



# **DIESEKO GROUP AFTER SALES SERVICES**

**DIESEKO GROUP**



## FOUNDATION EQUIPMENT FROM **DIESEKO GROUP**

Dieseko Group, which was established in 1974, is a manufacturer of a wide range of products for the foundation industry. The range is divided into five product lines: vibratory hammers and impact hammers, piling and drilling rigs, soil improvement equipment, dredging equipment and hydraulic power packs.

Dieseko Group is owner of the brands PVE Piling & Vibro Equipment, ICE International Construction Equipment and Woltman Piling & Drilling Rigs. Dieseko Group also supplies Bell Dredging Equipment.

Dieseko Group engineers develop foundation equipment in accordance with the latest regulations. The experienced engineers in the sales and rental department have a profound knowledge of the equipment and are always standing by to advise clients on their specific needs. Spare parts are in stock for all machines, which can be shipped quickly to dealers and clients worldwide, to avoid downtime on projects. Service engineers are available 24/7 to support clients on site. With over 60 dealers and branches worldwide, Dieseko Group is a reliable partner for all foundation contractors for consultation, sales, rental and financing.

Using Dieseko Group original spare parts to maintain your equipment performance can:

- Restore high operational efficiency
- Minimize unexpected failures
- Faster maintenance and less downtime

How to request an offer or place an spare parts order. Dieseko Group Spare parts team will process and send out spare parts that you may require. You can request for an offer or place an order by either telephone or email.

- Telephone our spare parts department on: +31 184 410333
- Email us your spare parts request or order to [parts@diesekogroup.com](mailto:parts@diesekogroup.com)



# USE ORIGINAL SPARE PARTS

**When our machines are used intensively, maintenance of the original Dieseko spare parts is essential.**

They are available from stock via our dealers or our main site in Sliedrecht and give you the ultimate peace of mind, ensuring trouble-free maintenance and sustainable machine operation.

Using them:

- Restores high operational efficiency
- Minimises unexpected failures
- And means faster maintenance and less downtime

It also means more than a simple 'new-for-old' replacement. With our focus on continuous improvement, we look for opportunities to supply replacement parts that will enhance performance.

In combination with our warehousing and advanced logistics for standard stock items, our spare parts department allows for rapid response and delivery.

Success is the sum of the parts. So Dieseko Group original spare parts ensure your machinery delivers top performance throughout their lifetime. They are manufactured to the same standards/specifications as all our equipment.

It also avoids problems such as premature failure and lower performance. Simply put, employing original spare parts has proven to be the best way to protect your investment from poor performance, while also ensuring your machine operates in line with original factory specifications.

We use high quality standard materials and advanced special materials to meet the most demanding applications and provide excellent resistance to corrosion and wear.





## **BENEFITS**

- **ENSURE AVAILABILITY THROUGHOUT THE MACHINERY'S LIFETIME**
- REDUCE OPERATING COSTS**
- EXTEND SERVICE LIFE**
- SINGLE POINT OF CONTACT FOR YOUR DIESEKO GROUP EQUIPEMENT PARTS**

**DIESEKO GROUP MACHINES ARE CUSTOM-MADE, WHICH MEANS THEY ALSO SOMETIMES REQUIRE CUSTOMIZED PARTS. THEN EVERYTHING WORKS TOGETHER SEAMLESSLY TO PROVIDE YOU WITH THE SUPERIOR AND SUSTAINABLE PERFORMANCE YOU HAVE COME TO EXPECT FROM DIESEKO GROUP EQUIPMENT.**

# PLANNING AHEAD

Spare parts are not only needed during preventive maintenance activities and we strongly recommend you keep them in stock to ensure minimal downtime

## MANUFACTURED SPARE PARTS

Important and specific spare parts could require additional time to be manufactured and/or modified. To avoid production downtime, we recommend you plan head and order these parts in time. Please talk to your Dieseko Group contact for advice and assistance.

If you are planning an overhaul or a Preventive Maintenance intervention that includes spare parts, our spare parts department will help you provide a solution.

## HUGE STOCK HOLDINGS

We stock a huge range of spare parts in our dedicated Spare Parts warehouse. We have thousands of items for off the shelf delivery. Our trained staff constantly monitor and adjust stock levels to meet the demands of our customers.

## FAST DELIVERY

We aim to send the most common items from our warehouse that are on stock and ordered before 1 pm within one day. If necessary, we can also arrange special deliveries at additional cost.

## SERVICE ENGINEERS

Dieseko Group offers a worldwide service of fully qualified engineers for on-site technical support. With over 40 years of industry experience, our dedicated technical service department are on hand to assist you with any technical support you may require with your Dieseko Group equipment.



# EXTENSIVE EXPERIENCE

Dieseko Group Services department has 40 years of extensive experience in repairing vibration hammers, clamps and power packs, on site or at our workshop in Sliedrecht. We always deliver high quality and have a fast delivery time.

Our modern workshop of 1800 m<sup>2</sup> hosts an Overhaul workshop and a testing facility. We are fully equipped to repair and test your ICE and PVE vibration hammers, clamps and power packs.

## CONTINUITY IN YOUR PROJECT

You may know which repairs need to be conducted. However, it is often not directly clear what caused the damage or disruption. We can assist you by investigating the possible cause and provide advice concerning the repair. And as you want to be aware of the costs upfront, we determine the scope of the work together. At the same time, any additional work can be discussed.

You can trust the Dieseko Group excellent service for a quick and suitable solution to your situation. And, of course, we try to reduce the impact of the disruption as much as possible.

## WORLDWIDE 24/7 SERVICE

The Dieseko Group breakdown service is at your service 24 hours a day, 7 days a week to immediately respond and help you as soon as possible. Our service engineers can be deployed worldwide and can depart at any given moment, depending on the required visas and/or vaccinations.

The first line of help is to investigate the problem as much as possible by phone. Some disruption can be resolved on-site by your or our service engineer. When our service engineer determines this is not possible, he can advise transporting the machine to our workshop.

The service department will first provide an offer based on the inspection/service on-site. Once the machine has arrived in our workshop, an experienced team of engineers will immediately start repairing your machine in order to realize a quick delivery time.

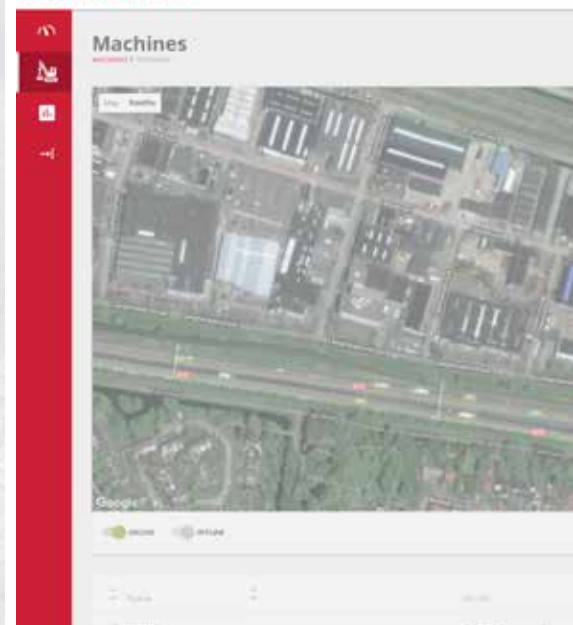
If necessary, we can probably provide a replacement rental machine. Please check the possibilities with our rental department.

## TRAINING YOUR PERSONNEL

Dieseko Group Services offers various training courses for your personnel to learn how to handle the equipment and/or resolve simple disruption. Please contact our service department about our training courses.



## DIESEKO GROUP



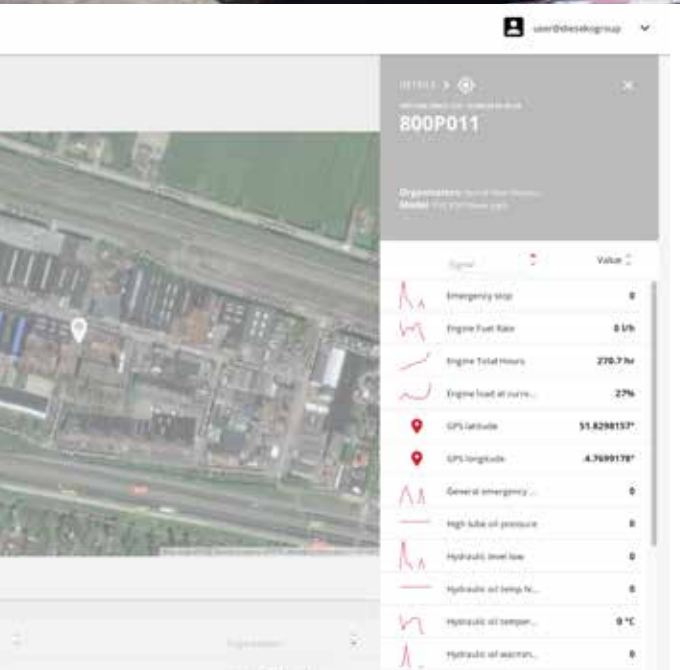


## PREVENTING DISRUPTIONS

Dieseko Group Services strongly advises preventive maintenance, including the original spare parts, after a completed project. In this way, your equipment is ready for the next job.

## POWER PACK MONITORING SYSTEM

We can also monitor the condition of your power pack through our new power pack monitoring system. This can be built into a new or existing power pack, as long as it is equipped with the MD4 or MDL2 IQAN module. Real time hosting of the power pack, through a Web portal, via your own PC, tablet or smartphone could then be possible. Please contact our service department to discuss a power pack monitoring system.



## Terms & Conditions/ Warranty

Delivery according Terms Orgalime S2012, March 2012 Brussels.

Please refer to our terms and conditions by requesting a copy or by visiting our website: [www.diesekogroup.com](http://www.diesekogroup.com)



## GLOBAL SERVICE NETWORK

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**Dieseko Group certified dealer:**

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