

## RMS Trent Ports

# SPARE PARTS TO KEEP YOUR CRANES OPERATING

**RMS has a well established reputation for providing customers with the best in shipping, stevedoring and storage warehousing. They handle containers and around 2.5 million tons of cargo through its strategically located ports operations. To meet the demands of an ever increasing and sophisticated customer base, the Group has a national logistics arm offering a UK wide service RMS Logistics. RMS Trent Ports operate the Trent ports of Flixborough, Gunness and Althorpe, which are situated in the heart of the RMS Humber facilities.**

### Parts for All Brands



Konecranes UK Parts team received a call from Konecranes Sheffield branch regarding a breakdown for a 400 series industrial crane (Morris). The customer facing breakdown problems was RMS Trent Ports.

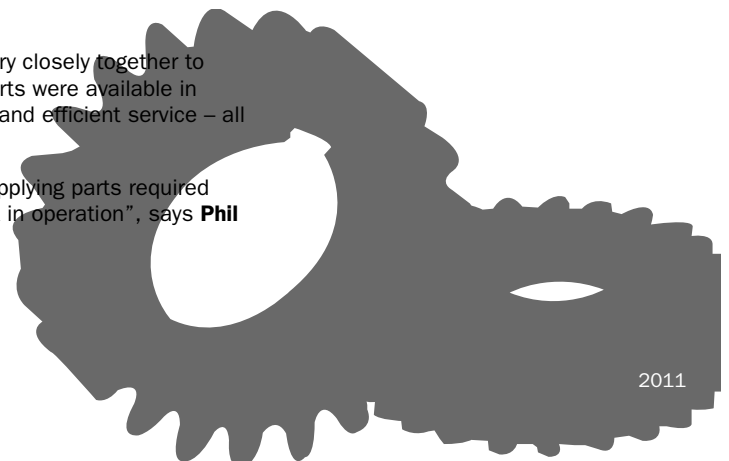
**Mehdi Mohammadi**, Sales Engineer at UK Parts, contacted the customer and reassured them that Konecranes UK team was working on the crane issue and identifying the correct spare parts based on the size and description of the component needed.

Konecranes UK Parts team identified the crane from the serial number from Parts hard copy records and computerized catalogue of inventory parts.

### Fast Customer Support

UK Parts team and the service branch people worked very closely together to make an offer to RMS Trent Ports. The needed spare parts were available in stock and the customer was very satisfied with the fast and efficient service – all within 4 hours.

“Thank you for your customer support on sorting and supplying parts required speedily in order to get one of our front line cranes back in operation”, says **Phil Stathers**, Maintenance Manager at RMS Trent Ports.





**INDUSTRIAL CRANES:** Konecranes is the industry benchmark for safety, reliability, cost saving and productivity-enhancing innovation. Standard and heavy-duty cranes include electric overhead cranes up to 1,000+ tons and explosion-proof cranes and components. Workstation lifting systems feature enhanced material flow with ceiling-mounted monorails and free standing cranes systems, jib cranes and manual lifting products and electric chain hoist up to 7500 kg. Konecranes provides any lifting application in any industry.



**NUCLEAR CRANES:** With nearly a half century of nuclear crane experience Konecranes is the most seasoned supplier in the industry. Our wide range of products are designed specifically for operation in nuclear applications and our quality control program ensures that each nuclear crane and component is designed, manufactured and installed to the demanding standards of the nuclear industry.



**PORT AND PORTAL CRANES & SERVICE:** Konecranes designs, manufactures, and delivers large cranes for ports, container terminals, intermodal terminals, shipyards and bulk material handling. We also provide expert maintenance and after-sale support as well as complete crane service worldwide for all types and makes of harbor and shipyard cranes.



**HEAVY-DUTY LIFT TRUCKS:** Konecranes is a world-leading manufacturer of lift trucks with lifting capacities of 10 to 80 tons. For over 50 years Konecranes has designed and customized trucks for the most demanding applications and continues to offer a wide range of trucks for customers in many different industries. Products include forklifts, reach stackers, empty container handlers, gantry trucks/toploaders.



**CRANE SERVICE:** Konecranes provides an extensive range of services and unique capabilities dedicated to improving safety and helping your business decrease the cost of downtime and increase the productivity of uptime. We can service any make of crane and hoist. With a global network of maintenance professionals operating from more than 570 service depots around the world, we repair, inspect, modernize and maintain more cranes worldwide than any other company.



**MACHINE TOOL SERVICE:** As a global leader in machine tool maintenance service, Konecranes offers world-class service on all makes and models of machine tool equipment. From maintenance programs to rebuild, remanufacture and retrofit, we have the knowledge and expertise required to keep your equipment running effectively and efficiently.



**PARTS:** Konecranes is the OEM for many of the best known brands of hoists and cranes as well as the largest single source supplier for parts of all makes. We have the most extensive inventory in the industry, as well as dedicated in-house parts manufacturing and extensive reverse engineering services to assist you with obsolete and/or not readily available parts. Our expert technicians are always available to help with field installation and support.