

PALFINGER MARINE SERVICES



PALFINGER MARINE
LIFETIME EXCELLENCE



**AROUND THE CLOCK.
AROUND THE GLOBE.
ALL-ROUND SERVICE.**

PALFINGER MARINE COMPANY PROFILE

PALFINGER MARINE is the global leading manufacturer of highly reliable, innovative and customised deck equipment and handling solutions for the maritime industries. Userfriendly applications and functional design are the key benefits of the product range. A worldwide service network including supply of original spare parts ensures fast and professional on-site support.

PALFINGER MARINE's biggest asset is its employees. Advanced training in their field, good qualification and experience make them experts in the maritime industries. The entire PALFINGER MARINE team is highly committed to serving the customers' and partners' needs in the best possible way.

LIFETIME EXCELLENCE is our promise. For PALFINGER MARINE customers, this means excellence without compromise and reliable, economical solutions from a global network of skilled service engineers during the entire product life cycle.

AFTER SALES AND SERVICE

PALFINGER MARINE SERVICES is specialised in providing reliable, responsive and cost-efficient after sales and service processes to the marine, wind, oil and gas industry.

- ≡ **ANNUAL INSPECTION AND MAINTENANCE**
- ≡ **ORIGINAL SPARE PARTS**
- ≡ **SERVICE AGREEMENTS**
- ≡ **SERVICE ENGINEERS AND EXPERTS**
- ≡ **TRAINING SERVICES**
- ≡ **SERVICE MANAGEMENT DATABASE**



PALFINGER MARINE OUR SERVICES

APPROVED



380 spare parts



24 hours

24/7 SERVICE HOTLINE: +43 662 4684 82128

- ≥ The PALFINGER MARINE SERVICES team helps to keep marine equipment up-to-date according to the latest regulations
- ≥ PALFINGER MARINE SERVICES delivers a full range of spare parts, tools and consumables
- ≥ Individual service agreements range from simple delivery contracts to multi-annual partnerships
- ≥ PALFINGER MARINE SERVICES offers comprehensive training by specialised staff that trains and prepares clients for ongoing operations and unexpected issues

PALFINGER MARINE GENERAL SCOPE



PALFINGER MARINE SERVICES provides comprehensive, customised and reliable services to customers around the world thanks to the global network of specially trained engineers and experts with extensive know-how and experience. This knowledge is what makes PALFINGER MARINE SERVICES and its after sales and service so strong.

PALFINGER MARINE is a reliable and professional partner in every situation, from telephone assistance to on-time delivery and instant on-site support. PALFINGER MARINE never lets a customer down. With more than 130 service stations worldwide, the general concept of PALFINGER MARINE is characterised by a global retailer network of 14 fully owned sales and service stations and external sales and service partners. Combining excellent products, strong customer focus and a highly competent service, PALFINGER MARINE occupies a leading position in the global marine market.

PALFINGER MARINE not only enjoys a global presence but also provides a value-added service by acquiring the right skills for every job and undertaking ongoing factory training. By making the original equipment, PALFINGER MARINE customers benefit from their comprehensive knowledge of managing and maintaining parts. PALFINGER MARINE service engineers share their knowledge by training the customers service technicians and teams. PALFINGER MARINE services many brands of EC/MED equipment and has global network support, thereby enabling authorised engineers worldwide to service the equipment according to EC/MED regulations.

PALFINGER MARINE offers a range of equipment solutions designed to ensure life-long, trouble-free operation with its preventive and proactive approach. Thanks to cross-training in the PALFINGER MARINE Group, PALFINGER MARINE engineers can provide support for the complete product range.

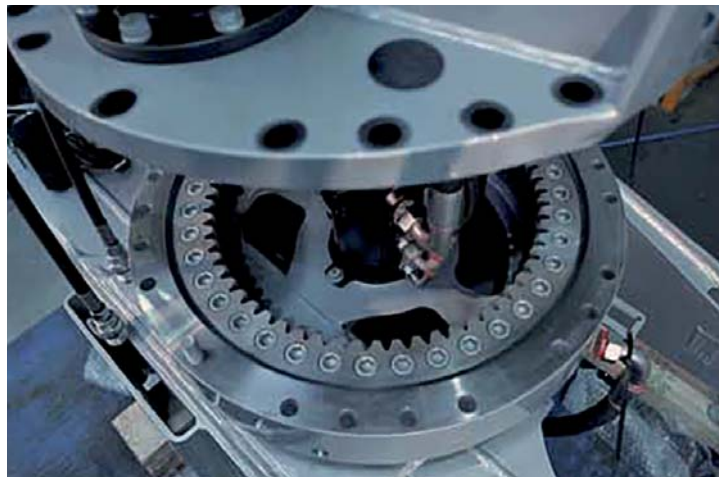
PALFINGER MARINE AFTER SALES AND SERVICES



ANNUAL INSPECTION AND MAINTENANCE

PALFINGER MARINE SERVICES supports customers keeping the equipment updated in accordance with the latest legal conditions and to extend the achievement potential and reliability. With cross-trained service engineers further benefit is created for customers. In addition to the obligatory life saving annual inspections, PALFINGER MARINE SERVICES has a thoughtful look at other lifting equipment installed on vessels, platforms or windmills.

1



ORIGINAL SPARE PARTS

PALFINGER MARINE SERVICES provides original spare parts around the world, around the clock, from a single source. PALFINGER MARINE offers a full range of OEM spare parts, tools and consumables for decades to all PALFINGER MARINE cranes, launch and recovery systems, boats, winches and offshore equipment. All original spare parts undergo extensive quality tests. Because of an efficient order, a delivery system and a central stock, the delivery is fast und straightforward. With PALFINGER MARINE original spare parts customers are able to reduce significantly their overall cost of ownership as they allow better performance and longer service intervals.

2



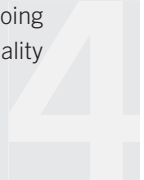
SERVICE AGREEMENTS

The service agreement portfolio offers customised solutions for customer needs on a long-term contractual basis. With supply agreements, customers get access to the global spare parts distribution network and receive spare parts 24/7, wherever the facility is located within the shortest possible lead time. Products with advanced technology delivering outstanding performance even under harsh conditions require periodical maintenance. With mid- to long-term service agreements, PALFINGER MARINE supports customers in getting the full benefit of the products and significantly helps to extend their life span.



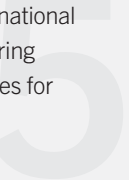
SERVICE ENGINEERS

PALFINGER MARINE provides a global service network of service engineers with extensive know-how and experience within the marine, wind and oil and gas industry. With cross-trained service engineers, PALFINGER MARINE uses service windows for creating additional benefit for the customer. This team helps to keep marine, offshore and wind equipment up-to-date within the latest regulations. PALFINGER MARINE SERVICES offers the highest quality standards in service jobs. Frequent training and ongoing best practice sharing helps to safeguard the high quality standards.



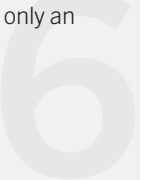
TRAINING SERVICES

As a full-service provider, PALFINGER MARINE offers solutions that cover every aspect of proactive service and customer support. Courses at training schools, on-site or onboard the customers vessel, platform or windmill include hands-on training with actual equipment, taught by specialised teams of experienced engineers. By using the training services, staff will be ready for all day-to-day operations and is getting prepared for unexpected incidents. PALFINGER MARINE SERVICES sets and monitors the high quality needed to meet international standards within the extensive training programs covering management, operation, maintenance and safety issues for marine, wind, oil and gas staff.



SERVICES MANAGEMENT DATABASE

PALFINGER MARINE's service management database **PALIPEDIA** allows full technical documentation of the customers complete service history. In the system, the service maintenance intervals are defined individually. This "product intelligence" offers a lot of benefits for customers. The system has special features such as upload and download functionalities. The search for keywords, product groups and equipment numbers makes the overview easier. A service management system like this brings the benefits that only an OEM can offer.



THE POWER OF KNOWLEDGE.



Experience shows that preventive service interventions are more economical. Based on the findings in the inspection report, the engineers can plan the required repairs with the people responsible. Based on a regular inspection it is easy to schedule the spare part supply - making sure that the operations will not be interrupted longer than necessary. The visual presentation of the inspection will show the customer the current status of each section of the crane.



CRANES SERVICE

≥ **SURVEY REPORTS AND LOAD TESTING**

Before PALFINGER MARINE cranes leave the plant, they undergo a series of tests. The highest quality standards require strict and meticulously accurate testing methods. Therefore, every crane passes through an extensive check on the test bench. Successive execution of the stipulated testing steps takes place on the basis of specifically defined working and process instructions.

≥ **INSTALLATION AND COMMISSIONING**

All motions will be functionally tested, inspected and if necessary also repaired.

≥ **GLOBAL NETWORK WITH SKILLED ENGINEERS**

PALFINGER MARINE has a worldwide team of trained service staff to carry out inspections and maintenance in accordance with the current rules and regulations. Preventive service interventions based on actual findings during the inspections not only save time and money but also guarantee that repairs are carried out according to factory standards.

≥ **PERIODICAL ANNUAL AND 5-YEARLY INSPECTIONS**

Continuous monitoring of the crane conditions will ensure that the equipment is in the right working order.

≥ **HYDRAULIC HOSE KIT EXCHANGES**

In order to use special equipment at the boom tip like workman baskets, lifting yokes or pipe grabs, hose equipment is required. The hose tray is the easiest and best option to guide hoses as well as cables to the boom tip. As an alternative, cranes can be configured with hose or cable drums on the main boom.

≥ **MULTI-LEVEL SERVICE AGREEMENTS**

Individual service agreements range from simple delivery contracts to multi-year partnerships. Customers can choose a level of partnership that will leave them the time to focus on the core business.

≥ **CREW TRAINING**

The highly trained personnel of PALFINGER MARINE and their service partners provide help in the case of emergencies quickly.

≥ **ORIGINAL SPARE PARTS**

PALFINGER MARINE delivers a full range of spare parts, tools and consumables. Customers benefit from a seamless single-source service as well as from a 24-hour provision of spare parts within Europe. All original spare parts are tested and meet the PALFINGER MARINE quality standard.

LAUNCH AND RECOVERY SYSTEMS SERVICE

PALFINGER NED-DECK provides comprehensive rescue and life-saving systems for a wide range of industries. They are easy to use, can be installed quickly, require very little maintenance and are absolutely reliable. Most importantly, they ensure the greatest possible safety when it matters most. This is what makes the launch and recovery systems so strong.



≥ **INSTALLATION, COMMISSIONING, ANNUAL AND 5-YEARLY INSPECTIONS**

Global service stations ensure professional local assistance during installation and commissioning. To help keep customers safe, an ever-growing network of certified service engineers means that they can respond to any service request within hours. This guarantees a service team ready to perform service, annual and 5-yearly inspections whenever and wherever it is needed.

≥ **FLEET SERVICE AGREEMENTS**

Knowledge, experience and trust are the key words describing the service department. Engineers are carefully selected and are regularly trained to maintain the highest level of service. PALFINGER MARINE offers extensive support and assistance, making a reliable partner for long-term fleet service agreements.

≥ **MULTI-BRAND SERVICE**

PALFINGER MARINE offers after sales and service for all leading OEM brands: spare parts, repairs, service and comprehensive knowledge.

≥ **GLOBAL NETWORK WITH SKILLED ENGINEERS**

All service engineers have had extensive training in operating SOLAS-approved equipment, offshore safety and safety control – each being certified to get the job done, both fast and safely – without compromising the operations on-site. Whenever new products and solutions are introduced, the service engineers are involved in the prototype and startup process in order to ensure that their knowledge of the new systems is up to date.

≥ **ORIGINAL SPARE PARTS**

In addition to standard accessories, a strategic stock of the most important parts and components is also kept that have been integrated into the designs. The spare parts department offers spare parts and accessories for launch and recovery systems.

BOATS SERVICE



The lifesaving and rescue industry is demanding, and only the highest demands of this business are worth achieving. When designing and manufacturing a boat, aspects such as maintenance and repair are just as important as high-quality components and meeting all relevant SOLAS and class regulations. For PALFINGER BOATS, safety is not only part of the product range, but also the company's key driver.

≥ **SEA TRIAL TESTING AND COMMISSIONING**

Experienced staff of PALFINGER BOATS is ready to assist companies on sea trial testing and commissioning worldwide.

≥ **RULE INSPECTION AND COMPLETE BOAT MAINTENANCE AS A PACKAGE**

PALFINGER BOATS offers a clear strategy to keep rescue boats, workboats and daughter crafts in mint condition and have it meeting international requirements and regulations at the same time. Cost effective packages of maintenance and inspection will generate maximum up-time and create easy management on rescue boat fleet for owners and users.

≥ **GLOBAL NETWORK WITH SKILLED ENGINEERS**

Factory-trained, experienced rescue boat engineers worldwide are ready to service meeting the LSA requirements continuously. An efficient spare part organisation behind these technical specialists ensures effective and cost-efficient service.

≥ **CREW AND COMPUTER-BASED TRAINING**

Based on experience, PALFINGER BOATS offers training programs for operators, user technicians and service partners at each participant level. PALFINGER BOATS offers factory training in the Netherlands, as well as worldwide on-site training. Because of the possibility for preliminary computer-based training sessions (CBT), the company will be able to get high level skilled participants, while only investing minimal time and travel costs.

≥ **ORIGINAL SPARE PARTS**

The large OEM boat part assortment of PALFINGER BOATS is represented by technically experienced factory contacts. The customer will both experience optimal accuracy in spare part selection, as well as a quick spare part delivery worldwide. This will enable the company to keep boats operational quickly and easily.

WINCHES SERVICE



NORWEGIAN DECK MACHINERY (NDM) offers service for an extensive range of products, from standard winches and winch packages to advanced winch systems, A-frames and tailor made handling systems for lifting and handling heavy loads in challenging conditions. Technical support and assistance is given as well as training and testing. The inhouse engineering support with the excellent service personnel will help customers and allow them to handle their equipment in the best way.

≥ **INSTALLATION, COMMISSIONING AND ANNUAL SERVICE**

All commissioning of equipment is performed either by PALFINGER MARINE service staff or by service personnel from authorised service agents. This ensures proven equipment that is ready to work before the vessel or platform leaves the yard. Annual service agreements and inspections are also provided to prevent downtime in operation.

≥ **LIFE-TIME SUPPORT SERVICES**

PALFINGER MARINE believes that it is in the customers' interest to keep close contact, not only during the purchase period - but also throughout the lifetime of the equipment. In this way, customers are assured of receiving the best possible products and benefit from continuous improvement efforts. Responsibility does not stop after installation. Service staff, together with a global network of service agents, helps customers no matter where their vessels are located.

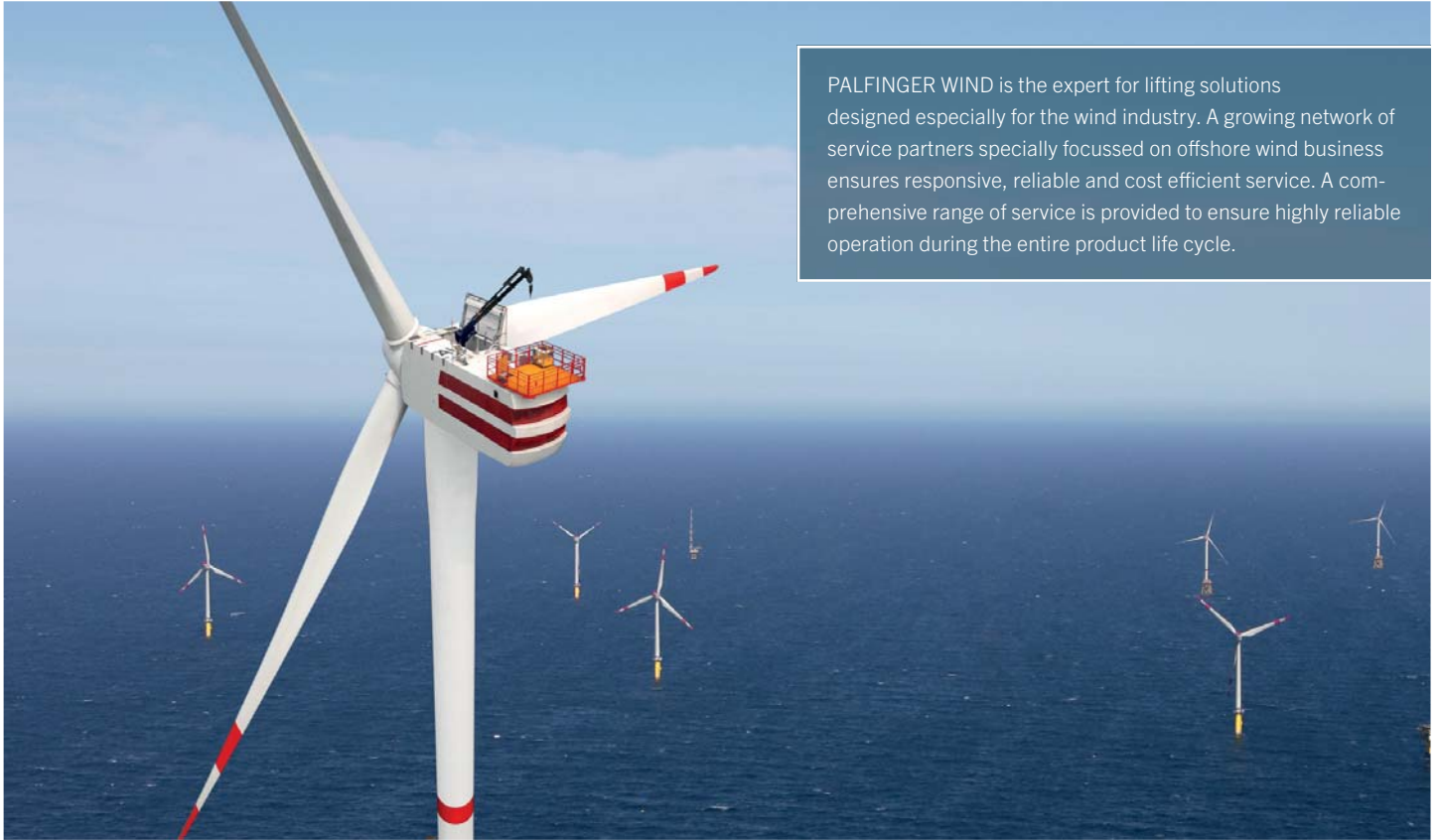
≥ **GLOBAL NETWORK WITH SKILLED ENGINEERS**

Trained and authorised service staff is ready to render assistance world-wide with all supplied equipment. Moreover a training and authorisation to service partners and customers can be offered in the field.

≥ **ORIGINAL SPARE PARTS**

No matter where the vessel or platform is located, after sales services and spare parts are available on short notice.

WIND CRANES SERVICE



PALFINGER WIND is the expert for lifting solutions designed especially for the wind industry. A growing network of service partners specially focussed on offshore wind business ensures responsive, reliable and cost efficient service. A comprehensive range of service is provided to ensure highly reliable operation during the entire product life cycle.

≥ **BEST AVAILABLE SERVICE**

The PALFINGER MARINE service team helps to keep the equipment up to date according to the latest regulations. The highly trained engineers give the customer technical installation support. Customers benefit from a single point of contact with professional consultancy and support with the installation and commissioning onshore as well as offshore. Annual service inspections and individual maintenance agreements are further benefits of this package. Service history and maintenance information will be documented in a service management database.

≥ **SERVICE AGREEMENTS**

PALFINGER MARINE offers custom-made service packages for wind park owners and operators which include maintenance planning, original spares and service crews. Moreover the packages contain inspection, technical support, parts management and maintenance.

≥ **TRAINING**

The focus is on the excellence training of the operator and maintenance employees. The training includes onsite training (basic, advanced, troubleshooting) and detailed training (documents and certificates). The different crane models and main components are available in the PALFINGER MARINE training centre. E-learning courses and training material qualify the staff which handles the crane equipment.

≥ **ORIGINAL SPARE PARTS**

The global delivery of PALFINGER MARINE and OEM spare parts will supply the customers 24/7.

THE POWER OF SAFETY AND RELIABILITY

CERTIFICATIONS AND REGULATIONS

To manufacture safe and reliable deck equipment, PALFINGER MARINE aims to obtain international, regional and national regulations and certificates. PALFINGER MARINE is working with internationally acknowledged class societies. Projects are realised with respective surveyors from different class societies such as DNV-GL, LR, ABS, BV, RMRS, RINA, CCS, NKK, USCG and others. Depending on the product national and regional certifications and regulations are e.g. NORSOK, CE, API2C, SOLAS and more. PALFINGER MARINE products follow regulations for hazardous and explosive zones like ATEX and NEC.

To find out more about the certifications of the products, simply visit our website: www.palfingermarine.com



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