

# Services for selfunloaders



At your service

 **MACGREGOR**  
Designed to perform with the sea

# Keep your fleet up and running

MacGregor offers integrated cargo flow solutions for maritime transportation and offshore industries. We are a global company with facilities near ports worldwide.



**On board**



**In port**



**Offshore**

Our service solutions support customers in their onboard, port and offshore operations worldwide. Today, half of the world's ocean-going ships are fitted with MacGregor equipment. We understand this equipment and how to maintain it. Turn to us when you want a reliable partner to keep your systems up and running on ships, rigs and in ports and terminals.

MacGregor's comprehensive service portfolio ensures the sustainable through-life performance of our products, adding value and increasing the profitability of our customers' business.

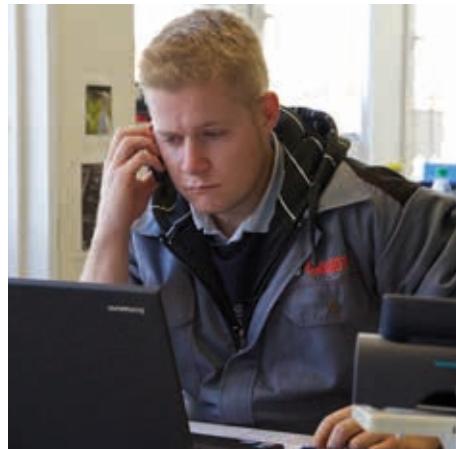
## MacGregor service portfolio

- Spare parts and logistics
- Maintenance and repairs
- Conversions and modernisations
- Inspections
- Drydocking
- Service contracts
- Crew and personnel training
- Remote access services
- Supervision
- Support services



# MacGregor Service Agreements

MacGregor Service Agreements provide three levels of cover to meet our customers' requirements while keeping budgets under control.



## Inspection Agreement

A fixed-price inspection schedule with a 10% discount on spare parts.

## Standard Agreement

Includes all inspections and the parts and labour for planned maintenance activities.

## Comprehensive Agreement

Provides fully-comprehensive equipment cover including all inspections, maintenance and breakdown repairs. Crew training is included.

## Customer benefits

Our customers receive many benefits by entering into a MacGregor Service Agreement:



### Priority service

With a dedicated agreement coordinator all your maintenance planning is handled by MacGregor



### Spare parts discount

Entering into a MacGregor Service Agreement provides a 10% spare parts discount



### Fixed-price agreement

Fixed price for the duration of the contract assists with budgeting



### Remote access support

Optional upgrade to include remote access provides real-time connectivity for rapid fault-finding



### Crew training

Crew training can be included in the agreement

# Different types of bulk-handling solutions

We service different types of bulk-handling systems.



Cement systems



Gravity systems



Top reclaiming systems



Transfer terminal systems



Deck conveyor systems

## Spare parts and logistics

Using spare parts from unknown sources or ignoring the need to replace worn parts can damage machinery and lead to equipment malfunction.

Our logistic centres supply original spare parts and components (hydraulic, electrical and mechanical) to any worldwide destination.

## Component sales

MacGregor offers a wide range of selfunloading system parts. These include horizontal and vertical screw conveyors, bellows, pneumatic transportation valves, watertight bulkhead doors and actuators.

## Maintenance and repair

When cargo handling equipment availability is vital and loss of productivity due to breakdown, accident or obsolescence is a major concern, important decisions have to be made. Should equipment be repaired, modified or upgraded? We supply maintenance and repair services on a planned schedule, on demand or on an emergency basis.

MacGregor will always work closely with a customer to decide on the best solution to avoid unacceptable off-hire periods.



## Remote access service

With MacGregor's remote access service it is possible to assist crew members in the event of a problem. This may be an emergency call, a planned maintenance check or a minor software change. It is also possible to optimise or set up a new terminal system remotely.

## Modifications, refurbishments and upgrades

MacGregor offers complete modernisation solutions, including design, equipment installation and commissioning. Conversion packages include an initial study, technical solutions, 3D design, manufacturing and installation.

Programmable logic controller (PLC) upgrades are performed to avoid the risk of an operational breakdown when spare parts become obsolete and cannot be replaced.

Capacity upgrades increase the efficiency of the cargo handling system and reduce the time spent in port.



## Inspections

Inspections produce detailed, impartial reports on equipment condition and provide recommendations for necessary repair work and spare parts. Inspections do not affect a ship's schedule.

Equipment receives professional attention on a regular basis, so the crew can attend to productive tasks instead of time-consuming inspection and maintenance work.

### Inspection services provide:

- Regular, tailored inspections for each product
- Quick analysis of the situation
- Professional, impartial reports on findings
- Recommendations for remedial measures
- Fixed prices for maintenance
- Expert resources on global standby

Frequent assessment of the condition of equipment is available anywhere in the world, through remote diagnostics and onboard inspections.

## 24/7 support services

MacGregor's global service network, with its trained engineers and service personnel, is available worldwide, 24 hours a day throughout the year. Close and continuous collaboration between the service network, competence centres and new sales units ensures precise, quick and efficient support for customers.

You can find contact information for our global network including 24/7 numbers on our website [www.macgregor.com](http://www.macgregor.com). We are often just around the corner and always only a phone call away and we serve you in your own language.

## Training for crew and personnel

To guarantee the safe and efficient operation of the equipment, we recommend customised training programmes for the ship's crew. This will result in time savings in trouble-shooting and maintenance, and in a prolonged lifetime for the equipment.



We arrange worldwide training courses for merchant and naval crews. Tuition sessions take place at our training centres or on board your vessel. We can also customise a training programme according to your specific needs and procedures.

Our training includes both theoretical sessions (for example, in hydraulic, electrical and mechanical systems, safety procedures, maintenance and spare parts and trouble-shooting) and practical hands-on training. The customer receives a review and evaluation of the participants' performance after the completion of each training course.

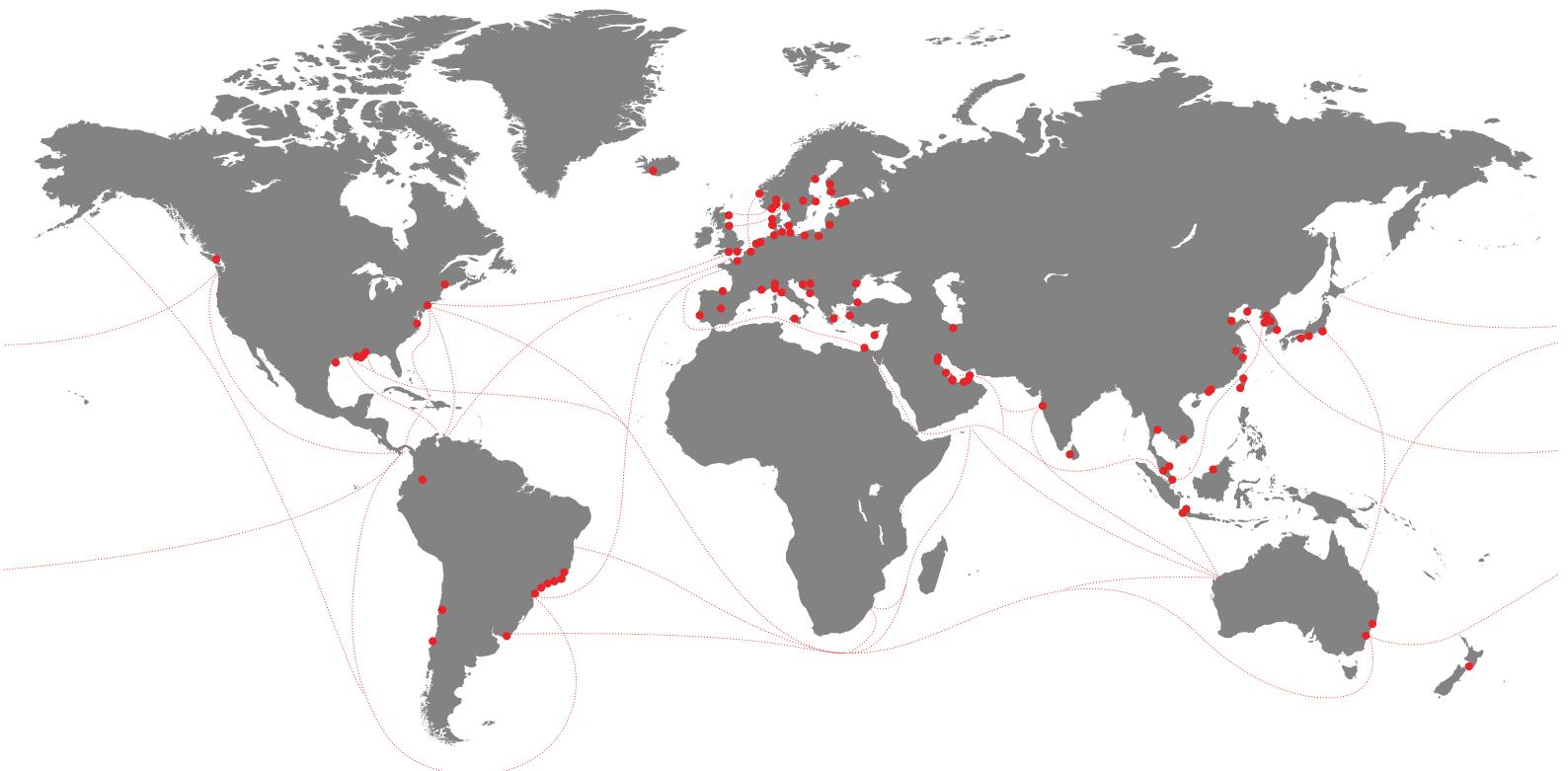




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Wherever needed, you can rely on our support.



MacGregor shapes the offshore and marine industries by offering world-leading engineering solutions and services with a strong portfolio of MacGregor, Hatlapa, Porsgrunn, Pusnes and Triplex brands. Shipbuilders, owners and operators are able to optimise the lifetime profitability, safety, reliability and environmental sustainability of their operations by working in close cooperation with MacGregor.

MacGregor solutions and services for handling marine cargoes, vessel operations, offshore loads, crude/LNG transfer and offshore mooring are all *designed to perform with the sea*.

*MacGregor is part of Cargotec. Cargotec's class B shares are quoted on NASDAQ OMX Helsinki Ltd.*

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