

SERVICE FOR OVERHEAD TRAVELLING CRANES



The image shows a large industrial machine, likely a conveyor system, with a white panel. The panel has the text 'System DE' printed on it. The machine is made of metal and has several horizontal bars. There are also some cables and a yellow safety cap visible on the right side.

System **DE**

ELMAS®

System **DE**



EMAG 3.2t

EMAG 3.2t

M 1162 CE



HEADQUARTER

ELMAS S.R.L.

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BRANCHES

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Complete Package of Services

Through our service network we offer all services necessary during the life time of the product, both for Demag products and for the related equipment involved:

- Installation and commissioning
- Periodic technical inspection and preventive maintenance
- Rapid elimination of faults
- Elmas Service Call Center open 24/24 h and 7/7 days
- Technical expertise
- Modernisation and refurbishment
- Surveying measurements and runways fixes
- Effective operator training courses
- Prompt delivery of spare parts and documentation
- Repair of the parts in our own workshops.

Tailored Service Contracts

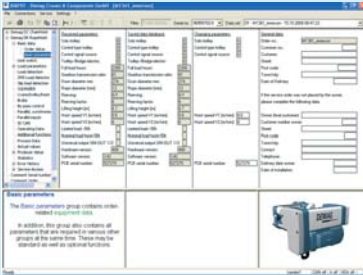
We provide you different types of service contracts to have a choice for your own equipment.

A full range of services are available beginning with the annual maintenance to a full service contract.

Depending on the application, we can offer you an individual service contract to meet your own requirements.

Maintaining Value and Improving Performance

Due to requirements that are in a continuous evolution, during the use of an overhead crane, further plans are needed for the corresponding changes. Our service dedicated for the Demag equipment offers you a basis for a secure and efficient use of the overhead cranes and for their components, during their whole life cycle, by means of a wide range of diverse services and individualized packages.



Through our VPN network we can create a modern service that allows an access to all functional parameters of the hoisting equipment, in real time, by means of a diagnostic software dedicated for this purpose.



Original Demag Spare Parts

A reliable supply of Demag genuine spare parts ensures that faults are rectified and downtimes are kept to a minimum. From our spare parts stock we can always offer you up to 2000 different common parts. Demag spare part sets guarantee the efficient operation and long service life and availability of your installations.

Modernisation

The equipment modernisation requires the replacement of certain components. Further developments in the industrial drives, electrical and materials engineering sectors as well as new control methods can be incorporated. Older installations often have hidden opportunities for the modernisation of certain components.

Refurbishment

The refurbishment concept involves the modification of an installation to meet changed operating requirements.

This primarily refers to the key data of the overhead crane, such as the load capacity or span dimension. If an existing installation will be moved in order to optimise the operating phases, it is very appropriate to perform the refurbishment at the same time.



Crane runway surveys

Regular surveys of the crane runways have a significant impact on the service life of various crane components. Surveys can be carried out quickly and easily by means of our Topometry Department. Since the phases of the technological flow rarely allow intermissions, the expertise is performed without the necessity to take additional measures, such as blocking the working areas, placing of protective barriers or temporary clearance of the building.



Elmas Service Call Center

Our Technical Support team is ready to provide help quickly if you have any technical questions or claims.

For a quick contact, you have available the following:

TELVERDE 0800881234

(free of charge in the national network of fixed or mobile telephony operators)

- fax: **+40 268 308 705**

- e-mail: **servicedemag@elmas.ro**





National Service Network

We provide you prompt service for all Demag Cranes&Components products, with a national and regional coverage, by means of our network of branches.

Demag Service offers you all of the services that help to keep your lifting equipment, hoists and their components in operating condition, such as maintenance, inspections and repairs.

All these ensure a good operation and high availability of your lifting equipment at all times. Besides routine maintenance, the modernisation and refurbishment of the lifting equipment plays an important role.

By implementing the latest state-of-art technologies you will obtain more value for the hoisting equipment in any work sector. The access to a high degree of professionalism, quality, availability, adaptability and competitiveness represent the guarantee for a strong partnership.

