Machinery and equipment

All the equipment needed for driving piles.
Construction of Sabetta Port on the Yamal Peninsula in Russia.

The shore of the Ob Estuary on the Yamal Peninsula is home to huge repositories of natural gas. The Russian Federation decided to construct the Sabetta Port here in the northernmost part of the country with the aim of exploiting this fuel source. According to the plan, large quantities of natural gas will be cooled down into liquefied natural gas (LNG) directly on site and then transported to Europe, Asia, and America on special ships.

A particular challenge in executing the project was having to carry out the work in permafrost conditions: the ground below a depth of half a meter was frozen. That’s where we were able to beat out the competition with a clear advantage. All of the other vibrators offered by our competitors needed an apparatus to be built, in which the equipment would be preheated to working temperature. Special diesel guns that used a lot of fuel were needed to heat the air. Our equipment, by contrast, required no preheating because right from the plant they were designed to operate in extreme conditions.

müller MS-200 HFV vibrators with müller MS-A 1050V power packs were used in this project. The work was carried out right at the edge of the water – so our machines stood directly on the surface of the ice, which was more than two meters thick at that point. The dockside piles were driven directly into the frozen port water. Before the actual driving work began, workers drilled into the ice to a depth of 1.5 meters and melted it with steam. The entire project was completed on time despite the extreme conditions. In December 2017 the first gas tanker arrived at the new port.
Global expertise in infrastructure projects.

Whether it’s about mobility, urbanization, climate change, or resource efficiency, as a leading supplier of civil, marine, foundation, and construction engineering solutions, we cover the full range of services for global infrastructure projects. Our portfolio is organized into four divisions: steel sections (pile sections, anchor equipment, flood protection), machinery, trench shoring and scaffolding systems.

We see ourselves as a full-service supplier to the construction industry. We support and advise our customers all the way, developing solutions precisely tailored to the job in hand. For this we can rely on the expert support of our own technical office. We provide our customers with all the products they need to execute their projects. Most of these products come from our own production, such as müller pile driving and extracting equipment and thyssenkrupp cold formed sections, as well as thyssenkrupp anchor equipment and trench shoring systems from e+s and krings, which are also our own products sold exclusively by us.

We place great emphasis on sustainability. Our steel products meet the highest environmental performance standards. They are produced with minimum energy consumption, are eco-friendly in use, straightforward to dismantle, and virtually 100% recyclable. Our driving and extracting equipment is quiet and low on CO₂ emissions. With offices throughout the world we are present wherever our customers need us. We know the local markets and their requirements and can provide tailored advice in the field, a key advantage especially in after-sales service.

Integrated, tailored solutions.

In addition to the sale, rental, and repair of machines (new and used), we also offer project-specific advice that takes all of the relevant factors into account – the site-specific, geological, and technical requirements. Moreover, we offer product demonstrations and training as well as on-site installation.
We supply our customers with all of the machinery and equipment they need to drive steel sheet piles, pipe piles, beams, and other pile sections in the course of easy to complex pile driving jobs. We also provide a convincing technical concept and ensure that the project is executed cost-effectively.

There is a wide range of technologies available for installing piles: driving and extracting, pressing, hammering or drilling. Depending on the on-site requirements, we offer our customers a broad range of suitable machinery, with a range of variants and performance variables, turning as well to our own products such as müller driving and extracting equipment and our drilling rig.

Optimal machinery and equipment are the key to cost-effective work in marine and foundation engineering projects.

Overview of our equipment.
- Vibration equipment:
  - müller vibrators
  - müller excavator-mounted vibrators
- Leaders:
  - RTG telescopic leaders
  - müller power packs
  - müller add-ons: drill drives, clamping devices, accessories, and special equipment
- Pressing equipment:
  - Giken Silent Piler
- Drilling technology:
  - drill masts, drilling equipment, anchor drilling equipment, thyssenkrupp double-head drilling systems and rigs

Overview of our Services.
- Sale, rental, and repair of machines
- Advice on machine selection and use
- 24-hour parts service for müller vibrators and thyssenkrupp drilling equipment, as well as machine servicing to extend service life and reduce the need for repairs
- On-site service
- User training
There is specially tailored equipment for every application: systems on a pile driver ram are exceptionally powerful and ideal for large and complex construction sites. Excavator-mounted vibrators are designed for use in urban settings. Leader-guided units are impressively easy to transport and quick to set up on site.

Vibrators and power packs are part of the conventional setup of a modern system. The power pack – driven by a diesel motor – delivers the oil flow for the vibrator through hydraulic pumps, ensuring that the vibrator is supplied with energy to drive steel sheet piling into the ground using vibration.

müller vibrators have a proven track record in foundation engineering stretching back 60 years. Suitable for a wide range of applications, their reliability and constant development make them a crucial part of day-to-day practice.

Reliable performance even in the toughest projects: müller vibrators.
### Applications

**H series with fixed eccentric moment.**
- Soils with light to moderately difficult driving conditions
- Driving and extracting tubular piles
- Also in extreme climatic conditions

**Advantages**
- Extremely robust machine design
- Easy handling and easy adjustment of clamping devices

**HHF series with incrementally adjustable eccentric moment – two in one.**
- Soils with moderate to difficult driving conditions
- Suitable for heavy piles

**Advantages**
- Adjustment to changing soil conditions on site thanks to removable additional weights
- Quick changeover

**HFV series – variable and resonance-free.**
- Urban foundation works
- Areas sensitive to vibration
- Ideal for sandy soils

**Advantages**
- Minimal ground vibration
- Optimal adaptation to soil conditions
- Technology that's easy on both the equipment and the environment
Examples of our services.

Creating a thin slurry wall in Graz.
On the Mur River in the southern part of Graz, Energie Steiermark is building the Graz run-of-river plant. As part of the construction works, a thin slurry wall needed to be created, among other things. The executing company used our MS-100 HHF in combination with an MSA 840 V power pack for approx. six months to drive in the approx. 27 meter long beams.

The extremely difficult soil conditions were a particular challenge, in part because they caused heavy wear on the vibrator. This led to a constant need for on-call installation engineers. Nevertheless, the project was completed within the projected timeframe to the satisfaction of all of the parties involved.

Building a bridge across the Amur River at the Russian–Chinese border.
Russia and China are constructing a railway bridge across the Amur River. The 2,250 meter long structure will connect the town of Nizhneleninskoye in the Jewish Autonomous Region of Russia to the Chinese city of Tongjiang.

For the foundation of the structure, tubular piles with huge diameters and extraordinary lengths had to be driven into very hard soil. Some of the piles had a diameter of two meters and a length of 50.10 meters. Since they were supposed to protrude just 10 centimeters out of the water, this meant that the driving depth was 50 meters. Other pipe piles had a diameter of 1.50 meters and a length of 35.10 meters. In this case the driving depth was 30 meters, as here, too, the pipe piles were only to protrude 10 centimeters out of the water.

Due to the extreme lengths of the piles, they could not be driven using equipment from our competitors. So, after multiple tests, the project managers decided to use our MS-200 HHF vibrator for the job. Our machine was able to drive in the long, heavy pipe piles with no problems. Everyone involved in the project was very pleased with the execution.
More examples of our services.

Driving piles in a vibration-sensitive areas in Saudi Arabia.
A construction company is executing a wide range of infrastructure projects in Saudi Arabia for the oil company Aramco. So close to refineries and pipelines, there have often been complications in the past that were only overcome with a great amount of effort. In these areas, the vibration of steel sheet piling and pipe piles is often prohibited or greatly restricted. The reason for this is because strong vibrations affect underground supply lines like gas pipelines and can lead to damage.

Ultimately a solution was found for this challenge: In areas sensitive to vibration the company uses our MS-32 HFV, which was previously adapted to suit the special conditions of the region. Its variable technology works with reduced vibration, offering maximum flexibility. The company is confident that it will be able to execute new projects as well for its major customer thanks to the new machine.

Building an underground parking garage for the “Cosmos” business center in Saint Petersburg.
An underground parking garage was to be constructed in Russia’s Saint Petersburg. In the course of the building works, the construction firm had to create a sheet pile wall, and pipe piles with a diameter of 1,420 millimeters and a length of 28 meters were to be used for this.

The on-site soil conditions presented an extreme challenge. Very high forces were needed to drive piles with these dimensions into the compact loamy soil. At the same time, the fact that the area was built up so densely also had to be considered. After intensive discussion, those involved in the project opted to use our MS-320 HHF. We are the only ones offering a vibrator of this magnitude on the market in general – and certainly on the Russian market. Our machine reliably met all expectations without problems. The work was completed on time.

Offshore work in the Yuri Korchagin oil field in Russia.
The Yuri Korchagin oil field is located in the northern part of the Caspian Sea. Lukoil wanted to erect an ice-resistant drilling platform there, consisting of two blocks: the production plant and accommodation for personnel. In order to drive in the pipe piles of the foundation, which had an external diameter of 84 inches (2,134 millimeters) and a length of up to 71 meters, our customer needed a high-performance machine with a powerful crane and gripper unit. Only with this equipment was it possible to grip the piles on their sides and hold them while they were aligned – after all, this process calls for strong and stable clamping.

After extensive consulting, we came up with the ideal solution with the customer: they would rent an MS-240 HHF from us along with an MS-A 1150 V power pack. The vibrator was laid on its side at the construction site. The piles were then gripped on the side, straightened up, and then inserted into a “conductor”. This drive pipe prevents sliding while the tubular piles are positioned. They were then driven in to a shallow depth with a vibrator at first, and then hammered in using a hydraulic hammer. Several challenges had to be overcome at once during the process: the lubricant could not be permitted to escape the inside of the vibrator, nor could pipes end up sinking into the sea or sliding while being driven due to a handling error.

The work was completed according to plan to the great satisfaction of everyone involved. In a second construction phase the drilling platform was expanded – and once again our MS-240 HHF was on the job.
Concentrated power for the vibrator: müller power packs.

Power packs are needed to supply the hydraulic vibrators with energy. Inside a noise-insulated housing, diesel motors run hydraulic pumps that supply the necessary flow rate for hydraulic motors via hoses to the vibrators.

The low-noise, fuel-efficient integrated diesel motors comply with the latest exhaust emission regulations. The programmable logic controller can be operated via cable or radio remote control and is used to optimize and monitor the workflows. Optionally, operating parameters and machine data can be called up remotely online via data modem.

Advantages

- Compact, lightweight design thanks to closed oil circuit
- High degree of reliability through the use of components such as diesel motors, pumps, and controllers that have been tried and tested on the building site
- Extensive range of accessories, such as a remote maintenance package, winter package, or fine bypass filters

müller fine filters.
The bypass oil filter is a filter system that supplements the hydraulic filter already fitted. The bypass oil filter is used for the fine filtering of the hydraulic oil. The lower flow rate via the filter means that a much finer filter can be selected than is the case with standard filter elements. Therefore, much finer particles can be removed from the oil than is the case with full-flow oil filters.

müller winter package for power packs.
For use in temperatures down to -25°C
The winter package contains:
- Preheaters for hydraulic oil and diesel engine cooling water, with external power supply (220–240 V)
- Option: set of covers for closing off the unit’s air intakes and air outlets
- A reduced airflow through the unit to help the unit reach its operating temperature faster
- Operation with some air intakes and air outlets closed depending on the ambient temperature
- Better economy thanks to faster deployment and fuel savings

Mobile measurement, logging, analysis, and archiving of vibrations: müller data acquisition
Our data acquisition system enables simple and reliable monitoring of the driving process to ensure that the design requirements are adhered to. The data acquisition equipment is integrated directly into the drive’s control unit. The data can then be sent to an internet server, for example.
Compact all-rounders for any common excavator: müller excavator-mounted vibrators.

Applications

• Driving and extracting (MS-2 to MS-9 HFB)
• Suitable for sheet piling and tubular piles with a modified clamp arrangement (MS-4, MS-6, MS-7, and MS-9 HFB)
• Installation of plastic and timber piles, lightweight sections, and reinforcing cages (MS-1 HFB)
• For urban areas sensitive to vibration (MS-5 HFBV, MS-7 HFBV, MS-8 HFBV, MS-10 HFBV)
• Suitable for heavy soils (MS-9 HFB, MS-17 HFB)
• Piles can be picked up and set down directly with the clamp (MS-4 to MS-7 HFBS)

Advantages

• Small and compact
• Easy operation with a safety circuit
• Quiet and universal in application
• Extremely low height allows driving of long piles
• High push/pull forces increase driving performance
• All clamps can be rotated through 90°
• Easy to attach
• Optional: double clamping devices can be fitted for driving pipe piles
• Optional: can be fitted with cooling system
• Optional: can be modified for operation with power pack

The compact, lightweight müller excavator-mounted vibrators can be attached to any standard excavator. The power comes from the on-board hydraulics and the units are controlled by the excavator’s control levers. Various models (HFB, HFBV, HFBS) and useful accessories are available to suit even the most diverse applications.
Advantages
• Standard gripper can be replaced with side gripper tubular clamp in just a few hand movements
• Like all müller side grippers, this side gripper is also available in a one and two-cylinder design

Easy clamping of pipe piles: müller excavator-mounted vibrator also with side grip tube clamp
Just a few hand movements is enough to replace the standard gripper with the innovative side gripper tubular clamp, which enables tubular piles with a diameter of approx. 200 to 630 millimeters to be clamped. This unique design allows for defined application of force. Standardized müller MS-U 60/72 or MS-U 80/100 clamping devices can be supported without problems, facilitating a wide range of applications.

For areas sensitive to vibration: VARIABLE müller excavator-mounted vibrator
With variable adjustment, our all-rounders can even be used in areas sensitive to vibration – like urban neighborhoods or sites near historic buildings. Resonance-free starting and stopping causes minimal ground vibration and is therefore easy on both the equipment and the environment.

Advantages
• Innovative adjustment concept in a compact design, making the machine ideal for work in areas sensitive to vibration as well as sites with restricted space
• Proven technology ensures outstanding maneuverability with maximum reliability
• Truly lightweight in its class
Examples of our services.

Extracting steel beams for an apartment building in Copenhagen

The population of Copenhagen is rising – and apartment development is booming along with it in the Danish capital. After the completion of a building shell in the center of the city, HEB 300 steel beams measuring eleven meters long were to be extracted. They had been driven with a pile driver.

Soil conditions made the task more difficult: lime, clay, and very compact loam turned the extraction into a real challenge. There was also little space to maneuver due to the neighboring buildings. That’s where our Müller MS-6 HFBSG side gripper came in. Its compact size, high performance, and excellent maneuverability made it the ideal machine for the demanding task. The beams were extracted and then loaded onto a waiting trailer in one operation, allowing the job to be finished in no time.

Driving wide-flange beams on a train track in Kassel

A train track in Kassel was to be shored with HEB 240 wide-flange beams. Site conditions were complex: the site was situated between two double tracks, which were in constant use. There were also high-voltage lines along the section. The construction firm executing the project initially planned to use a truck-mounted crane and to suspend use of the tracks while the work was being carried out.

Ultimately the project managers decided to use our MS6-HFBSG side gripper instead, which allowed for the driving work to take place during running operation of the tracks. The advantages for Deutsche Bahn: no need to switch off the high-voltage lines, no track downtime, and therefore no impact on ongoing train operations. Another thing is worth mentioning here, too: for the first time the MS6-HFBSG was used to drive beams measuring more than 15 meters in length.
Something useful for every application: müller accessories and special equipment.

Bracket
"X-brackets" are available in various sizes for driving large-diameter, heavy tubular piles.

müller safety shackle
The müller safety shackle, available in various sizes, is ideal for picking up piles quickly and safely.

müller universal connecting fork for excavator-mounted units
This accessory enables müller excavator-mounted vibrators and drilling units to be attached to the majority of excavators. It is fitted with three different connecting pins.

A safe connection: müller clamping devices
Clamping devices connect the pile section, e.g., pile sections, posts, H-beams, or tubular piles, to the vibrator and transfer the vibrations. The clamping devices can be rotated through 90° for face working. Adapter plates are available to cope with different clamping arrangements.

Clamps to fit over the interlocks of double piles and radial clamps for driving tubular piles are also available. Important for making the right choice: the clamping force of the device must be at least 1.2 times the centrifugal force of the vibrator. Can be used as single and double clamps for U/Z-sections, H-beams, and tubular piles, and as special clamping devices for specific tasks, such as for timber piles, concrete piles, and small-diameter tubular piles.

müller five-fold clamping device
The adapter plate enables five clamping elements to be attached to five straight-web sections. These are arranged on a radius so that the sections can be clamped and installed simultaneously.

müller MS-U 160 S clamping device
Internal clamping for foundations with thin-wall tubular piles and very small diameters.
• Does not damage the coating on piles
• Also suitable for use in heavy soils
• Reduces the number of operations normally required

Advantages
• Various mounting options
• Fast, cost-effective drilling
• Powerful, robust, long life

Quick and easy connection: müller drill drives
These robust, low-noise drill drives are quickly and easily attached to the stick of an excavator. Optionally, they can be attached to a leader via a guide carried or by fitting in the clamp of a vibrator. Can be used for pre-drilling to loosen and relieve the ground and for heavy soils.

müller HHF series vibrators
Foundation technology for offshore wind turbines.
• Heavy-duty pile driving and extraction equipment
• Custom-made solutions and adaptations
• Drivability analysis
• 24/7 repair and maintenance services
• Spare parts management

müller MS-32 HFV vibrator
Thanks to a special compacting plate, our müller MS-32 HFV vibrator can be used for soil compaction. It can even be used underwater.
• Variable from 0 to 40 Hz
• Special sensors measure rpm and detect angles during the compaction process
• Modified for continuous operation and underwater use
• Approved for 10° gradient in all directions
• Approved for continuous operation and underwater use
• Automatic compaction cycle (start/compact/stop)

DYSTAFIT®
This process can be used to significantly optimize soil improvement and rehabilitation measures. It does this by simulating loading cycles, which enables valid conclusions to be drawn about the stability of a soil that is sensitive to settlement, subsidence, or shifting.

DAYSATFIT®
For a wide range of requirements: RTG* pile driving.

The pile-driver series from RTG includes machines in different size classes, which cover a wide range of applications when used in combination with various different attachments.

At the top end of the range is the RG 27 S, which facilitates heavy-duty driving up to 27 meters thanks to its rigid fixed leader and installed motor power of up to 597 kilowatts. The RG 14 T, RG 16 T, RG 19 T, and RG 21 machines are equipped with a telescopic leader and stand out for their extremely compact transport dimensions and quick setup times. The RG 18 S, RG 22 S, and RG 27 S models have a rigid, one-part fixed leader with an extremely buckling-resistant design that allows for heavy-duty driving as well as the use of drilling methods that require the mast to transfer higher torsional moments. All models are designed as universal machines for lots of applications and feature an excellent power-to-weight ratio.

RTG telescopic and fixed leader masts are designed to transfer high tensile and compressive forces and handle torques. Together with their high engine capacities, they can be used as carrier devices for a wide variety of applications. For this reason, all attachments within one series are exchangeable – even within a few minutes when using the ACS quick coupling system. The core function across all models is their ability to vibrate in sheet piles and steel pipes. RTG equipment can also be used for a great many other purposes, such as pressing in sheet piles using a sheet pile press without causing vibrations, for making piles, or for use in various soil mixing processes.

* Thyssenkrupp Infrastructure is exclusive dealer for RTG products in Germany, Austria and Denmark.

Advantages

• High efficiency through effective use of engine capacity (EEP) as well as through optimized hydraulic components – up to 20% less diesel fuel consumption for this reason alone (approx. 1,000 liters per month)
• Effective noise protection through encapsulating the vibrator housing and the fully automatic, integrated ventilation flaps on the carrier device
• Leader in compliance with exhaust emission limits (EU level 5)
• Professional support for the user when working (B-Tronic to record operating and machine data, luxury cab)
• Excellent occupational safety by largely avoiding manual work on the device, e.g. through the use of the ACS quick coupling system or hydraulic cylinder staking for the patented swiveling mast with up to seven fixing points
• Patented hydraulic clamping of adjacent telescopic rails on the undercarriage
• Outstanding mobility due to low transport weight (auxiliary winch with an option to increase or decrease ballast, counterweights with individual weights of 1.8 tonnes and 4.9 tonnes, ACS quick coupling system)
Securing a trench in Ludwigshafen

To secure the trench for an underground parking garage near the banks of the Rhine River in Ludwigshafen, a steel sheet pile wall needed to be installed, and the piles had to be driven as quietly and vibration-free as possible since the site was located near residential buildings and a recreation area.

The construction firm executing the project decided to use the RG 19 T telescopic leader, which is equipped with the latest noise insulation technology. Noise emissions, for example, are continuously measured, ensuring that operation stays comparatively low in noise.

The parties involved in the project were very happy with its execution. They especially praised the extremely low-vibration driving of the sheet piling.

Extension and renovation of public buildings in Bad Vilbel

The Hessian town of Bad Vilbel wanted to build an extension to its town hall and renovate its Kurhaus civic center. In the course of the building project, a trench with 550 metric tons of tkl 604/6/7 steel sheet piling in lengths from 9 to 14 meters needed to be secured. Due to health and safety considerations, there were strict noise restrictions in place for driving the piles. Noise was limited to no more than 105 dB (A) for eight hours per day.

For this reason, an RG 19 T telescopic leader was used with a 150 AVM vibrator, SILENT VIBRO version. These machines are equipped with the latest noise insulation technology.

The construction firm took continuous measurements of the building noise while the works were being carried out. All requirements were consistently met – the installation of the steel sheet piling was especially low in noise and vibrations.
For especially quiet and low-vibration work: GIKEN Silent Piler.

An increasing number of construction sites are finding themselves in areas that are especially sensitive to noise or vibrations. Pile-supported pressing solves this challenge. The GIKEN Silent Piler exerts only static pressure on the pile section or tubular pile, and thus avoids the problems associated with vibration piling. In terms of cost efficiency this pile-supported pressing technology compares well with conventional methods, partly because it can be used around the clock.

Applications in difficult soil conditions:
water jetting mode & super crush Mode

Water jetting mode
High-pressure water jets reduce the pressure bulb by loosening granular soils or softening cohesive soils locally. The water jets are controlled to suit the pressing force of the Silent Piler when working in water jetting mode. The quantity of water and the pressure can be adjusted as needed.

Super crush mode
Super crush mode is a press-in method with integrated drilling process. For this the Silent Piler is equipped with an integrated auger to allow use in difficult soil conditions.

Applications
• Driving and extracting single U-sections up to 750 mm, single Z-sections up to 708 mm and tubular piles
• Driving and extracting double U-sections up to 1,400 mm and double Z-sections up to 1,416 mm
• For sites where noise and vibration could be a problem
• Also suitable for difficult soil conditions when used in conjunction with appropriate driving aids
• Super crush and water jetting modes

Advantages
• Low noise, no vibrations
• Can be used for night-time operations or in areas where noise must be minimized
• No ground settlement problems, no damage to nearby structures
• Stable machine design
• Remote control for safe, convenient operations
• No working platform necessary
• Simple operating principle with self-propelled travel
• Faster work with fewer operators and reduced workload

Super crush mode

* thyssenkrupp Infrastructure is exclusive dealer for GIKEN Silent Piler in Germany, Austria and Denmark. 
Examples of our services.

Creating a steel sheet pile wall in Schwerin.
In a district of Schwerin, a construction firm was planning to erect a residential building. A steel sheet pile wall needed to be created to secure the trench. Self-propelled presses had to be used for this because some of the geological substrate was not good bearing soil. There was another challenge, too: time was short, as there had been delays due to problems with the structural analysis.

After extensive consulting the company purchased a GIKEN EB F301 press from us, as well as a leader-guided four-fold press. Both machines were used on the site at the same time. This way the piling could be pressed in time with very little noise or vibration.

Replacement of a retaining wall in Crimmitschau.
In Saxon Crimmitschau, the Deutsche Bahn carried out extensive upgrades on the train track there, including rebuilding the retaining walls. Since the site was directly adjacent to residential buildings and space was very restricted, leaders were out of the question. Another challenge was the ongoing railway traffic.

After intensive discussions, the project manager opted for a GIKEN ECO 700S in connection with the GRB system. This system facilitates the use of all equipment needed for pressing the sheet piles at the top of the sheet pile wall. This way the entire pressing operation could be executed easily. As no temporary working platforms were needed, the high costs of installed them could be saved. Execution also took less time.

The work was completed on time. Settling did not occur in the track system. Everyone involved in the project was very happy with the results.

Examples of our services.
Instead of just offering standard solutions, we customize our services to suit the specific needs of our customers. We can create individual service packages upon request, optimally tailored to our customers’ specific requirements.

With our services we make an important contribution to optimizing our customers’ benefits and minimizing their risk by utilizing the unique technical expertise of our service team and our years of global experience.

### Individual service package for our machines and third-party equipment

With our wide range of services, we make sure that our customers’ machines provide optimal performance. Our services range from inspection, maintenance, and repair, to the sourcing of spare parts, monitoring, transport, and training.

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### Overview of services

- **Inspection and maintenance**
  - Regular status checks (report and recommendation)
  - Preventative replacement of wear parts
- **Troubleshooting and repair**
  - Repair service on site with defined response times – depending on SLA
- **Spare parts**
  - Spare parts with defined response and delivery time – depending on SLA
- **Spare/rental equipment**
  - Provision of replacement or rental equipment in the event of damage (as part of an SLA)
- **Advice**
  - Product advice
  - Required infrastructure
  - Hire or sale
  - Service packages
  - Complementary services
- **Support hotline**
  - Informational material and documentation
  - Technical questions
  - Help during setup
- **Transport and setup**
  - Machine transport
  - Setup and connection
  - Commissioning
  - Optimization of operation
- **(Remote) monitoring**
  - Monitoring of operating data, status data, errors

### Especially fast service for RTG leader masts

For RTG leaders we offer an especially fast and comprehensive service: we have installers at all of our local offices and can therefore get them to you quickly to carry out maintenance or repairs. This way we ensure that there’s no long downtime on the construction site and the leaders are ready to use again in no time. Get more information about the customer service centers near you:

thyssenkrupp Infrastructure GmbH
Holleystraße 7a
45127 Essen, Germany
P: +49 201 844-552331
F: +49 201 844-562333
info.tkinfrastructure@thyssenkrupp.com
www.thyssenkrupp-infrastructure.com

Materials Services

Australia, Indonesia, Japan, New Zealand
thyssenkrupp Infrastructure Ltd.
Suite 502, 11 Help Street
Chatswood NSW 2067, Australia
P: +61 2 8448-3555
F: +61 2 9411-4311
www.thyssenkrupp-infrastructure.com.au

Baltic States
UAB thyssenkrupp Baltija
Minijos g. 180
93269 Klaipeda, Lithuania
P: +370 46 355-401
F: +370 46 355-032
www.thyssenkrupp-baltija.lt

Brazil
thyssenkrupp Infrastructure Brasil
Av. Rio Branco 124, sl 1602
CEP 20040-001 Rio de Janeiro,
Rio de Janeiro, Brazil
P: +55 3282-5245
www.thyssenkrupp-infrastructure.com

Kazakhstan
TOO thyssenkrupp Infrastructure Kazakhstan
Republic of Kazakhstan
050008 Almaty, Prospect Abaja
109 W, BC Globus, office 1
P: +7 727 356 15 50
F: +7 727 356 15 50
www.tkif-kz.com

Russian Federation
OOO thyssenkrupp Infrastructure
Prospekt Bolschevikov 54 B, office 211
193315 St.-Petersburg
Russian Federation
P: +7 812 337-6510
F: +7 812 337-6911
info@tkif.ru
www.tkif.ru

United Arab Emirates, Iraq
thyssenkrupp Infrastructure GmbH Abu Dhabi
c/o Royal Business Center
Al Whada City Tower, 11th St,
Hazaa Bin Zayed the First Street
Abu Dhabi, United Arab Emirates
P.O. Box 127432
P: +971 2 8157-860
F: +971 2 8157-888
info-construction.ae@thyssenkrupp.com
www.sheetpiling.ae

Sales Branches

Australia, Indonesia, Japan, New Zealand
thyssenkrupp Infrastructure Ltd.
Suite 502, 11 Help Street
Chatswood NSW 2067, Australia
P: +61 2 8448-3555
F: +61 2 9411-4311
www.thyssenkrupp-infrastructure.com.au

Baltic States
UAB thyssenkrupp Baltija
Minijos g. 180
93269 Klaipeda, Lithuania
P: +370 46 355-401
F: +370 46 355-032
www.thyssenkrupp-baltija.lt

Brazil
thyssenkrupp Infrastructure Brasil
Av. Rio Branco 124, sl 1602
CEP 20040-001 Rio de Janeiro,
Rio de Janeiro, Brazil
P: +55 3282-5245
www.thyssenkrupp-infrastructure.com

Kazakhstan
TOO thyssenkrupp Infrastructure Kazakhstan
Republic of Kazakhstan
050008 Almaty, Prospect Abaja
109 W, BC Globus, office 1
P: +7 727 356 15 50
F: +7 727 356 15 50
www.tkif-kz.com

Russian Federation
OOO thyssenkrupp Infrastructure
Prospekt Bolschevikov 54 B, office 211
193315 St.-Petersburg
Russian Federation
P: +7 812 337-6510
F: +7 812 337-6911
info@tkif.ru
www.tkif.ru

United Arab Emirates, Iraq
thyssenkrupp Infrastructure GmbH Abu Dhabi
c/o Royal Business Center
Al Whada City Tower, 11th St,
Hazaa Bin Zayed the First Street
Abu Dhabi, United Arab Emirates
P.O. Box 127432
P: +971 2 8157-860
F: +971 2 8157-888
info-construction.ae@thyssenkrupp.com
www.sheetpiling.ae