



Service Agreements

Trelleborg provides 3 levels of service agreements. Alternatively talk to us about a custom solution.

Bronze Level

Our experienced and knowledgeable service engineers will attend site and assess your Trelleborg equipment.

Silver Level

Silver level offers annual replacement of consumable parts, priority technical support, load cell exchange and assistance as well as 10% discount on spare parts.

Gold Level

Gold level offers a complete maintenance solution for Trelleborg docking and mooring equipment installed on your jetty.

Leading companies recognize that it is the total cost of ownership which really matters in the purchase of capital equipment. Without doubt, regular preventative maintenance reduces downtime, improves productivity and manages risk.



SERVICE	BRONZE	SILVER	GOLD
Equipment inspection and condition report	✓	✓	✓
Spare parts audit	✓	✓	✓
Priority technical support	○	✓	✓
Load cell exchange	○	✓	✓
Load cell exchange assistance	○	✓	✓
Yearly consumable parts replacement		✓	✓
Programmed maintenance – quarterly intervals			✓
Hook exchange – 5 year interval			✓
Capital parts replacement – 5 year interval			✓
Computer hardware / software upgrade			✓
Breakdown cover			○
Total labour coverage*			✓

*Not available in all regions ○ = Optional

Benefits:

- Reduce unplanned service activities
- Reduce equipment downtime
- Maximize equipment lifespan
- Improved safety through best practice maintenance
- Reduce total cost of ownership

Program Highlights:

- Plan more effectively with regular condition reporting
- Be at the front of the queue with Priority Tech Support
- Satisfy SIGTTO/OCIMF guidelines for annual load cell calibration through exchange
- Minimize risk through 5 year replacement of all computer hardware and software
- For new sites breakdown cover extends warranty up to 5 years
- Add labor coverage for a turnkey Trelleborg solution

Service agreements are part of Trelleborg site services and can be conveniently packaged together with training.

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