

Service agreements

PRIORITY SUPPORT AND TOTAL COVER FOR YOUR EQUIPMENT.

Our technical team consists of highly skilled engineers who are well-versed in the marine industry. They have extensive knowledge of your systems, from design to commissioning, and are readily available for remote troubleshooting and technical guidance, ensuring you have the support you need, when you need it.

As our customer, you are our most valuable asset, which is why we prioritize every inquiry and assure you of timely and efficient responses.

We offer 24/7 service cover for both LNG terminals and vessels ensuring that your mission critical supply chain remains fit for purpose at all times. Our service Agreements include:

24/7 REMOTE SUPPORT

Wherever you are in the world, terminal or vessel, our dedicated hotline and guaranteed response times mean that our service team is always available to help. Our engineers are seasoned experts in installation and commissioning and will have your system's exact details at their fingertips.

PREVENTATIVE MAINTENANCE CHECK (PMC)

This is a full system health check conducted at intervals agreed upon as part of the contract. A Trelleborg specialist engineer will attend to your system to undertake the comprehensive service and testing. Prices will remain fixed for the duration of the agreement.

DISCOUNTED SPARE PARTS

As part of our service agreement, we offer a discount on all spare parts. We can also provide equipment audit and replenishment services by working directly with your supervisory team.

OPERATOR TRAINING

This is vital to ensure that individuals operating the system possess the necessary skills and knowledge to use it safely, efficiently, and effectively. This minimizes the risk of accidents, maximizes productivity, and maintains the integrity of equipment.

SPARE PARTS AUDIT AND INTEGRITY CHECK

On-site spares are essential to resolve any issues swiftly. As part of the PMC, we offer a spare parts audit to check that all necessary critical items are accounted for and available in case of urgent need. These items will also be systematically tested to guarantee their integrity if called upon.

FREE SOFTWARE UPDATES

As part of the PMC, the engineer will securely upload all software updates applicable. For vessels, this includes the terminal list with configuration for the purposes of Mooring Load Monitoring.

Our ever-expanding global service network is accessible 24/7 and dedicated to supporting your business operations at any time you require assistance.

GET IN TOUCH

Website | trelleborg.com/marineandinfrastructure

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