

ALINEWS

A news journal from the world's leading specialist in Rack & Pinion driven equipment for vertical transportation.



February 2004

UNIQUE SUPERVISION PROGRAMME ELIMINATES ERRORS FROM DAY 1.

In time for TOC 2004, Alimak is finishing the roll-out of a new, unique world-wide supervision programme aimed to give Alimak's customers yet another advantage when it comes to reducing downtime and improving accessibility.

This service contains of a threefold testing procedure to eliminate all errors before the lift is put into operation:

- First, the lift is scrutinized through a 24-hour commissioning test routine, to ensure that the product is flawless and up to all the Alimak standards.
- Secondly, the lift is tested at the time of delivery, supervised by an authorised Alimak service technician.
- Finally the mounted lift is tested at the location, together with the end user and local authorities, and supervised by the same Alimak Service Technician.

This triple testing guarantees that the promised functionality and reliability of the Alimak lift is kept intact both after transportation as well as after installation.

ONE STEP FURTHER

"Alimak is known for – and proud of – its unique world-wide service and support. With this Supervision Programme, we are taking our strengths one step further", says Allan Leth, Segment Manager, Container Cranes.

"We bring all the benefits of the Alimak support to the customer before the container crane even starts to operate. This will raise our customer's productivity from day 1, and strengthen Alimak's position as a world leader in lifts and service for the shipping, port and terminal industry. It is a true win-win situation".



With the Supervision Programme, the customers will benefit from Alimak's service and support before the container crane lift even starts to operate. The Programme will be implemented world-wide during 2004.

POSITIVE RESPONSE

The Supervision Programme started in a smaller scale last year, but will be fully implemented during 2004:

"We are already getting a lot of positive response from the customers. This is encouraging us to implement the Programme on all markets, as fast as we can. Currently we are busy certifying the service technicians, in order to have an effective and consistent supervision process all over the world", says Wolfgang Bolzek, Manager Service and Installation.

The final commissioning on site takes approximately two days, and includes the same tests that are initially made when the lift is assembled at Alimak's headquarters in Sweden.

MORE TRAINING, LESS CLAIMS

Due to the Supervision Programme, Alimak's Support Division is already noticing an obvious decrease in claims from the monitored installations:

"The supervision, together with our training of the lift operators is clearly eliminating a lot of unnecessary errors. But foremost, this saves a lot of money for our customers", says Per Wikström, Manager Warranty Handling and Product Training.



New orders further strengthens Alimak's market leading position

2003 was a good year for Alimak, and the start of a very promising 2004. All in all, Alimak delivered more than 100 container crane lifts for the world market.

B

Welcome to TOC 2004 Asia!

“Intensifying the inimitable”

How long can a market leader keep the lead, in a world where competition gets more and more aggressive?

Well, it depends on what actually makes the gap in the first place.

For more than 55 years, Alimak has been in the forefront of developing products based on the rack and pinion technology, for the port industry, the construction industry and other market segments where it is of utmost importance to ensure reliable vertical transportation.

The key to Alimak continuous success is in the latter part of the last sentence: Reliable.

Of course we make the best industrial lifts in the world. Undoubtedly. This is why our competitors continue to copy us. But the reason why we still are in the lead is the combination of product and service.

The purchase price might be matched. But not the life-cycle cost. The appearance might be copied, even some of the features. But never the presence of a reliable Alimak service expert. We have a track record of unbeatable world-wide service and support and we intend to keep it that way.

This is why we now take our advantages one step further, with the new Supervision Programme.

We are intensifying the inimitable.

Sincerely,

Allan Leth

allan.leth@alimak.se



•long-lasting •lucrative
•loading •local •low-cost

L as in Likable. Now with new features.

Last years introduction of a whole new lift concept for the shipping, port and terminal industry, the “L” (short for Alimak SE-L) stirred up a lot of interest at TOC Europe 2003 in Genoa.

The lure continued even after the fair, especially in the latter half of the year. The reason behind the interest is of course the new concept’s advantages, which is combining all the quality, reliability and cost-effectiveness of an ordinary Alimak access lift with a lower price tag.

Our technicians worked hard to strip the L-model of some of the more exceptional features found on the Alimak top-flight models, and by the same time keep all the high trust, low cost trademarks of an Alimak lift.

THE RESULT: A REAL ALIMAK SE AT THE PRICE OF A CHEAPER COPY

But the story does not end there. This year, the L-model gets several new features that will make this concept even more attractive for customers who wants the trustworthiness and the longevity of a true Alimak lift paired with an attractive price tag. For more information, please contact us at TOC Asia, Stand No. C6.

Lift car sizes: 780 x 1040 and 910 x 1170 mm

Payload capacity: 300, 400 and 450 kg

Travelling speeds: 0.63 m/s at 50 Hz and 0.76 m/s at 60 Hz

You can also find more information on the L-model at our web site: www.alimak.com

THREE WORLD RECORDS AND A SWEDISH HEART

With its 508 metres, Taipei 101 is the highest building the world has ever seen. In fact, the height alone breaks no less than three world records, and the rest of the building project is equally impressive.

Apart from delivering 12 (!) construction hoists, Alimak also provided a unique microprocessor based lift control system - The Alimak ALC. This control system is the heart of the transportation flow. It knows where the hoists are located, where they are going and how to allocate them to eliminate unnecessary wait and hence vastly increase transportation productivity.

The ALC provides clear, concise and constantly updated information through a large information board inside each hoist.



For more information, please contact: Alimak AB, Box 720, SE-931 27 Skellefteå, Sweden.
Phone: +46 910 87000, Fax: +46 910 56690. E-mail: info@alimak.se www.alimak.com