintenance supervision
- Scheduled, preventive maintenance
- Condition-based, predictive maintenance
- Repairs & corrective maintenance

5
modules

**AVAILABILITY
MANAGEMENT**

A full range of professional management services aiming to improve equipment efficiency.

- On-line trouble shooting 24/7
- Remote PLC-support
- Maintenance planning

TRAINING

Training programmes continuously improve competence levels and maximise an operator's return on investment.

- Operator training
- Unloading efficiency study
- Maintenance training
- Safety training

SPARE PARTS

Management and inventory services for spare parts.

- Spare parts management
- Inventory management

OPERATIONS

Your entire maintenance requirements and full equipment operation are handled by Siwertell.

- Operation of equipment/terminal
- Management of terminal's maintenance requirements

Always included



**24HR PHONE
SUPPORT**



**REGULAR
INSPECTIONS**



**YOUR OWN
PERSONAL CONTACT**

“To any terminal operator thinking of buying equipment and services from Siwertell, I say: go ahead, it is very reliable and Siwertell’s personnel are committed to their business”

Daniel Mulati, Terminal Manager
Hermasa Navegação da Amazônia S.A.





A complete Siwertell bulk handling system for transferring soya beans from barges to ocean-going vessels at Hermasa Navegação da Amazônia S.A. in Brazil

This is Siwertell

Siwertell is a global market-leading company in dry bulk handling. Customer-driven Siwertell engineering and service solutions are employed in hundreds of import and export terminals worldwide.

Our reliable and efficient ship unloaders, road-mobile unloaders, ship loaders and complete bulk terminal installations provide the cleanest dry bulk handling performance available, with minimal environmental impact. All conveying systems are totally enclosed, reducing dust emissions to a minimum and eliminating spillage completely.

An extensive global service team offers support to Siwertell customers whenever and wherever it is needed.

