

# PASSION

PALFINGER CRANE MAGAZINE

# 18

Versatile:

**PALFINGER AROUND  
THE WORLD**

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Reliable:

**QUALITY ASSURANCE AND  
LIFETIME SERVICE**

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Efficient:

**THE NEW  
PK 37.002 TEC 7**





## Developing **innovative** solutions for the world's complex challenges, together. That's **Engineering Tomorrow.**

At Danfoss, we work every day to develop disruptive designs that will keep your business at the forefront of our ever-changing industry.

We are committed to helping you build a better future. Our innovation is defined not only by our world-class mobile hydraulic solutions, but also by the reliable partnerships we are proud to share with our customers. Regardless of the application or unique challenges you face, you can depend on Danfoss to help you maximize efficiencies, reduce total machine costs and grow your success.

With a commitment to partnership and an eye on the future, Danfoss is Engineering Tomorrow.

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ENGINEERING  
TOMORROW

*Danfoss*

# EDITORIAL

ANDREAS KLAUSER

## Dear partners and friends of PALFINGER!

Being close to our customers is an essential part of PALFINGER's strategy and, in turn, the most important factor for our success. Our vision also highlights their strong positioning: *Together we are shaping the future of our customers' lifting solutions.* Together with the management team and every PALFINGER employee, it is our daily business to ensure that we offer our customers high-quality, innovative, efficient and personalized solutions.

The digital transformation and a high degree of agility are key, PALFINGER always is one step ahead. We never stop enhancing and refining our products so they are even easier to handle, can be scheduled even more efficiently, feature even smarter technology to facilitate maintenance and are even safer to operate.

PALFINGER has for many years been 'Connected to the Future', and a clear industrial driver of innovation in lifting solutions. In consistency PALFINGER will be at BAUMA 2019 to showcase the latest developments and innovations in the field of digitalization and service all under one roof. The main aim is to demonstrate how much future digital technology is already included into PALFINGER's high-tech solutions – from PALFINGER connected telematics solutions optimizing crane capacity utilization (Fleet Monitor, Operator Monitor, etc.) and sophisticated control and assistance systems for access platforms and cranes, to augmented-reality support with Smart Eye, which allows service technicians anywhere in the world to communicate with HQ or our latest development STRUCINSPECT for digital bridge inspections.



After years of growth through acquisitions, we are now bringing our organization closer together focusing on sustainable, organic growth. Thanks to our new GLOBAL PALFINGER ORGANIZATION, we're well prepared for the future. There is one common target: shaping the future of our customers' lifting solutions.

Enjoy reading the interesting stories in this PASSION Magazine!

Yours,

**Andreas Klauser**  
CEO PALFINGER AG

# PALFINGER AROUND THE WORLD

## CONTENTS

**06** NEW TEC CRANES IN THE 25–35 TONNE-METRE CLASS

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**08** NEW SLD MODELS: 20–25 TONNE-METRE CLASS

---

**10** PRODUCT PLANNING COMMITTEE 2018

---

**14** LIFETIME EXCELLENCE QUALITY ASSURANCE

---

**18** LIFETIME SERVICE IN THE DIGITAL AGE

---

**22** #MYPALFINGER PHOTO CONTEST 2018

---

**26** TRAINING DAYS 2018

---

**16** CELEBRATING 30 YEARS AT PALFINGER



**13** SH RANGE CONQUERS CHILE

**13** SLD LAUNCH IN SOUTH AMERICA

**21** PK 165.002 TEC 7 IN USE

**24** PALFINGER CRAWLER  
CRANE PCC 115.002

**11** A "MYTHICAL" DEPLOYMENT  
IN ST. PETERSBURG

**23** PK 200002L SH CONQUERS ASIA

**12** PK 78002 SH AGAINST  
A SPECTACULAR BACKDROP

**11** PALFINGER IN MAURITANIA



**IMPRINT**

**Owner, editor, publisher:** PALFINGER AG, Lamprechtshausener Bundesstrasse 8, 5101 Bergheim, Austria, tel.: +43 (0) 6 62/2281-0, [www.palfinger.com](http://www.palfinger.com) | **Marketing:** Hannes Roither, Hannes Hemetsberger, Markus Mayrhuber | **INFORMATION FOR CUSTOMERS AND PARTNERS OF PALFINGER** | **Product information:** Anna Firsova, Michael Völker | **Photos:** PALFINGER AG | **Disclaimer:** All information has been carefully researched and compiled. The authors and editors assume no liability for the correctness and completeness of the content or for any interim amendments. The content may be reproduced or processed electronically only with the permission of the editor. Where applicable, gender neutral terms have been used for easier reading. PASSION #18 is available in German, English, Spanish, Italian, Dutch, French, Russian and Chinese. Subject to printing and typesetting errors. As at April 2019.



# NEW TEC CRANES IN THE 25 TO 35 TONNE-METRE CLASS

PALFINGER is adding ten new cranes to its 25–35 metre-tonnes class. The PK 37.002 TEC 7 and PK 35.002 TEC 5 have already made their world débuts at the IAA 2018. With the new cranes, the TEC range is now also represented in the lighter crane segment. Customers can experience the market newcomers first-hand at BAUMA 2019.

## **FAST AND EFFICIENT WITH CONTINUOUS SLEWING SYSTEM**

The TEC range is initially being expanded to include four new cranes with continuous slewing system: two TEC 7 and two TEC 5 models. As with the TEC 7 models that are already available, the PK 37.002 TEC 7 and

PK 30.002 TEC 7 can be equipped with the entire range of PALFINGER assistance and comfort systems. It is therefore not only the latest developments such as MEXT or WEIGH that can be used, but also systems such as Fall Protection Mode (FPM), which are tailored to special applications. Both models are operated via the high-tech PALcom P7 radio remote control, which was developed in-house.

As with all of the TEC-range cranes, the new models are based on the tear-drop-shaped P-profile. The innovative design results in a lightweight yet robust boom system, which maximises performance while also reducing the weight of the machine.

The TEC 5 equipment line is now also available on the market for the first time. A large selection of assistance systems are also available for the PK 35.502 TEC 5 and PK 28.502 TEC 5, which can be operated via the radio remote control provided as standard.

This covers a lifting capacity of 26.8 to 35 tonne-metres. The models in the new TEC range also have a reach of up to 21.6 metres, which can be extended much further by using a fly jib. With a fly jib, the best in class PK 37.002 TEC 7 can reach an overall lift height of 35 metres!

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## **FOUR NEW MODELS WITH CONTINUOUS SLEWING SYSTEM:**

PK 35.502 TEC 5    PK 28.502 TEC 5  
PK 37.002 TEC 7    PK 30.002 TEC 7

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**SIX NEW MODELS WITH TOOTHED RACK SLEWING SYSTEM:**

PK 32.002 TEC 3    PK 26.002 TEC 3  
 PK 35.002 TEC 5    PK 28.002 TEC 5  
 PK 36.502 TEC 7    PK 29.502 TEC 7

**SIX FURTHER MODELS WITH RACK AND PINION SLEWING SYSTEM**

The ten new models that have been added to the range also include six further innovations with rack and pinion slewing system. The TEC 3, TEC 5 and TEC 7 all have a tilt angle of 410°. With a choice of three equipment lines, users will always find the right TEC crane for their application.

Here, too, the TEC 7 leaves nothing to be desired. Both the PK 36.502 TEC 7 and PK 29.502 TEC 7 provide everything a crane operator needs. The PK 35.002 TEC 5 and PK 28.002 TEC 5 cranes, which are also remote-controlled as standard, are also available in a TEC 5 version. The PK 32.002 TEC 3 and PK 26.002 TEC 3 round off the entire range. The TEC 3 equipment line is a basic version that is controlled manually and is equipped with simple PAL40 overload protection.

**NEW GENERATION OF CRANE TANKS**

The striking crane tank on these new models with rack and pinion slewing system immediately catches the eye. The integrated oil cooler and the special design of the inner workings, prevent the oil of being heated or foamed, which means a smaller crane tank can be used. The modified and space-saving design enables the tank to be mounted directly on the crane.

**TWO NEW FLY JIBS**

With the introduction of the new TEC models, PALFINGER is also presenting two new P-profile fly jibs – the PJ090 and PJ075 – which will be appearing at BAUMA 2019. Both new fly jib systems can be used with all of the new TEC 5 and TEC 7 models.







# NEW SLD MODELS: 20–25 TONNE-METRE CLASS

Two out of a total of five new SOLID models, which PALFINGER will be launching in mid-2019, will be appearing at BAUMA 2019 for the first time.

With the SLD range, PALFINGER offers robust cranes with excellent lifting capacity for simple loading tasks. In 2019, this range will be extended with the introduction of five new models in the 20–25 tonne-metre segment.

ing capacity but is equipped with a PALTRONIC 40, which constitutes CE-compliant overload protection. The PK 22.501 SLD 3, the second crane developed purely for the non-CE market, features a mechanical HPLS. With the help of the A-HPLS, the PK 24.001 SLD 5 can automatically provide more lifting capacity exactly as and when it is required. It is also equipped with radio remote control as standard.

## FIVE NEW MODELS

In steel construction, PALFINGER relies on the tried and tested hexagonal profile for the SOLID range. The equipment lines vary between SLD 1, 3 and 5. For the first time, the SLD range is also being extended to include an SLD 6 version. As a manually controlled crane without overload protection, the PK 21.501 SLD 1 is available only as a non-CE version and so remains the basic version of the five new models. The PK 21.501 SLD 3 has the same lift-

## SLD 6 WITH PALTRONIC 150

The PK 24.001 SLD 6 tops it all off. For the first time, an SLD model is available with the PALTRONIC 150, which means that the tried-and-tested assistance systems such as AOS can now also be used with cranes from the SLD range. In addition to the A-HPLS, fitted as standard, this model is also equipped with the full version of the HPSC stability control system. It is also possible to integrate additional stabilizers in the HPSC without restriction with SLD 6 models. Therefore, the equipment line SLD 6 is nearly approaching simple TEC models.

## PALFINGER WILL BE INTRODUCING THE FOLLOWING NEW SLD MODELS IN 2019:

- PK 21.501 SLD 1
- PK 21.501 SLD 3
- PK 22.501 SLD 3
- PK 24.001 SLD 5
- PK 24.001 SLD 6





# PRODUCT PLANNING COMMITTEE 2018

Dealers and PALFINGER employees met in Lengau in the autumn to engage in dialogue

Fleet Monitor, the new SLD models or the crane simulator with VR glasses, Power Link Plus, P-Fold or HPSC-Plus

LOAD – dealers and customers alike expect a lot from many of PALFINGER's innovations. "Dialogue with users is an extremely important part of product development", says Michael Völker, Head of Product Management for EMEA loader cranes at PALFINGER. Many years ago, PALFINGER brought together the product planning committee as a platform for systematically meeting the demands of the market.

Dealers and employees from Product Management, Construction, Application Development and other departments meet regularly for intensive discussions and workshops. Last autumn, the two-day event took place near the production site in Lengau. Dealers from eleven countries

shared their experiences and recommendations. One of the key topics was digitalisation and the new opportunities

that this entails. Hearing the perspective of dealers who work daily with customers and their requirements is extremely beneficial to PALFINGER.

At the event, PALFINGER also looked ahead to new crane models and systems. One of the highlights was the visit to the Mounting Competence Centre (MCC) in Lengau. The event was brought to a close with a selection of Austrian specialities. "Intensive dialogue with our dealers is an enriching experience for our team. No one knows the market and our customers' problems and challenges better than our dealers", underlines Michael Völker. "We've taken on board a range of suggestions to consider during product development."



# A “MYTHICAL” DEPLOYMENT IN ST. PETERSBURG

The Bank Bridge, constructed in 1826, is one of St. Petersburg’s most famous sights and allows pedestrians to cross the Griboedov Canal. The bridge is famous for its four griffin statues that not only serve as decoration, but are also load-bearing elements of the bridge’s structure. The griffin, a mythical creature with the body of a lion and the wings of a raptor, has long been a symbol of the city. The bridge was recently seen without its famous figures for the first time in almost 200 years, when they were removed for renovation work. A robust, high-precision loader crane was needed to remove the one-and-a-half tonne statues – so the PALFINGER PK 27000 model was the perfect choice. After having their wings removed, the famous landmarks were safely loaded by the PALFINGER crane and are now awaiting their return to the Griboedov Canal.



# PALFINGER IN MAURITANIA

In Mauritania, iron-ore mining takes place in the harshest condition imaginable: 50°+, dust and bad roads. These factors combined are demanding the technologies in use to be able to cope with every situation. To be successful and considered to be an asset to the mining operation, it is crucial to supply the right technology.

PALFINGER’s local partner SMA (Société Mauritanienne d’Automobile et d’Equipment), is also the MAN dealer in Mauritania. Collaborating, five all-purpose crane-trucks were delivered to SNIM, the biggest mining operator in Mauritania.

The cranes of the type PK 23500 B are equipped with OSK overload protection. Though this is not state of the art, it is a perfect solution for such areas, ensuring that the partner on-site is equipped sufficiently for service.

The vehicles are used for every-day mining transport and lifting requirements. These are not the first PALFINGER cranes the mine is having in their fleet, so when it came to updating it was a given to go for PALFINGER again.

**The right technology for the destination country is key!**





# PK 78002 SH AGAINST A SPECTACULAR BACKDROP

“The right machine is an important investment for a company”, explains Managing Director Abdelfettah Cheriguene. “PALFINGER was the obvious choice for me because of the ease of operation, efficiency and, above all, reliability of its loader cranes.”

Founded in 2015, French company Paris Grutage specialises in long-distance haulage. Thanks to its new PALFINGER PK 78002 SH loader crane, it is now also making a name for itself in the events and industrial construction industry. Paris Grutage installs an average of four systems per year in

the Grand Palais in preparation for exhibitions. In August 2019, the company will also install power generators there. This will be the last project before the exhibition building closes for renovation work in preparation for the 2024 Olympic Games. One of the jobs provided the perfect backdrop for a spectacular photo shoot. You can see the results here.



# SH-RANGE CONQUERS CHILE

## THE RIGHT STRATEGY: LOADER CRANES ABOVE 50MT OF SH-RANGE ARE SUCCESS OF SALES IN CHILE

New year, new strategies. After the first sale of a PK 92002 SH in Chile in December 2017, the Chilean dealer SIMMA and PALFINGER adopted a new strategy for this market: for the segment of above 50mt, SH cranes should completely replace EH models. Due to this decision and the excellent work carried out by the Dealer SIMMA, almost 50% of market share were achieved, positioning PALFINGER as the leader in this segment. Among existing customers, fleet managers using other brands were convinced and acquired their first PALFINGER loader crane.

One of the main factors for the success of this line is the high technology. P-Fold is one of the most emphasized benefits for customers. According to Mr. Lucas Arrascaeta, co-owner from Gruacor: "The choice of a PALFINGER crane was due to a requirement requested by a customer: the stability control system, in addition to the new functions incorporated into the SH model. The high level of cost efficiency was also an important factor."



# SLD LAUNCH IN SOUTH AMERICA

## LAUNCH OF THE FIRST SLD-MODEL IN SOUTH AMERICA IN 2018

An unstable scenario. A volatile market. On the other hand, an opportunity for changes. This was one of the reasons, PALFINGER launched the first SLD crane in South America in 2018: the PK 17.001 SLD. After

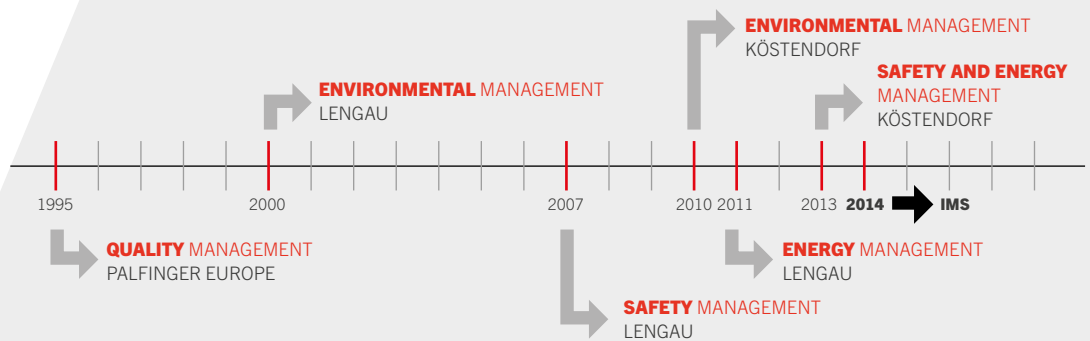
the presentation at the Sales Conferences 2018, a launch plan for the product was structured in Brazil. A roadshow with a PK 17.001 SLD 3 was set up and started following its route: events with demonstrations or visits focused on potential clients were held. Putting the customer face-to-face with the product in an exclusive demonstration, increased the relationship and reliability. In addition to these actions, the PK 17.001 SLD 3 was demonstrated in workshops promoted by Electrification Unions – an opportunity to reach owners of big electric companies, bringing good results at low costs. In external market, the product was exposed in trade fairs

The sales team, situated in Brazil, states:

"These visits are very well seen by all customers. They feel important and recognized with the demonstration of the best we have in Europe in terms of technology."

and showed in local magazines. A work with brochures, website, Facebook, mailings, merchandising and sales argumentation

material also helped to promote the crane in both markets. In conclusion, the product had a positive receptiveness, with more sales than expected. The most emphasized benefits were the linkage system Single Link Plus and the low weight, with 15% more capacity in comparison to the PKB 15500. After the positive results, PALFINGER was able to launch the PK 11.001 SLD and PK 13.501 SLD in December 2018 on the South American market. For 2019 and the next years, a complete replacement of the previous generation models is planned.



In 1995, PALFINGER Europe GmbH received its first certification according to ISO 9001 (quality) at its sites in Köstendorf and Lengau. In 2000 and 2007, it received its first certifications according to ISO 14001 (environment) and OHSAS 18001 (safety) at the Lengau site. In 2010, the Köstendorf site was first certified according to ISO 14001 (environment). In 2011, the Lengau site received its first certification according to ISO 50001 (energy). Finally, in 2013, the Köstendorf site was first certified according to OHSAS 18001 (safety) and ISO 50001 (energy). In 2014, PALFINGER Europe GmbH decided to pool the management systems implemented at the Köstendorf and Lengau sites to create an integrated management system. In 2018, OHSAS 18001 was replaced by ISO 45001 and PALFINGER Europe GmbH was one of the first companies to be certified according to this standard by TÜV Süd.

After 23 years of initial certifications, monitoring audits, re-certifications, a raft of measures and the involvement of every single employee, we have established an integrated management system at the PALFINGER Europe GmbH sites in Köstendorf and Lengau that focusses on quality, environment, energy and safety and covers the Crane, Railway and Truck-Mounted Forklift business units. The

PALFINGER values of entrepreneurship, respect and learning serve as the guiding values for management culture within the integrated management system. For PALFINGER, “Lifetime Excellence” is the combination of innovation, reliability and efficiency – for a lifetime. PALFINGER Europe GmbH’s clear commitment to quality, which, together with time and money, forms the “magic triangle” of competing goals for any company, is the basis for the continuous improvement of the PALFINGER production system, which focusses on avoiding waste and increasing process efficiency.

It’s not easy to define “quality” because for any product, we distinguish between the quality of the product and the quality of the service. Both types of quality can be described by a subjective and an objective quality perception. With “Lifetime Excellence”, product quality and service quality are the same thing. According to ISO 9000, quality is defined as “the degree to which a set of inherent characteristics of an object fulfils requirements”. Quality therefore indicates the extent to which a product meets requirements. For PALFINGER, quality means customer satisfaction and so is our top priority. The ultimate goal of a management system is to improve customer satisfaction and, in turn, the performance of a company.

# LIFETIME EXCELLENCE QUALITY ASSURANCE

The management system is making an important strategic contribution towards sustainable company development. By introducing a uniform framework of standards through the International Standard Organization (ISO), we can compare these standards and leverage the synergies that result from any overlaps.

These synergies are used in the integrated management system at PALFINGER Europe GmbH. Quality management (ISO 9001) primarily takes into account economical aspects such as the quality of products and services, customer orientation and customer satisfaction. The environmental management system (ISO 14001) and energy management system (ISO 50001) cover ecological aspects such as resource efficiency, product responsibility, waste management and the

energy transition. Avoiding hazards, safeguarding health and all aspects of occupational health and safety are central elements of the management system for occupational health and safety (ISO 45001).

The introduction and use of a management system provide a framework for keeping the “magic triangle” in balance. The management system is designed to support the development of strategic and operational quality goals, the identification of risks and the implementation of quality improvement measures on equal terms. Management systems are a preventative tool for ensuring compliance with the applicable legal provisions and obligations and minimising the risk of liability claims.





### THE BEGINNING OF THE JOURNEY

What originally started out as a small subsidiary importing completed knuckle boom cranes from Europe, has now evolved 30 years later to a company that has an assembly factory and produces a variety of products across North America. PALFINGER Inc. crane sales and service facility was established in 1989 in Niagara Falls, Canada. January 2019 marks the 30th anniversary since the Ontario-based company officially opened its doors.

Meanwhile, in the region, PALFINGER has expanded to 5 manufacturing locations, PALFINGER owned sales & service locations and over 800 sales and service partners to provide superior lifting, loading and handling solutions throughout the region of Canada, Mexico and the United States. Over the

years, steady growth allowed for our state of the art Niagara Falls facility to expand. This accommodated crane assembly and improved service and spare parts delivery. In 2008, a testing hall and increased facility space were the newest additions. Our product portfolio has expanded to include PALFINGER truck-mounted forklifts, EPSILON Forestry & Scrap Cranes and aerial work platforms. As a global market leader in the design and manufacturing of Knuckle Boom cranes, PALFINGER Inc. has never been stronger and continues to be a significant player in a highly competitive local market. "Our future is very bright. With record results in 2017 and 2018, our sales segmentation is strong, diverse and gaining market position" reported Tim Arkilander, responsible for sales, service and business development.





# CELEBRATING 30 YEARS AT PALFINGER



## A WORTHY CELEBRATION

Thirty years later, PALFINGER Inc. celebrates tremendous success! Festivities will occur all year as the strength of our organization and positive momentum in the market continues. When we think of PALFINGER – we think of legacy. We remain widely known for our technical expertise, innovation, reliability, and superior equipment. Our extensive nationwide network in Canada, USA, and Mexico, allows us to accommodate to our diverse customer base and ensure our resources are close to our customers, wherever they may be. With a customer and market focused mentality, we are achieving leading positions in many of the markets and segments for knuckle boom cranes.

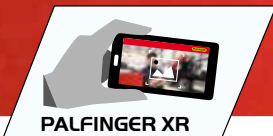
At PALFINGER quality and service are our top priority. With more than 1,100 employees across North America, we have grown steadily over the last 30 years and offer our customers the complete package of crane services and after-sales support. With our team and distribution network of highly qualified and experienced technicians, we are able to offer fast and expert support for any technical issues a customer may have. Without the assistance of our incredible dealer partnerships, our work would not be successful. With 30 years of their support, our team provides the utmost experience in product training, servicing and repairs – from start to finish.

We are more than high-end engineering and technology, we value our customers and employees. “Our employees that continue to demonstrate their commitment to our customers makes PALFINGER Inc. unique. Often, I witness our staff working extra to satisfy a customer. It is not always easy, but there is a sense of pride in going above and beyond” said Christine Court, Vice President of Finance and 28-year employee at PALFINGER Inc. We believe passion makes a difference – and we have passion in our people when building lasting relationships and partnerships. PALFINGER Inc. doesn’t just provide the right products and services, we ensure we take care of our customers. We are a partner that our customers can trust.

## TO A PROSPEROUS FUTURE

In a highly competitive market, we are here to stay! With years of success, PALFINGER Inc. has always been driven by innovation and providing high quality products to our loyal customers. Our success and longevity would not be possible without the support and involvement from our customers, distributors and employees. While accomplishing a successful record year in 2018, we continue to be a global significant competitor manufacturing superior equipment. “I am proud to lead a thriving company with great employees, partners and customers. With 30 years of stability in a vast market, this is a huge accomplishment!” expressed Arkilander.

To the PALFINGER family, we extend to you our deepest gratitude for being the driving force behind the creation of our Niagara Falls facility. With your entrepreneurship and support, our success continues through the years. We are incredibly appreciative to be a part of the growing PALFINGER family. With great people and products, we have a lot to look forward to in the coming years. “Being in the age of digital transformation, our lives, products and services are changing. I am excited to see where the future will take us as we execute the next steps in this continuous evolving environment”, mentioned Court. We are on top of the world and thrilled for our next exciting chapter!



PALFINGER XR

# LIFETIME SERVICE

## BIG TASKS NEED STRONG PARTNERS

Place your trust in us  
and we'll give you  
our full attention.

spare parts are available as quickly as possible, and we are also developing digital tools (Fleet & Operator Monitor, Smart Eye, XR app, etc.) to make your everyday work easier and more efficient. Your success is important to us.

For us, service means more than just technical support; service is our commitment to quality.

As a premium manufacturer, we know that reliability is one of our most important characteristics. Exceptional trustworthiness is therefore paramount to us and our service partners. Your service partner can offer individual support tailored to your requirements. Our partners are continuously trained and assessed so that they can always provide you with the best possible quality of service. We work hard to ensure

We and our partners are on hand around the world to meet – and even exceed – your expectations. We develop solutions that are tailored to our customers and their applications. In Germany, for example, you're never more than 30 km away from a service centre, while the market in Great Britain focusses primarily on mobile service.

That's what we mean by thinking globally, acting locally. No matter where you are, we are never far away.

## XR APP – SERVICE IN THE DIGITAL AGE

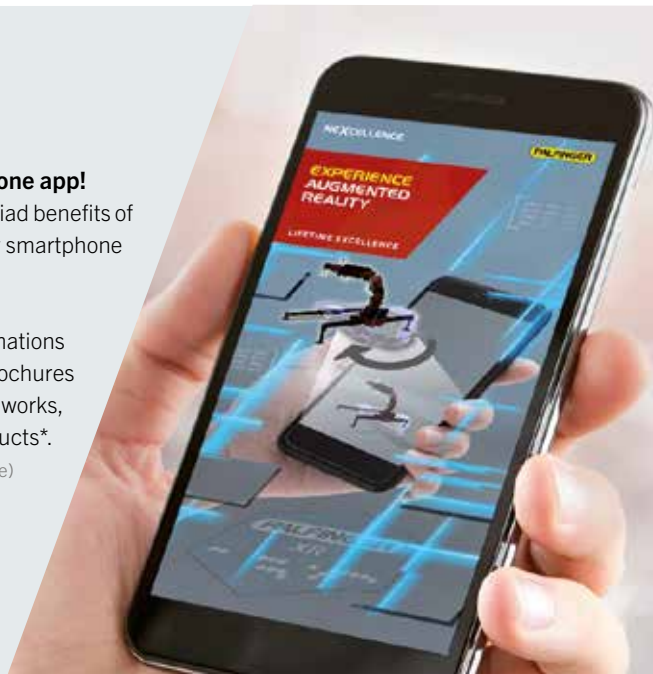
### 3D, augmented reality (AR) and virtual reality (VR) combined in one app!

Thanks to state-of-the-art technology, you can now experience the myriad benefits of our PALFINGER products even more quickly and impressively on your smartphone or tablet:

- Digital 360° visualisation of our products
- Detailed explanations of technical features, accompanied by animations
- Adding digital content to analogue media: scan the images in our brochures to view product videos directly on your smartphone. This function works, for example, with the operating manual that accompanies our products\*.

(\*PK 135.002 TEC 7, Epsilon Q 17Z, PS T TEC3, MBB C 1500 L, Service Video module)

Download the app and try it for yourself by scanning the selected header image on this page.



# SERVICE & REPAIR CONTRACTS

With PALFINGER LIFETIME SERVICE, we offer tailored service packages with complete cost transparency. This gives you a projectable calculation basis and eliminates the risk of unexpected workshop costs.

We can help to simplify your administrative processes, leaving you free to concentrate on your core business.



## BASIC

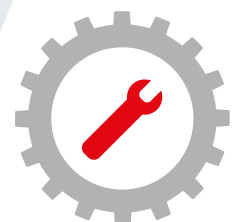
The BASIC package includes the statutory audit as well as service costs. This ensures maximum machine safety and reliability. We can also significantly improve the performance of your product by carrying out a special oil service with PALFINGER-optimised hydraulic oil. The statutory audit and service can also be carried out on your premises. The BASIC package is ideal for companies whose machinery is not continuously subjected to heavy loads.

## COMPLETE

COMPLETE also includes all troubleshooting, repairs, wear parts and on-site repairs if the machine cannot be transported. Perfect for continuous, daily machine use. All repair and service costs are covered and can be calculated in advance.

## COMFORT

COMFORT is the most comprehensive PALFINGER service package. In addition to the services covered by the COMPLETE package, we also service, lubricate and clean your PALFINGER product once a month. The ideal option for companies who want to leave nothing to chance and have their costs completely under control.



For more details, please contact your Sales & Service partner.  
Subject to country-specific deviations.

# SPARE PARTS – COMPLETE AVAILABILITY FOR A LIFETIME

**PALFINGER service is known above all for its short response times in critical situations.**

A fast response from a service partner requires the efficient and uncomplicated provision of spare parts. Our partners keep many of these in stock, which enables them to respond instantly to our customers. Around 250,000 parts are in circulation at PALFINGER. This means that all parts are in stock and can be shipped wherever they are needed as quickly as possible – to our general representatives and service partners. To meet demand, PALFINGER has doubled its storage capacity and equipped its logistics centre with a partially

automated warehousing system. The numbers speak for themselves: 20,000 spare parts leave the warehouse every day – that's 120,000 packages every year!

With a delivery rate of 94.7% within 24 hours, PALFINGER is also a shining example when it comes to speed and efficiency. To achieve this, we have established a network of state-of-the-art logistics centres, the largest of which has a logistics area of 13,600 m<sup>2</sup> and 35,900 storage spaces.

To ensure the long-term, problem-free operation of our machines, PALFINGER ensures spare parts are available throughout the lifetime of a product.

As a premium manufacturer, PALFINGER is in a position to enhance, refine and monitor its manufacturing processes at its in-house analysis centre. For our customers, this means high quality standards and a long product lifetime.



**250.000**  
SPARE PARTS  
IN CIRCULATION

**94,7%**  
SPARE PART AVAILABILITY  
WITHIN 24 HOURS

**20.000**  
SPARE PARTS SHIPPED  
EVERY DAY

**120.000**  
PACKAGES SHIPPED  
EVERY YEAR

Images: proImageHub.ch/Lukas Pitsch

# PK 165.002 TEC 7 IN USE

A range of exhibitions at the Swiss National Museum are showcasing Swiss history, from its early days right through to modern times. For the current exhibition, Welte-Furrer Pneu-  
kran & Spezialtransporte AG was commissioned to receive and load a guided missile base including two missiles in Menzingen and to safely transport it to Zürich.

After arriving at the National Museum, the cannon was unloaded using the new PK 165.002 TEC 7, mounted on a Scania 10x4, and lifted into the museum directly through the

skylight on the second floor. It was then moved around 50 metres to its final position using air cushions.

Finally, employees from the Military Historical Foundation of the Canton of Zug helped to position and align the missiles on the guided missile base. Thanks to the new PK 165.002 TEC 7 with fly jib, the base was lifted directly into the room on the second floor through the skylight. It also meant the task could be carried out quickly, efficiently and safely.



# #MYPALFINGER PHOTO CONTEST 2018

When we're proud of our work, we want to show it off. That's why dedicated users and loyal PALFINGER fans post images and stories about their experiences with PALFINGER products on social media every day and interact with one another on our Facebook page and in various groups. Something that always shines through is their passion for PALFINGER products, as they post breathtaking photos of PALFINGER customers at spectacular locations around the world.

It is exactly this passion demonstrated by our customers, operators, PALFINGER fans and potential buyers that we want to reward. To encourage more sharing and dialogue, we announced our #mypalfinger photo contest on Facebook. Here, PALFINGER customers could post their pictures with PALFINGER products to our Facebook page with the hashtag #mypalfinger.

The contest showcased the diversity of daily applications among PALFINGER users around the globe. In total, more than 300 incredible photos were submitted, something that obviously made it hard for us to choose the winners! After an in-house jury put together a shortlist, the final decision was ultimately in the hands of our Facebook fans. Users could vote for their favourites by simply "liking" the photos directly on the Facebook page.

The two photos from Christopher S. and Gregor G. received the most "likes" and so emerged as the winners. As their prize, the winners each received a PALFINGER goodie bag from our Fanshop containing €500 of items. The success of this contest could be measured by not only the number of photos submitted, but also the coverage. During the campaign, the photos of PALFINGER products in action reached around 2.5 million people on Facebook.

Not yet a member of this extraordinary community? Check out our social media channels.



# PK 200002L SH CONQUERS ASIA

In the summer of 2018, a PK 200002L SH – PALFINGER’s largest crane model – was shipped to Asia for the first time. In partnership with PALFINGER dealer Wong Fong Engineering, the heavy-duty crane was sold to a company in Singapore. Handing over the machine to the customer, SPEC Logistics, was a major event for Managing Director Mr. Toh and his employees.

SPEC Logistics is headquartered in Singapore and specialises in transporting sensitive machines and systems. Following extensive research into heavy-duty cranes, Mr. Toh opted for a PALFINGER model with the full range of equipment. Mr. Toh was particularly impressed by the HPSC stability control system and the low dead weight of the PK 200002L SH,

but his decision was also based on PALFINGER’s extensive service network.

To ensure seamless interaction between the truck and crane, the crane was mounted on a Scania P450 8x4 in the PALFINGER Mounting Competence Centre (MCC) in Lengau. Mr. Toh and his employees travelled to Lengau for the hand-over, where they had the opportunity to try out the crane for the first time after receiving operator training.

The crane is now in operation and Mr. Toh is delighted with his purchase.



# **PALFINGER CRAWLER CRANE PCC 115.002 CABLE LIFT CONSTRUCTION**





**Practical test: the PALFINGER Crawler Crane PCC 115.002 demonstrated its strengths on the toughest terrain as it removed the lift poles in the Gastein Valley.**

With live acts such as cult band “Die fantastischen Vier”, breathtaking fireworks and scores of excited guests, the opening ceremony for the new Schlossalmbahn lift in Bad Hofgastein in mid-January was nothing short of spectacular. At least as spectacular was the first practical test of the PALFINGER Crawler Crane PCC 115.002 a few months earlier. As part of the construction work for the major project, the unused lift poles from the old Schlossalmbahn had to be removed – a challenging task 2,000 metres above sea level on steep, difficult terrain. The first model from the new Crawler Crane series showed everyone just what it could do in a test of its endurance.

A total of 13 poles were removed by Prommegger. In partnership with PALFINGER, the company used the PCC 115.002 to remove nine of these metal poles. “The terrain was the ideal test; the poles stood in impassable, hard-to-access rock passageways at around 2,000 metres above sea level”. Michael Hagenauer, Head of Crawler Cranes, saw the positives in this challenging task for the first PALFINGER crane mounted on a crawler chassis. “The PCC 115.002 demonstrated its strengths as a compact and flexible off-road crane.”

#### MAXIMUM STABILITY AND SAFETY

The five-day practical test took place in August 2018. The crawler crane was transported near to the site on the Schlossalm by truck. From there, its crawlers took it across sometimes impassable terrain right up to the lift poles. “In total, the crane surmounted an altitude difference of 800 metres without any additional assistance.” Once it reached a support, the crane had to be optimally positioned. It was stabilised quickly and easily. Thanks to precision control, the machine could be moved to an accuracy of just centimetres and levelled precisely. This stability makes lifting tasks much easier and creates a safe working environment. “Lifting the pre-prepared parts of the old

lift poles was an easy task,” explained Hagenauer. The support parts had been prepared for removal. “The process of removing the poles went without a hitch. We’re delighted everything ran so smoothly,” he said in conclusion.

#### CRAWLER CRANE PERFORMS OUTSTANDINGLY IN THE MOUNTAINS

Lifting tasks such as these usually require the use of a helicopter, but this involves numerous challenges – not least the permissions required, which are only valid for a short time period. Helicopters can fly only when the weather’s good, and everything has to be done quickly. Flying hours are expensive – every minute costs money. With a crawler crane, any such restrictions vanish. “It can be used in bad weather, work can be carried out steadily and without time pressure. It is also safer,” says Hagenauer, talking about just some of the benefits. Fears that the heavy machine and its crawlers might damage the sensitive alpine floor proved unfounded. Even when the crawler crane turned itself around, it only left a few traces in the ground.

#### COMPACT DIMENSIONS AND A LONG REACH

Cable lift construction is just one application in which the crawler crane excels. The PCC 115.002 is around 40 centimetres narrower than a conventional truck, making it ideal for tasks where space is limited. Thanks to the knuckle boom that can be angled upwards, its strong lifting power (the PCC 115.002 can lift up to 880 kg at a reach of 33.3 metres) and compact dimensions, the PALFINGER crawler crane is also perfect for industrial or indoor lifting tasks. The crawler crane series is currently available in three variants: in addition to the PCC 115.002, which is the most powerful model, the middle model – the PCC 71.002 – has a reach of 31.6 metres and a maximum lifting power of 19,100 kilogrammes. The smallest variant – the PCC 57.002 – has a reach of 29.5 metres and maximum lifting power of 17,900 kilogrammes.



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1. Open “PALFINGER XR” App and click “Scan marker”
2. Scan picture on the right to play product video



SCAN →

## WATCH PCC PRODUCT VIDEO





# TRAINING DAYS 2018

The “Training Days 2018”, which took place from 22nd to 25th October in and around the PALFINGER training centre in Salzburg, provided intensive training and gave trainees the opportunity to experience the “PALFINGER Crane Tools” live.

The fastest and most efficient way to understand the advantages and prerequisites for a piece of machinery is to actually take the controls of a gripper, auger or similar tool for yourself. Only by understanding the various tools and their unique characteristics and requirements can you offer your customer the perfect all-round solution. But the event wasn't a one-way street in terms of knowledge transfer. PALFINGER

product managers and our crane tools partner, KINSHOFER, used the Training Days to collect feedback and suggestions for improvements. 114 participants from all over the world used the opportunity to experience cranes and equipment in action first-hand. In small groups, they passed through nine different stations where our crane tools, from clamshell bucket to earth auger, were being put to use. Each station featured a challenge with timekeeping. Nine crane vehicles – from a small 2-axle vehicle, a heavy fire-fighting rescue vehicle through to the crawler crane – were available for trainees to use. Together with the trainer team, trainees discussed the arguments and technical details surrounding the products and then had the opportunity to experience them in operation first-hand. With extremely positive feedback from both participants and trainers, this event is set to be repeated in future.





“Since I work in Sales, this is a great opportunity for me to learn more about the products, which will help me provide the best possible support to customers in selecting the ideal attachment. It’s a fantastic event that also gives us the chance to network with PALFINGER partners from around the world. The team from PALFINGER and KINSHOFER outlined the benefits of the various attachments – and everyone had a lot of fun at this event, too.”

Martin Korsgren  
from PALFINGER partner HINZ



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## WATCH VIDEO TRAINING DAYS



# PALFINGER CONNECTED

**FLEET MONITOR** and **OPERATOR MONITOR** – two telematics solutions for information transfer between fleet manager, operator, vehicle and crane. Machine efficiency on 21<sup>st</sup> century level.

## LIFETIME EXCELLENCE



KP-CRANEPI8-EN