

ALWAYS AT YOUR SIDE WITH INNOVATIONS **LIFETIME SERVICE**

We combine innovative and performance oriented lifting solutions with a variety of technical support.





LIFETIME SERVICE

**You give us your trust and we
give you our full attention.**

Service is more than technical support - it is our quality promise. As a premium manufacturer, we know that reliability is one of our most important qualities.

That's why we and our service partners place so much importance on trustworthiness. Your service partner will support and advise you in accordance with your specific requirements.



To make sure that you can always count on the highest level of service quality, our partners undergo regular training and are assessed on an ongoing basis.

We make sure that spare parts are available as quickly as possible, and develop digital tools (Fleet & Operator Monitor, Smart Eye, XR app etc.) that make your working day easier.

WE ARE NEVER FAR AWAY

Your success matters to us. Our partners and we are here to support you around the world.

It is important to us to make sure that we offer solutions that are suitable for you and your business. In Germany, for example, there is a service point every 30 km on average, while the market in the UK is primarily mobile-service based.

That is what we call thinking globally, acting locally. No matter where you are, we are never far away.



BIG TASKS NEED STRONG PARTNERS

Hand in hand with our service partners, we form a strong global service network. Together we develop solutions designed to enhance efficiency, safety and comfort. You can be confident that our entire service portfolio is designed specifically to ensure your long-term success.

To do this, we take advantage of all the opportunities offered by digital networking – for example, using the PALFINGER portal PALDesk to provide our partners with all the information they need, whenever they need it, as well as our remote assistance tool Smart Eye and much, much more.

For the dense network of manufacturers, general representatives and service partners, we have developed a comprehensive certification structure. This ensures that every single partner within this system can help to ensure customer satisfaction as effectively as possible.

Two PALFINGER service partners are evaluated in accordance with these standards every day. And 400,000 hours are invested in quality assurance and training every year by 2,700 participants via PALFINGER University/Pal-U.



400,000

HOURS IN QUALITY AND TRAINING





FIRST-CLASS SERVICE FOR YOUR PRODUCT

Having your product maintained and serviced on a regular basis extends its service life and ensures maximum safety. That pays off. Preventive measures increase the availability and reduce the down-time of your PALFINGER product.

Various checks also need to be expertly carried out on the product and documented properly as part of the prescribed annual inspections. It is not always possible to bring your product into the workshop, but PALFINGER service partners are mobile in many regions. This means that they can respond quickly and flexibly and provide expert assistance directly on site.

To ensure that your product is ready for use as quickly as possible, we use digital tools to aid the service process. The PALFINGER Smart Inspection app provides trained PALFINGER service partners with a list of all the relevant test items for the product concerned.

The app takes the service partner through the process step by step and saves the inspection report in PALDesk. PALDiag, the intelligent diagnostics system, is also used in this process.

SAME DAY SERVICE

93% OF UNSCHEDULED REPAIRS ARE COMPLETED THE SAME DAY

SMART EYE - REMOTE ASSISTANCE

We see the world through your eyes

No matter where the service technician is, with the PALFINGER Smart Eye Tool an expert is always right by his side to offer expertise. Thanks to an audiovisual live stream, the analysis can be started in real-time.



SPARE PARTS

FULL AVAILABILITY FOR THE LIFETIME OF YOUR PRODUCT

The PALFINGER service is characterised by fast response times in critical situations.

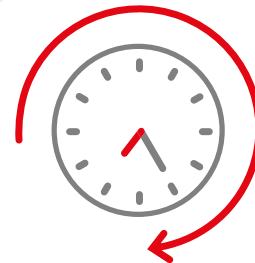
The efficient, straightforward supply of spare parts is essential in order for service partners to be able to act quickly. Many spare parts are already in stock with our partners, so customers can be serviced straight away.

Around 250,000 parts are in circulation at PALFINGER. This means that all spare parts are in stock and are shipped to wherever they are needed as quickly as possible – to our general representatives and to our service partners. To meet high demands, PALFINGER has doubled storage capacity and equipped the logistics centre with a partially automated warehousing system.

The numbers speak for themselves: every day, 20,000 spare parts leave the warehouse – that's 120,000 parcels a year. With a delivery rate of 94.7 percent within 24 hours, PALFINGER is at the front of the pack when it comes to speed.

To ensure the long-term functionality of our products, PALFINGER makes sure that spare parts are available for the entire product lifetime. As a premium manufacturer, PALFINGER is able to refine and monitor manufacturing processes in an in-house analysis centre. For customers, that means high quality standards and a long product life cycle.

**94,7%
OF SPARE PARTS
ARE AVAILABLE
WITHIN 24H**



SERVICE- & REPAIR CONTRACTS

OUR PACKAGES

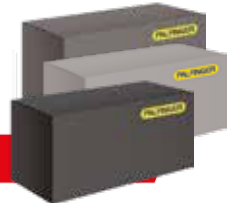
CLASSIC



COMFORT



PRIME



CLASSIC

The CLASSIC package includes the service costs, thus guaranteeing maximum safety and reliability. As an option, we can also perform the service on your premises. We would be happy to tell you about the upcoming inspection appointments available. The CLASSIC package is ideal for companies whose products are not subject to consistently high loads.

COMFORT

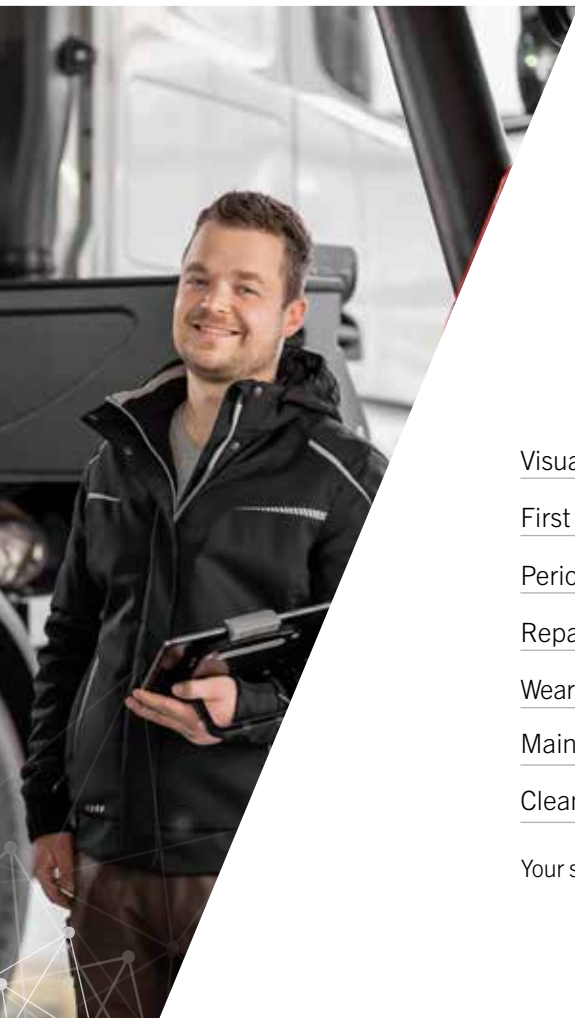
COMFORT also includes all necessary fault rectification and repairs as well as repairs on site if the product cannot be moved. Perfect if your product is in constant, daily use. All repair and service costs are covered and can be calculated in advance.

PRIME

PRIME completes the range of PALFINGER service packages with a few added extras. As well as all the services included in the COMFORT package, we maintain, lubricate and clean your PALFINGER product once a month. Additionally, wearing parts as well as the corresponding assistance costs are included. The perfect option for companies that do not leave anything to chance and want to keep their costs completely under control.

Subject to country-specific deviations.





YOU CONTROL THE SITUATION

With PALFINGER LIFETIME SERVICE, we offer tailored service packages with complete cost transparency.

You can plan your expenditure and do not have to worry about unforeseen workshop costs. We simplify your processes and allow you to focus on your core business.

Your Benefits:

- Control and transparency of ongoing costs
- Avoidance of extended and, above all, unplanned downtime
- Increase in product service life
- Retention of resale value

	CLASSIC	COMFORT	PRIME
Visual inspection	✓	✓	✓
First 50 h Service	✓	✓	✓
Periodical Service	✓	✓	✓
Repairs		✓	✓
Wear parts			✓
Maintenance			✓
Cleaning			✓

Your service partner will be happy to provide you with further information.

XR APP – SERVICE IN THE DIGITAL AGE

3D, Augmented Reality (AR) & Virtual Reality (VR) in a single app!

State-of-the-art technology enables us to demonstrate the many benefits of PALFINGER products even more quickly and impressively on your smartphone or tablet:

- Digital 360°- visualisation of our products
- Detailed explanation of technical features, supported by animations
- Enhancement of analogue media with digital content: scanning images in our brochures will play related product videos directly on your smartphone.

This function is available in the operator manual supplied with our products*, for example. (*PK 135.002 TEC 7, Epsilon Q 17Z, PS T TEC3, MBB C 1500 L, Service Video Modul)



We will be happy to advise you

With PALFINGER LIFETIME SERVICE, we are on your side. Our experts provide you with optimum advice and recommendations regarding service and safety. Together we evaluate your situation and define the right service package.