

IBAU HAMBURG

Your efficient partner for modern and effective bulk material handling

PLANT DESIGN - ENGINEERING - EPC-CONTRACTING

CEMENT - THERMAL POWER - MINERALS

Central Cone Silos

Single silos.
Ring silos.
Multicompart-
ment silos.
From 2 to
22 chambers,
diameters:
14 to 27 m.



EPC-Contracting

Piling.
Civil works.
Steel structure,
supply/erection.
Electrical/
mechanical
supply and
erection.



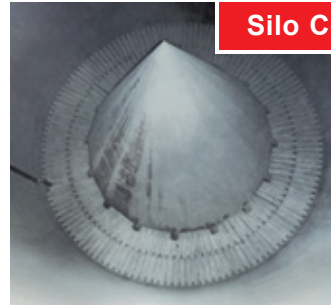
Marine Cement Terminals

Floating
terminals.
Mini terminals.
Silo systems.
Dome systems.
Flat storage
terminals.



Silo Conversions

Economic
modifications
with advanced
cutting-edge
technology.



Cement Carriers

Advanced
technology for
self-discharging
Cement Carriers
including the
Midship tunnel.



Components

The key for
a well
functioning plant:
Components,
all made
to measure.



Ship Unloaders

Stationary or
mobile types:
From the
5,000 class
up to the
60,000 class.



Spare Parts

High stock
availability:
Just-in-time
supply
of spare parts.
After-sales
Service.



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IBAU HAMBURG



IBAU HAMBURG Service

Highly qualified service and maintenance personnel



A WIDE RANGE OF SERVICES

We, the company IBAU HAMBURG, know about the significance of our installations regarding the processes of our customers and we also know how important it is to support our customers during the start-up, the handover phase as well as during the whole lifetime of the installation.

For this reason the company IBAU HAMBURG offers a wide range of services for the maintenance servicing of your installation.

Our service team will not only take care of the installation and assembly of

your plant but also offers a long-term support service. We offer an ideal maintenance program for the entire lifetime of your installations.

In addition to this program we do also guarantee that all necessary spare parts will be available and can be ordered either directly from our headquarters or worldwide from our local representatives.

In our trainings centre we can teach your personnel how to operate and maintain the equipment in a safer way and vastly improve the efficiency and reliability.

OUR 24-HOUR HOTLINE

The 24-hour Hotline Service of our Technical Customer Service is always manned by qualified specialists 365 days a year, 24 hours per day.

They can be reached anywhere in the world at the following telephone number:

+49 (0)2522-30-371

The Technical Customer Service offers:

Telephone support for analysing error sources and suggesting steps for solving them.

If an error cannot be directly removed by our Technical Customer Service, then a service technician can be summoned into action, or the delivery of necessary spare parts can be ordered.

If the desired specialist is not available on this Hotline, e.g. because of reduced personnel during the night shift from 6 pm to 6 am (CET) or weekends, Sundays or national holidays, then we'll return your call as rapidly as possible.



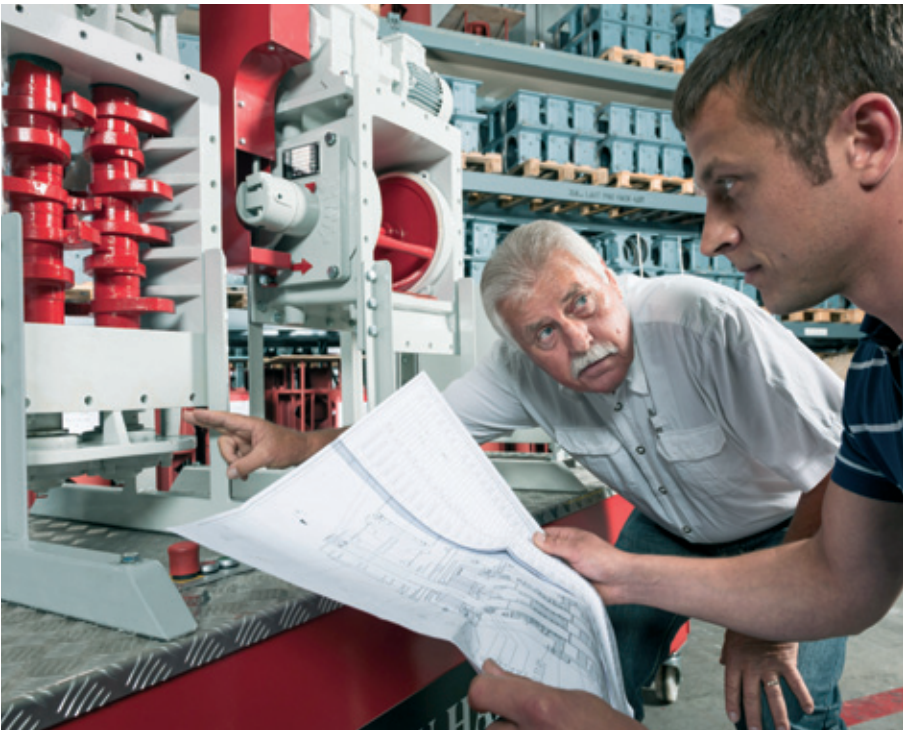
Employee training



Customer service at site



Theoretical customer training in the IBAU Training center.



Practical customer training in our assembly shop

**Customer training
increases efficiency**

Efficiency and profitability in the application of our plant technology in our customer's plant depend on several criteria: One aspect, which is often being neglected, is the continuous staff qualification, as qualified operating and maintenance personnel is the key of higher performance and better quality.

For this reason IBAU HAMBURG offers customer trainings, in which the key contents are adapted to the IBAU HAMBURG plant concept.

The customer training course takes place either in our assembly shop in Hamburg Allermöhe or if requested also in the customer's plant. Experience shows that a well trained employee is also a motivated one and the advantages of a training course speak for themselves:

- better knowledge of machines
- faster achievement of full production capacities
- higher proficiency of operating personnel
- higher availability of machines
- better product quality

If you have questions regarding training issues, learning targets as well as course requirements or if you wish to receive a customised training offer, please contact our Service Department.



Maintenance and training of service personnel on site

Maintenance

Components and systems perform best when they are in ideal operating conditions.

Our supervisors are aware of the sensitive points and mechanical details of our equipment.

In order to keep your equipment in best condition, we recommend frequent inspections by IBAU HAMBURG site technicians, and the appropriate preventive maintenance.

- Visual inspection
- Functional testing
- Optimum adjustment of process parameters

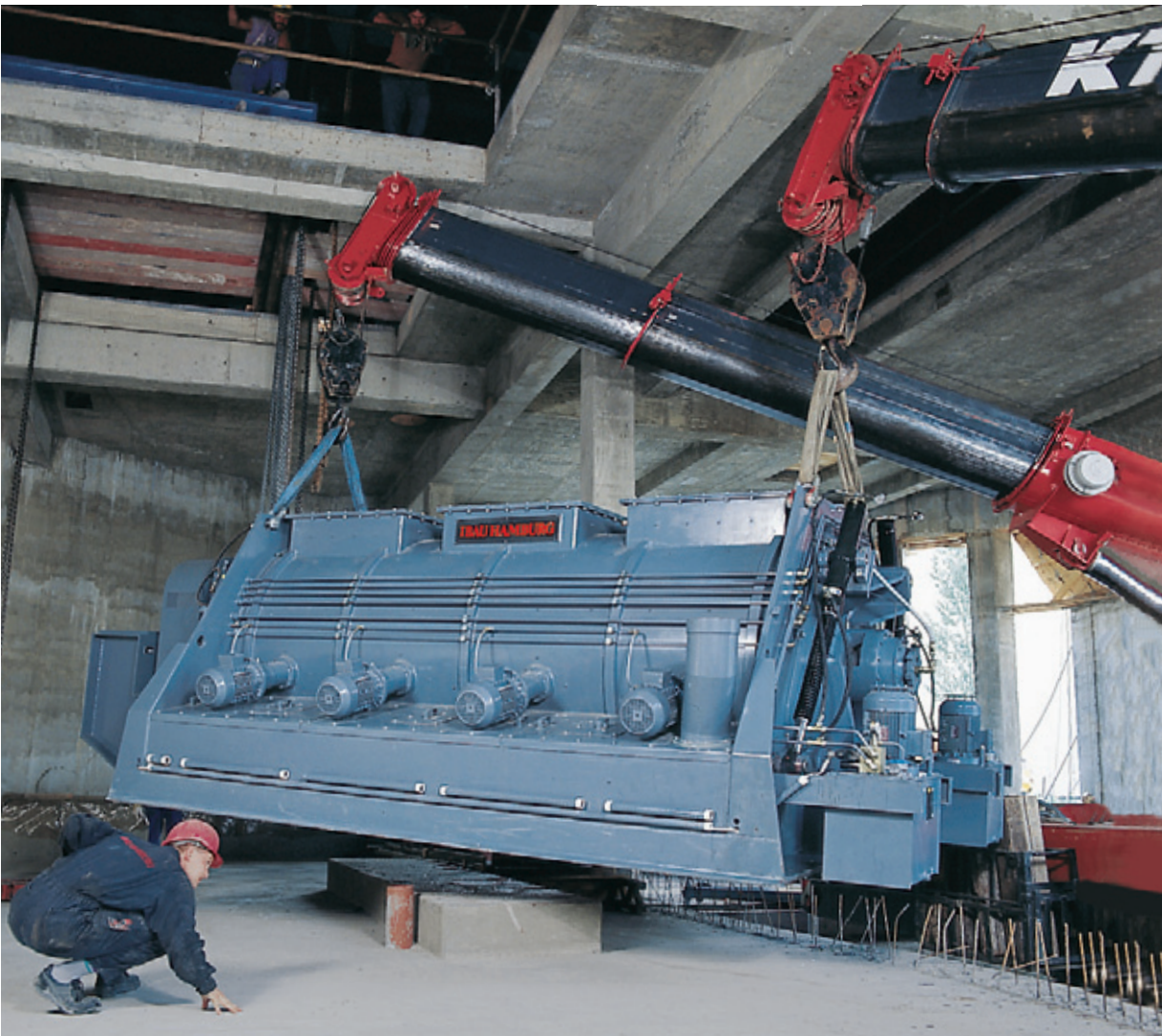
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Installation of an IBAU Mixer

Supervision

After system equipment has been delivered by IBAU HAMBURG, our specialists travel to the plant site in order to perform the relevant plant services.

Commissioning is the process of ensuring that our systems are installed, functionally tested and operated in conformance

with the design. A system that has not been properly commissioned often causes problems later on. Our skilled engineers are experienced in providing commissioning and supervision services for new as well as existing systems. We can be on site during configuration and test, start-up, operation, shutdowns, trouble shooting and maintenance.



Adjustment of the settings



IBAU – Warehouse and assembly shop on more than 5.000 sqm, pre-assembled components and spare parts for fast delivery – **the real just-in-time solution**



IBAU Warehouse and assembly shops

