

# service

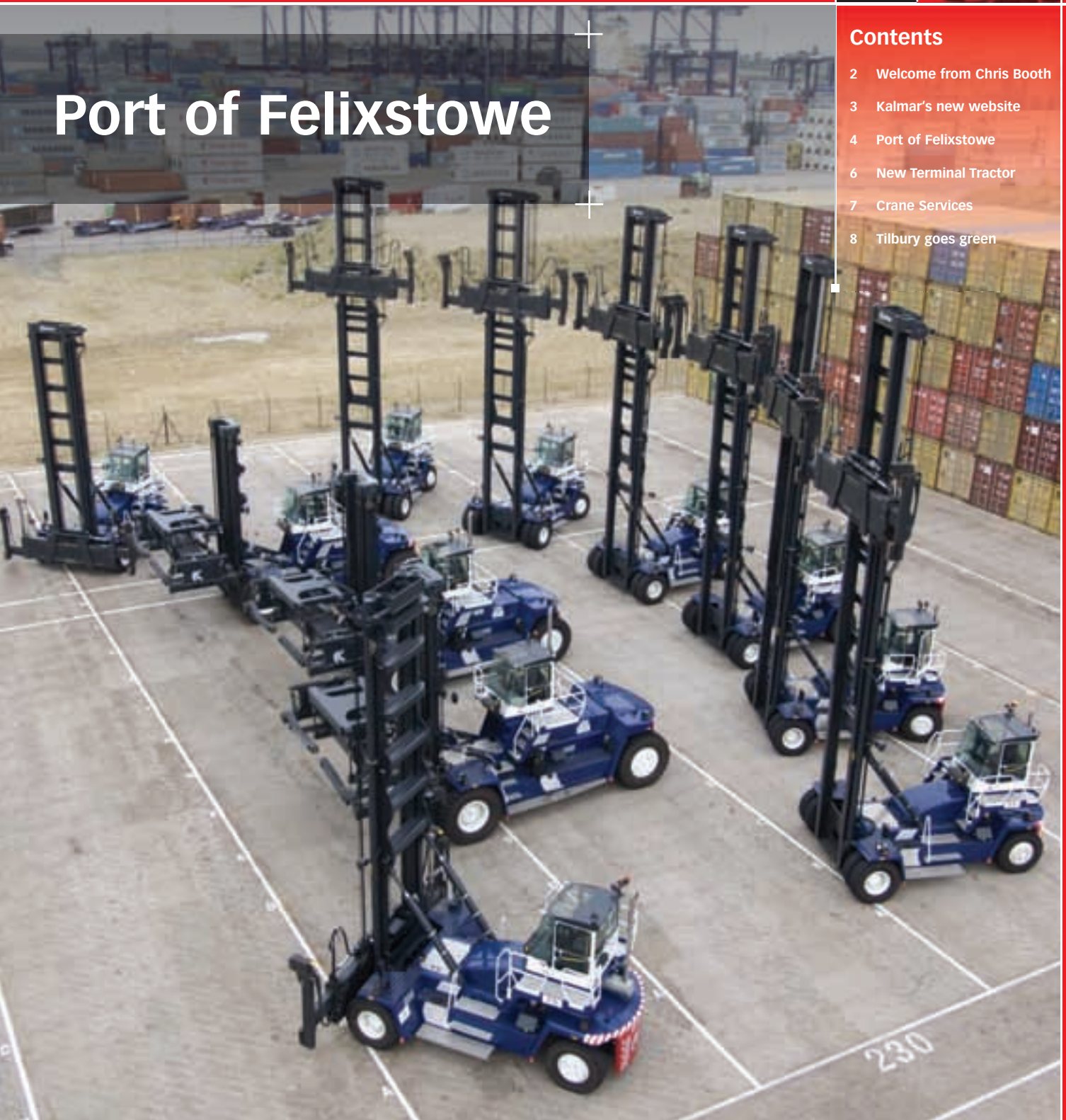
## NEWS



## Port of Felixstowe

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# Welcome, from the Managing Director, Chris Booth

Welcome to the latest edition of Kalmar Service News, an occasional bulletin of developments within the company and what they mean for heavy handling equipment users.



Chris Booth  
Managing Director

This latest edition is packed full of interesting articles highlighting our newest innovations for the heavy materials handling sector. On pages 4 and 5 you can find out how we are supporting one of the world's busiest ports, the Port of Felixstowe, while the features on pages 6 and 7 look at Kalmar Crane Services' unparalleled service and the new TT616i LoLo Terminal Tractor.

As the global financial crisis continues to have an impact on all businesses, the focus for 2009 must be on reduced operating costs and continued customer satisfaction. The Kalmar range of equipment is designed to bring about cost savings through greater efficiency.

Our newly launched Pro Future™ concept, for example, encompasses all of our equipment offering lower energy consumption – this was of great importance to the Port of Tilbury,

which you can read about on page 8. Kalmar's handling solutions can also help bring costs down by increasing the efficiency of your handling operation, thus increasing throughput.

Finance is also an area in which we can help. The different options available from Kalmar can be structured to suit your individual cash flow requirements. Whatever your objective, whether it be reducing outgoings or removing key assets from your balance sheet, finance packages from Kalmar can really make a difference in these challenging times.

If you would like to find out how we can help your business maintain a competitive advantage, or for further information on any of the products or services inside this newsletter, please call us on 024 7683 4500 and a member of our team will be happy to help.

“Whatever your objective, whether it be reducing outgoings or removing key assets from your balance sheet, finance packages from Kalmar can really make a difference in these challenging times.”

## Aerial platforms – a head for heights!

As the world's leading provider of heavy duty lifting equipment for ports, terminals and industrial applications, you could say Kalmar has a head for heights.

So, if your business relies on having safe, flexible and high performance vehicle mounted aerial platforms, then Kalmar UK has a strong proposition for you to consider.

Kalmar UK offers a range of products, which can be supplied mounted to a new vehicle or to an existing chassis. Our range is innovative, high quality and reliable. Of course, with safety being of paramount importance throughout the

industry, our products are designed to offer the ultimate in safe and simple operation. All are fully tested and CE marked and built to the highest standards of quality – giving exceptional reliability and safety.

The current range extends from 13m to 100m working height, for further information please contact Wayne Williams on 024 7683 4520.



## Engineers equipped for the future

In a bid for constant improvements in operational efficiency, Kalmar has invested in new IT hardware for each of its engineers. The package consists of laptop, mobile broadband connection and mobile printer.

“Engineers need to communicate with a variety of people including customers, head office, parts specialists, service staff and sometimes direct with the Kalmar factories. Because we support equipment from any manufacturer it is essential that engineers have access to information without having to carry a massive library of documents,” says Dave Patterson, Kalmar Service Director.

In addition to new hardware, Kalmar is streamlining its documentation procedures to enable faster and more flexible communication between engineers, the service administration team and our customers.

“The benefits to our customers are clear – we are able to store and retrieve vast amounts of information on specific equipment enabling a much faster repair and higher rate of first fix,” said Dave.

Kalmar's equipment allows operational parameter setting to be programmed via interfacing the computer to the machine. This investment thus enables engineers to connect to the equipment for fault finding and, if necessary, for reprogramming.

The engineer computer kits will be rolled out during 2009.

## Kalmar's newly launched UK website

Kalmar has launched a new website specifically tailored to the UK marketplace. The new design enables visitors to quickly and easily access information that relates directly to their business sector. This is achieved through an innovative ‘industry selector’ which can be found at the top of the home page. By clicking on an industry e.g. Ports and Terminals, Timber, Paper, Distribution, etc - the user is transported to an overview of Kalmar's products and services specific to that industry.



Kalmar's Project Manager, Andy Jelfs, comments: “The new website serves to raise our profile within the UK's heavy handling industry whilst allowing us to communicate more quickly and easily with existing and potential customers. The new design is instantly recognisable as Kalmar and the site uses the latest search engine optimisation technology for competitive listings. We hope the site will provide useful information on our impressive range of products and services in a user friendly manner. For instance” an Application Gallery titled ‘I didn't know you could do that with a Kalmar!’ helps to demonstrate just how versatile Kalmar's machines can be and to spark new ideas for lifting heavy loads.

Of course, the best way to experience our site is to check it out for yourself! Please visit: [www.kalmarind.co.uk](http://www.kalmarind.co.uk)





As the UK's largest container port, the Port of Felixstowe (PFL) handles more than 50% of the UK's freight containers, employs some 3,000 personnel and operates twenty-four hours a day, seven days a week.



Tim Clarke, Kalmar (front left) hands over the new fleet to Adam Ramsey (front right) and the operational team at Port of Felixstowe

# Kalmar service comes up trumps at Port of Felixstowe



**For this reason it was essential that PFL had a reliable and highly efficient container handling fleet, without which, it simply would not be able to function. When its fleet of container handlers needed replacing therefore, PFL turned to market leaders, Kalmar, for assistance.**

Based at Felixstowe in Suffolk, PFL is a member of the Hutchison Port Holdings (HPH) Group, a subsidiary of the multinational conglomerate Hutchison Whampoa Limited. HPH is the world's leading port investor, developer and operator with interests in a total of 47 ports, spanning 24 countries throughout Asia, the Middle East, Africa, Europe, the Americas and Australasia.

Prior to the new fleet of Kalmar trucks being installed at the port, PFL used a fleet of container handlers it had acquired over the years from different manufacturers. With its commitment to maintaining high levels of customer service and productivity however, the decision was made to invest in a new fleet of container handlers from a single source.

### Complete finance and service solution

The contract was put out to tender and after a comprehensive site assessment, Kalmar submitted outline specifications for a fleet of empty container handlers, loaded container handlers and reach stackers. But as Tim Clarke, Area Sales Manager for Kalmar, explains, it was Kalmar's ability to provide a complete package that made a crucial difference.

"There was no single incumbent supplier at PFL, because its original fleet had been made up of trucks from different manufacturers – Kalmar included. Having built up a solid working relationship with us, PFL was accustomed to our high level of customer service. But our real differentiator proved to be the complete solution we tailored specifically for this application," explained Tim.

"PFL wanted to be sure that the new trucks would not only be up to the task, but would have sufficient service back up to ensure maximum uptime. Thanks to our proven service track record and because we have the greatest

number of service technicians dedicated to container handling equipment working throughout the UK, we were able to come up with an ideal solution to meet PFL's requirements."

The solution was to supply the new fleet on a contract hire deal which included Kalmar's Fleet Management service. Fleet Management is Kalmar's ultimate all-in-one solution to machine acquisition and usage, offering flexible finance and full maintenance for the duration of the contract at an agreed fixed cost. The fleet at PFL is maintained by a team of resident engineers employed by Kalmar as part of the package.

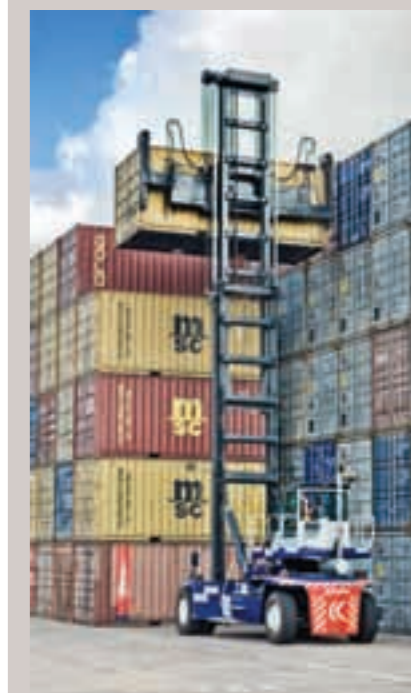
*"Thanks to our proven service track record and because we have the greatest number of service technicians dedicated to container handling equipment working throughout the UK, we were able to come up with an ideal solution to meet PFL's requirements."*

### The new fleet

The new fleet comprises 12 Kalmar DCF 90-45 empty container handlers, 4 Kalmar DCF 410-CSG top-lift loaded container handlers and 1 Kalmar DRF Reachstacker.

The trucks were transported in parts from Kalmar's main factory in Lidhult, Sweden, and underwent a commissioning process over a two week period on site. Following staff training and familiarisation, the trucks were thoroughly tested before being declared fit for service.

Handling empty containers is a fast-paced job: they have to be moved or stacked quickly and efficiently. Kalmar's empty container handlers have been designed for use at ports and with ease of operation in mind. Excellent all-round visibility and an ergonomically sound cabin allow easy, precise placement of the load. With a stacking height of five 9'6" containers and a total weight lift capacity of nine tonnes, the new trucks will provide PFL with much faster turnaround times and greater manoeuvrability of containers around the Port.



# Kalmar Crane Services

**Kalmar Crane Services provides a complete solution to crane installation, repairs, modifications and upgrades through its dedicated team of engineering specialists. Regardless of the make or model of crane you operate, Kalmar guarantees a rapid response with effective solutions to precisely match your needs.**



**As part of Cargotec, the world's leading heavy materials movement specialist, Kalmar Crane Services provides a level of expertise that sets the standard for the industry. Whether you need crane transportation, essential maintenance or planned maintenance, Kalmar should always be your first port of call and, because Kalmar offers an integrated approach, you can also access emergency breakdown response, fleet audits, condition reports and even rapid parts supply.**

With containerised workshops and fully equipped mobile workshops strategically placed throughout the UK and worldwide, teams of service engineers can be deployed and on site quickly for any major project or emergency repair



work. With over 150 years' experience delivering the highest levels of workmanship to call upon, Kalmar Crane Services offers internationally certified quality, safety and environmentally friendly crane servicing solutions.

## Kalmar Crane Services at a glance

### Inspection

Our inspectors are experienced in ship-to-shore cranes, dockside slewing cranes, rubber and rail mounted gantry cranes and overhead travelling cranes. We undertake periodic inspection of mechanical, structural and electrical components and also carry out investigations following collisions or damage, supported by comprehensive reports.

### Major project, design and redesign

After assessing your company's needs and requirements, we can project manage the whole installation of your new crane. What's more, for those applications which have outgrown their existing crane, we can carry out cost effective structural modifications, including: ship-to-shore boom extensions; crane heightening; increasing or decreasing rail span; increasing lifting capacity.

### Maintenance and repairs

Our comprehensive service is suitable for any make or model of crane, bridges and lock gates, contract maintenance programmes, reactive maintenance, scheduled repairs, repairs following investigation and inspection, structural repairs following collisions, replacement of dockside crane slew rings, etc.

### Refurbishment and modernisation

For mechanical, structural and electrical refurbishment of ship-to-shore cranes, dockside slewing cranes, rubber and rail mounted gantry cranes and overhead travelling cranes – look no further! We specialise in re-engineering major structural and mechanical components, with expertise covering the installation of new electrical control systems, refurbishment or replacement of gearboxes and drives, plus replacement of trolleys, driver cabs and access ways.

Further details can be found on our website: [www.kalmarind.co.uk](http://www.kalmarind.co.uk)

# New Kalmar TT616i Terminal Tractor for LoLo operations affords easy customisation

**Kalmar, part of the Cargotec Corporation, has launched the TT616i - a brand new 2-wheel drive terminal tractor for LoLo (lift-on, lift-off) operations.**

**This new terminal tractor takes customisation to a whole new level, allowing users to specify a terminal tractor tailored specifically to their individual application.**

Timo Matikainen, Kalmar's Director of Heavy Duty Terminal Tractors, said: "The new TT616i tractor can be customised to very specific operations thanks to Kalmar's modular design principle and the wide range of options available.

"The TT616i comes fitted with a 173hp Cummins engine as standard, but for those customers continuously operating with heavy loads, there is the choice of a 220hp Cummins engine and the option of a 36 tonne capacity elevating lift boom - the largest on the market. In fact, there are five different lift booms to choose from. If the yard's operational distances are

short, the customer can choose to fit an axle with a ratio for fast acceleration and optimum maximum speed," he said.

There are many options available on the TT616i which can be combined to make each tractor unique. Kalmar's technicians can recommend options that enable customers to carefully control emissions, keep noise levels to a minimum and achieve maximum operational efficiency. Where the operating area has strict legislation for night time noise levels Kalmar's Silent Drive option would be recommended, for example. Similarly, where emissions need to be minimised, customers would choose Eco Drive. Commenting on the many different options available, Timo said: "As the TT616i is based on a modular design, there are so many different variations of the basic terminal tractor available

that I wonder if we should still talk about it as a single machine!"

The TT616i features a full CAN-Bus control system integrating all functions into a single system and showing full operational and service data on one display panel, making operations faster, safer and easier. The unit's state-of-the-art diagnostic capabilities also assist in service and maintenance planning, saving time, effort and cost.

The new terminal tractor uses Kalmar's proven power-line which offers the cleanest in engine standards with Stage 3a / Tier 3 technology. The new truck combines innovative technology with high reliability resulting in a design that decreases component wear. Easy maintenance is enhanced by more accessible

service points for low operating costs, greater productivity and thus higher profitability.

For the driver, the new tractor provides superior ergonomics, a very comfortable working environment and excellent visibility. The cabin design has been developed as a result of a vast amount of research and development carried out at operational sites across the world.





## Tilbury Container Services goes greener with Kalmar hybrid technology

With fuel costs increasing and growing pressure to reduce exhaust emissions, many terminal operators are now evaluating Kalmar's new 'hybrid' straddle carrier.

Tilbury Container Services (TCS), operators of the only dedicated, modern, direct access deepsea terminal within the Port of London, is one such company and as part of an order for six Kalmar 7th generation ESC W straddle carriers, it has specified that one of the machines be fitted with Kalmar's new Pro Future™ hybrid technology package. The other five are capable of being upgraded at a later date.

Cargotec's Kalmar business area launched the world's first straddle carrier equipped with a hybrid drive system in June this year. The hybrid technology package is a modular option that can be fitted to the latest ESC W straddle carriers and results in genuine **fuel savings of around 25 to 30 per cent**. By delivering more moves with less fuel, Kalmar estimates that this new technology can eliminate more than 50 tonnes of CO2 emissions per straddle carrier per year.

*“Reducing fuel consumption in this way is both good for the environment and good for the bottom line. This exciting new order shows that both Kalmar and TCS are committed to the advancement of eco-friendly container handling technology.”*

**Chris Booth**  
Managing Director, Kalmar Limited



As stated earlier, the hybrid machine is part of an order for six straddle carriers due to be delivered to TCS by the end of March 2009. The remaining five Kalmar ESC W straddle carriers are capable of being upgraded to hybrids in the future. As part of the order, a Kalmar engineer will provide on-site support for 12 months.

Kalmar's Pro Future™ hybrid technology package allows hoist motors to be used as generators when lowering containers. The energy produced can be stored until it's needed. Similarly, when machines are braking or decelerating, energy can be drawn from the electric drive system and stored. The machine's supercapacitor energy storage system uses the saved energy before making further demands on the diesel engine for movement or lifting, thereby drastically reducing fuel consumption and emissions. An in-cab display shows the machine's energy flow, thus the driving style can be further fine-tuned to make the most efficient use of the straddle carrier.

### Alco-lock promotes safety and prevents working under the influence

When working with any equipment with moving parts it is essential that every caution is taken to ensure safety in the work place.

We are all aware of the dangers of driving on the road when under the influence of alcohol, but what about driving vehicles and operating machinery in the work place?

Kalmar has the solution to this problem in the form of the Alco-lock alcohol breath tester. By fitting Alco-lock to your materials handling fleet it becomes impossible for users to start engines and operate machinery without sober breath. Operators simply need to blow into the device and, providing there is no alcohol in their breath, the device sends a signal to a relay module that enables the starter motor. If alcohol is detected it is not possible to start the machine.

Alco-lock won't react to other substances such as petrol, exhaust fumes or cigarette smoke, and it is possible to record all blowing attempts and alcohol level for management analysis.

Quick and easy to install and operate, Alco-lock brings about additional safety on site to a problem that would otherwise go unchecked.

For further information and to order this product, please contact us on: **024 7683 4500**, and a member of the Kalmar team will be happy to help.