

**PALFINGER SERVICE CONTRACTS**

# **MAXIMIZE YOUR UPTIME**

**LIFETIME EXCELLENCE**





**PALFINGER SERVICE CONTRACTS**

**UNLIMITED  
CONTROL**

# PALFINGER SERVICE CONTRACTS TAILORED TO YOUR NEEDS

To optimize your business performance, by reducing machine downtimes and repairs costs, we offer you the PALFINGER Service Contracts in 4 different packages, from 1 to 6 years.





- Available for Loader Cranes, Epsilon Timber & Recycling Cranes, Hookloaders, Skiploaders and Truck Mounted Forklifts



- For new products filled only with PALFINGER Lubricants
- Service possible at any authorized PALFINGER Service Partner

Our goal is to offer prevention and backup 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.

## PACKAGES

	 PURE	 PERFORM	 PRO	 PRIME
Oil Maintenance	●	●	●	●
Regular Service	—	●	●	●
Legal Inspection *	—	●	●	●
Connected Plus+ **	○	○	●	●
Repair Service	—	—	●	●
Wear Parts Service	—	—	—	●
Monthly Maintenance	—	—	—	○

● Standard ○ Optional — Not available

\*Legal inspection subject to country specific laws.




\*\*Hardware to be purchased with product, availability for your product has to be checked.

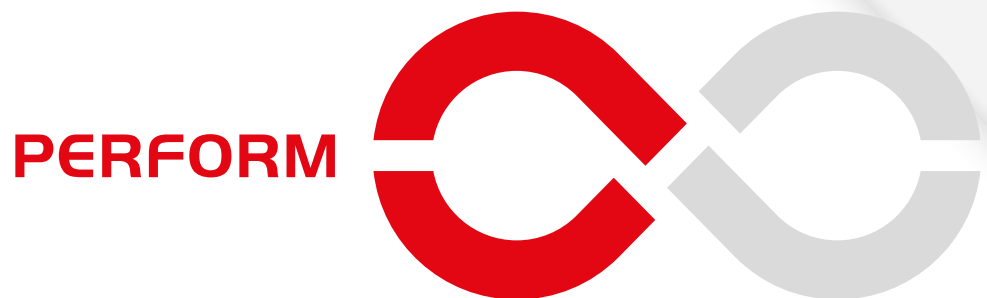
All the mentioned services include labor work and material expenses.  
We only work with top-quality genuine PALFINGER products.



**PURE**






The PURE package improves the lifetime of your product by keeping the hydraulic system in its best condition. It includes:

-  a yearly filter change
-  a yearly oil check
-  if the oil check requires an oil change, then the oil change will be covered with top-quality PALFINGER Hydraulic Oils










**PERFORM**

In a technical and legal point of view, the PERFORM package is the minimum service that your product needs. With this package, the good performance of the product is assured since the regular service will serve as a preventive measure. It includes:

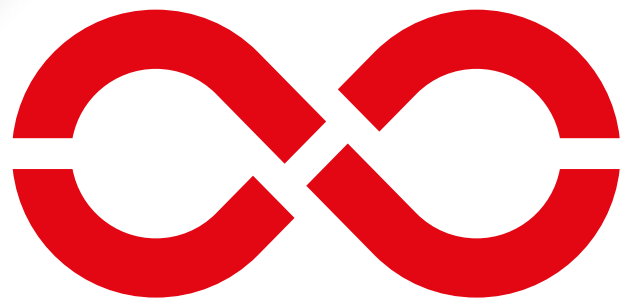
-  a yearly filter change
-  a yearly oil check
-  if the oil check requires an oil change, then the oil change will be covered with top-quality PALFINGER Hydraulic Oils
-  regular service
-  legal inspection












The PRO package is perfect for products in constant daily use. Repairs and service costs are covered and can be calculated in advance. It includes:

-  a yearly filter change
-  a yearly oil check
-  if the oil check requires an oil change, then the oil change will be covered with top-quality PALFINGER Hydraulic Oils
-  regular service
-  legal inspection
-  repairs, material and service are included
-  PALFINGER Connected Plus\*








## PRIME



The PRIME package rounds up the PALFINGER Service Contracts by renewing the wear parts and offering optional maintenance, where we will clean and lubricate your PALFINGER product once a month. The perfect option for companies that do not leave anything to chance and want to keep their costs completely under control. It includes:

-  a yearly filter change
-  a yearly oil check
-  if the oil check requires an oil change, then the oil change will be covered with top-quality PALFINGER Hydraulic Oils
-  regular service
-  legal inspection
-  repairs, material and service are included
-  wear parts, material and service are included
-  optional: monthly maintenance
-  PALFINGER Connected Plus\*

# YOUR BENEFITS

-  Outsourced service with an authorized PALFINGER workshop
-  Boost product uptime with preventive maintenance
-  Full control and transparency of ongoing costs
-  Increased resale value
-  Maximised product turnover
-  Reduced product life costs up to 37 % when your product is protected with a full PALFINGER Service Contract
-  Extended product service life

 Technical advantage

 Financial benefit

 Customer focus

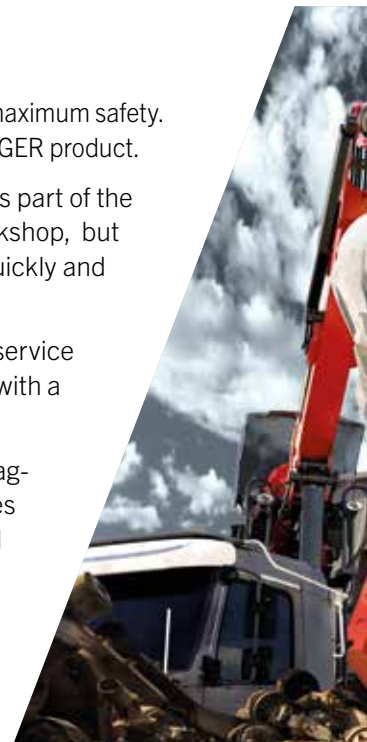
## FIRST-CLASS SERVICE FOR YOUR PALFINGER PRODUCT

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 downtime 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. Furthermore, specific diagnostics can be done with PALDiag, the intelligent diagnostics system. All diagnostics and services performed on your products will be saved as a report in PALDesk. PALDesk will keep the record of your product and will be visible for any PALFINGER authorized Service Partner.





# PRODUCT LIFE COSTS COMPARISON

SAVE UP TO **37 %** PRODUCT LIFE COSTS  
with full PALFINGER Service Contract Package\*

WITHOUT PALFINGER Service Contracts	
	WITH PALFINGER PRIME Service Contracts

\*This calculation has been done for a PK 9.501 SLD 5 with a contract period of 5 years and an Austrian labour rate.



# **PALFINGER LUBRICANTS** **GET THE MOST OUT OF** **YOUR LIFTING SOLUTION**



## **UNSTOPPABLE PERFORMANCE**

PALFINGER Lubricants have been developed so a yearly oil change is no longer required. Thanks to its outstanding thermal and chemical resistance the oil change interval have been extended, therefore it is recommended to do a yearly oil check which not only will tell you whether you need or not to change the oil but also the status of your product's hydraulic system.

### **OUR PORTFOLIO**

- **PALFINGER PREMIUM Hydraulic Oil:** formulated to protect the hydraulic system against wear for longer time and under severe operating conditions. Available in viscosity 22, 32 and 46
- **PALFINGER BIO Hydraulic Oil:** readily biodegradable oil with low ecotoxicity, it has been formulated to answer our eco-friendly customers. Available in viscosity 15, 32 and 46
- **PALFINGER EXTREME Hydraulic Oil:** designed for machines working under extremely low ambient temperatures. Available in viscosity 32
- **PALFINGER Gear Oil 80W-90:** suitable for moderately to heavily loaded machines on & off-road driveline applications and subjected to wide variations in temperature
- **PALFINGER Oil Check:** oil analysis kit which will let you know the status of your oil and your hydraulic system



# PALFINGER CONNECTED

## DIGITAL SERVICES – CONNECTED WITH YOUR EQUIPMENT

To manage your PALFINGER fleet, plan your services and track your equipment status in real-time, PALFINGER has developed digital services called “CONNECTED”! This Service ensures a continuous flow of information between fleet managers, company owners, service partners and above all, the operators of our PALFINGER lifting solutions. The following services are available:

### FLEET MANAGER

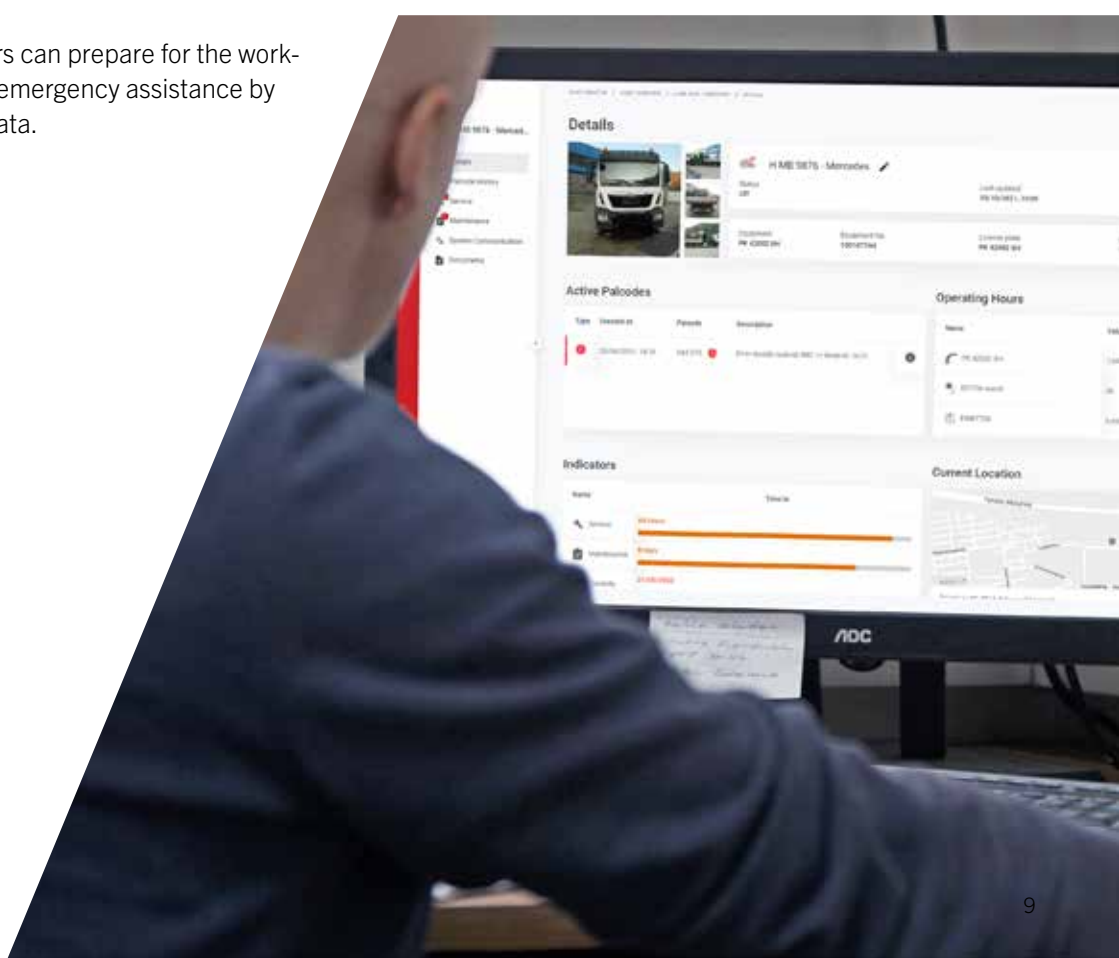
Overview of the movements of your equipment and how they get used. The fleet manager gets feedback about maintenance work, due service or inspection and the status of the product.

### OPERATOR MONITOR

Gives the operator feedback on how to solve warning messages, supports with maintenance checklist and helps to plan the next jobs.

### SERVICE COCKPIT

PALFINGER service partners can prepare for the workshop appointments or give emergency assistance by checking online machine data.





# 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.



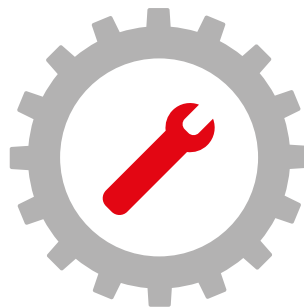
**5,000**

**SERVICE POINTS WORLDWIDE**

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 & TRAINING

