

method

Jean-Philippe Pelliccia has made HELP Transports a Parisian success

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My Method



Always prepared

When I bought this Hiab XS 166 crane in 2012, my previous crane – also a Hiab – was six years old. Before that I had a crane I bought second hand, which meant it wasn't exactly what I wanted it to be. When it was time to upgrade, a colleague of mine absolutely wanted a Hiab, and he convinced me to get one, too. He was right. Now that I'm on my second Hiab, I know what he meant.

My clients know me well so they know where to find me. The problem is that most of the time they only know what they need right when they need it. I have one big client, the construction company NCC, and the

bulk of the work on their sites here in Höganäs, Sweden, comes at short notice so I – like a boy scout – always have to be prepared. My work is a lot like being a taxi driver – always on call and ready to go. I can't make plans too far ahead.

That's why reliability is such a high priority for me. I have to be able to count on my machines so that the site manager can count on me to be at the site every morning at seven sharp.

That's why service is another critical factor. The crane has to function.

Lars Bogren, LB Krantransport

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HIAB

Hiab is the world's leading provider of on-road load handling equipment. Our high performance product range includes loader cranes, forestry and recycling cranes, demountables, truck-mounted forklifts and tail lifts. We aim to set the industry benchmark for customer satisfaction by providing products and services that meet customer needs globally. www.hiab.com

“We are looking to make our cranes as easy to use as a smart phone.”

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Foreword

Our job is not to deliver a piece of steel, our job is to help you grow your business and become more profitable and more competitive. We want to understand your methods and your daily work and reality. For that, we need dialogue.

We don't develop new products just for the sake of development. We do it because we have listened to you and know that it will help you keep your promises to your customers.

As Lars Bogren says, reliability is a high priority for you – and therefore it is a high priority for us, too.

Understanding you has been the foundation of this company for almost 70 years. I am convinced it will continue to be so for at least another 70 years.

Axel Leijonhufvud
President, Hiab



Dedicated service in Dubai

TEXT: Paul Golden PHOTOS: Hiab

Hiab opens a dedicated service centre in Dubai to offer service and support to customers across the Middle East and North East Africa. We spoke to **Mahendra Ekanayake**, Hiab's Market Area Director for the region about the new centre.

Hiab's new dedicated service centre in Dubai is the first operated by a third party service provider, Al Mazrooei Engineering Services LLC, on behalf of Hiab in Dubai. The centre was officially opened by **Greger Jacobson**, Senior Vice President of Hiab, on 21 February 2013.

Hiab's focus is on customer satisfaction. "This is why we asked our local service operator to help us operate a dedicated service centre. It is located in a central industrial area of Dubai, with easy access for customers. Dubai is an important hub for installations for the whole region," says Ekanayake.

The centre is able to maintain and service the complete range of Hiab products. It installs new equipment and provides maintenance and services to Hiab customers. As a dedicated service centre it will reduce the lead time for customer services and enable Hiab to provide tailored offerings. The majority of customers are construction-oriented.

"Every piece of equipment is monitored at regular intervals by our service personnel and customers are updated regularly on their condition," Ekanayake says.

The centre mainly targets customers in and around the United Arab Emirates, but it will also provide installation and services across the Middle East and North East Africa. The service centre is managed by Al Mazrooei Engineering Services under the supervision of a Hiab service manager and resident engineers, and has a staff of 25 employees.



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360°



Hiab in Poland turns twenty

Hiab Poland celebrated its twentieth anniversary in March 2013 by hosting a gala for over 300 guests that included customers, colleagues, business partners and other friends of the company. The guest of honor at the gala was the Ambassador of Finland in Poland, His Excellency **Jari Vilén** and his wife.

Besides being a lot of fun, the gala was also an opportunity for the manufacturer and the users of the machines to exchange views and experiences.

During its first 20 years, Hiab Poland has established a sales and service network covering all the major cities in Poland, made its first delivery to the Polish Army and opened a multiassembly unit in Stargard. Hiab Poland now employs over 500 people.

New way to control your hooklift

Hiab Multilift is all about your business and how you can get the greatest amount of work done when using our hooklift. Our mission is to give you the maximum uptime by providing a product that is durable, easy to use and lets you do more in less time.

The new Second Generation Control System is focused around these three main factors and performs all the functions and safety features of the hooklift.

At the heart of the control system is the Second Generation Cab Controller, your device for operating the hooklift. We know that the working conditions of the truck cab can be tough with extreme heat, moisture, dust and even sub-zero temperatures. With that in mind the Second Generation Cab Controller has been designed using extensive

laboratory tests and field testing together

with our customers.

Safety has always been Hiab Multilift's number one priority. The Second Generation Control System provides safety in operation allowing you to do your daily work. Safe products protect both the operator and bystanders and in the long run make you more efficient.

Comfort is also important to productivity and safety. All you have to do is move the joystick, sit back and watch the hooklift load and unload in one movement.

And then there is speed. You can configure your Second Generation Control System to create one of the fastest hooklifts on the market without compromising safety.

That is our offer and our way of making you great. For more information, go to <http://2gcs.hiab.com>.

Contribute to future Hiab Services, win an iPad Mini!

Answer a short Hiab Services survey online and you will stand a chance to win an iPad Mini.

To participate, go to www.hiab.com > Services



Axel Leijonhufvud, President of Hiab, talking with guests at the gala.

Hiab Moffett E-Series brought to market



Watch a video to see the new Hiab Moffett E-Series in action: e-series.hiab.com

The new Hiab Moffett E-Series received a good response at the 2013 Commercial Vehicle Show in April in Birmingham, UK.

A new range of super-quiet, all-electric truck-mounted forklifts is setting a new standard in sustainability, while significantly reducing the total cost of ownership.

Designed primarily for the loading and unloading of vehicles at night in built up areas, the Hiab Moffett E-Series of truck-mounted forklifts (TMFLs) use advanced

electronic technology to achieve a noise level below 60 dba. This is within the limit set by the PIEK regulations, which determine the noise levels that delivery equipment should operate under at night. These have been adopted in the UK and are widely used in Europe. As a result, the Noise Abatement Society, which administers the PIEK scheme

in the UK, has accredited the E-Series with its Quiet Mark for its contribution to reducing noise.

Along with the flexibility that

TMFLs bring of providing a loading and unloading capability anywhere, key additional benefits of these advanced electric forklifts are near silent operation, no harmful emissions, reduced running costs, reduced total cost of ownership and fast recharging using an on-board charger.

The Hiab Moffett E-Series comprises two models; the 1.2 tonne capacity E2 and the 2.0 tonne E4. Both use the latest Lithium-ion batteries feeding power through programmable AC controllers that convert the DC current to AC for the electric motors that drive the wheels, hydraulics and steering.

Crane warranties get an upgrade

An extended warranty means one less worry. Investing in an extended warranty helps you take control of unexpected costs.

Hiab offers its loader crane customers an extension of the warranty period from 12 months to 24 or 36 months for a one time fee. The extended warranty includes material and labour costs and guarantees the use of original Hiab service and spare parts. The recommended service and maintenance schedule for the crane must be followed.

For forestry and recycling cranes Hiab now gives a three-year warranty. The warranty applies to the steel material costs (base, column, first boom, second boom, extension booms, three point bridge and stabiliser beams).

Customised waste collection vehicles for a Dutch town

Hiab delivered four complete vehicles for waste collection to the municipality of Alphen aan de Rijn in the Netherlands. They are used for collecting waste from underground waste containers. The vehicles are a 4 x 2 truck with 2-axle trailer combinations, a Hiab Multilift XR 26S demountable and a Hiab XS 211E loader crane mounted on a semi-trailer and customised for crane and hooklift mounting.



Due to the trailer's special design, the mounting height of the demountable is similar to the mounting height of a normal rigid truck. Therefore, it can be used in all common containers without exceeding the maximum height limit.

As the vehicle is only 2,350 mm wide, it can be used in the town's very narrow and difficult to access streets.

Transporting it all with Hiab cranes

A Parisian man and his sons have been running an express transport company in Paris – and serving all of France – for nearly 20 years. Hiab cranes are helping them stay at the top of the transport business. ▶

TEXT Irma Capiten PHOTOS Alain Beule, Alex Krassovsky





In less than 20 years HELP Transports has gone from a startup to become one of the top companies in the highly competitive



JEAN-PHILIPPE PELLICCIA

transport business in metropolitan Paris and across France. They move everything, they move it express, and they guarantee to help their customers with any urgent situation without delay. The company has achieved this success by staying true to its motto to be a forerunner in the field and being where the competition isn't. Hiab has worked in close partnership with them to provide cranes specific to the company's needs.

HELP Transports was established in

1995 by **Jean-Philippe Pelliccia**, Director and owner, in the western outskirts of Paris. Pelliccia's sons have worked with him to turn the company into the major player in transport that it is today. They deliver all around France but the bulk of their work is in Paris and its environs.

Challenging but never impossible!

Paris has a population of 12 million inhabitants, not to mention millions of tourists, very busy traffic, narrow streets and compact areas, all of which pose special challenges to manoeuvring large loads and heavy vehicles and cranes through its streets. This does not stop HELP Transports.

The company specialises in express transport and helping its customers in urgent situations. They are experts in transporting large, heavy, often odd-shaped pieces, as well

as fragile art objects.

"We transport and lift materials, machines, containers and mobile buildings for work sites. We move large pipes, cables, and other large infrastructure pieces. We transport even helicopters when needed!" says Pelliccia.

HELP Transports is also an expert in moving equipment and goods for special events that often involve transporting large pieces of equipment of various materials and pose many challenges as well. "These are highly demanding cases in many ways," says Pelliccia.

"The events are often held on weekends or holidays when the traffic conditions are difficult and the streets are jammed, and added to that are the tight restrictions in France on driving heavy vehicles, such as, trucks and cranes, on weekends and holidays."

Hiab equipment serves HELP Transports

HELP Transports has 95 employees – 89 full-time drivers and six office personnel. The office staff handle the work flow which requires knowing the location of each of the company's fleet of vehicles at all times. The vehicles are equipped with a specially tailored GPS system to track them, which gives the customer service flexibility and the ability to serve their customers quickly.

HELP Transports has a fleet of more than 95 semi-trailers, eight vans of 12 and 20m³, 21 lorries of 12 and 19t and 45 extra-heavyweight trucks of 40t. HELP Transports also has 15 cranes:

- three Hiab XS 322 E-8 in rear mounting
- ten Hiab XS 377 EP-5 behind cabin mounting
- two Hiab XS 477 E-7 behind cabin mounting
- a new Hiab X9 855 E-10 behind cabin mounting to be acquired in six months

A forerunner in transport

The transport industry is a tough business and becoming a key player in metropolitan Paris is especially difficult.

“We tend to be where others aren't. We don't follow the crowd, we find our own way following our own ideas. We keep our antennae up and stay alert and sensitive to the market. Our goal is to be the first to respond to clients' needs and handle every unique situation,” says Pelliccia. He adds, “We never say no, and we always have a solution, even for the most challenging customer needs.”

Half a decade of successful cooperation

HELP Transports depends on good equipment and good partners to serve their customers. They approached Hiab five years ago after hearing about its excellent reputation and



reliability. They trust Hiab's maintenance and service which are essential to their business. “The trucks and cranes are only useful if they are operational. We must be able to count on our equipment to sell our services to our customers. When there is a problem Hiab repair service is always there when we need them – without delay,” says Pelliccia.

The best way to reduce problems and keep the equipment operational is to know what the customer's needs are and in this Hiab excels, Pelliccia says.

“A well-planned maintenance service is the best way to keep business running without delays and down times. When cranes and trucks are maintained on a regular schedule, it cuts down on costlier and longer repair work, and the machines work reliably and continue to operate day after day. This keeps the work flowing and our customers satisfied,” says **Thierry Ganné**, Sales Representative for Hiab in France.

Hiab is proud to work in partnership with HELP Transports and to help the company to achieve its goals. “We work in close relationship with Pelliccia of HELP Transports and **Gregory Duhamel** of the truck dealer MAN. When HELP Transports

has a new assignment, they contact both Duhamel and us and together we plan the best solution to satisfy their customers. This cooperation is quite fruitful – HELP Transports is the fastest serving company in its field in the Paris metropolitan region,” says Ganné.

Another important factor for HELP Transports is having Hiab nearby. “We find it really useful and practical to have Hiab's assembly plant and after-sales services

close to our premises,” says Pelliccia. “When a truck or crane is in for repair or inspection we can easily send a driver over to discuss it with Hiab personnel.”

The future looks bright

Pelliccia and his sons say that the good working relations they have with Hiab are likely to develop even further and stronger in the future. “We can happily say that we are very satisfied with our cooperation with Hiab. We can always trust in their quality. They are forerunners in their business, as we are in ours. That is why their equipment, maintenance and service can meet our needs, and that is how we can meet even the most challenging requirements from our customers.” ■

“We can happily say that we are very satisfied with our cooperation with Hiab.”

Concrete matters

Two out of three concrete spraying machines in Turkey are made by Titan. Titan's unique wet shotcrete machines are equipped with Hiab cranes.

Building roads or railway tunnels is not child's play, especially not if you are a kilometre or more inside a mountain in terrain as rugged as Turkey's where temperatures can drop several degrees below freezing during winter.

In order to build or repair tunnels of up to several kilometres long on schedule, construction firms value high quality equipment. With machinery operating 24/7 throughout the year, any down time is bound to delay projects and add to the costs.

This is where a technical solution that unites the strengths of Titan, well known for its construction and

mining machinery, and Hiab, with its worldwide reputation, comes into play: Titan's unique wet shotcrete machines used in building tunnels are equipped with Hiab cranes.

Road tunnels are being built across Turkey and during the construction stage, tunnels can be littered with loose rocks and filled with dust.

"However, when you drive through a finished tunnel you are surrounded by flawless, smooth gray walls. Machines that spray wet concrete are used to accomplish this. They level tunnel walls for better durability, safety and appearance," explains

TEXT Jukka Viskari PHOTOS Titan





Deniz Ciftcioglu, Hiab Sales Manager with Intermobil A.S. With half a century of experience, Intermobil A.S. is Hiab's distributor in Turkey.

From trial and error to Hiab

Titan started making truck-mounted concrete spraying machines equipped with a shotcrete pump in 2006 with several different brands of cranes. After years of experimenting, their tunnelling solution has evolved into the Titan IS26 which has been exported worldwide since the end of last year. Their most important customers are global Turkish construction companies. Titan has native representatives acting as service agents in Israel, Pakistan and Georgia.

"Titan tells me Hiab cranes are very strong with maximal durability. Spraying wet concrete puts the machine and the crane under a lot of stress because you are pumping something much denser than water. You need a really strong crane since the nozzle spraying concrete is situated at the top of the crane. Also, when your crane responds very well to stress it

gives you better functionality," explains Ciftcioglu.

It's little wonder then that the Titan IS26 is being used in the construction of the 15-kilometre long Mount Ovit Tunnel in northeastern Turkey, which will become the world's fourth longest road tunnel and is set to open to traffic in 2015.

The very high quality steel used in Hiab cranes minimises the number of work accidents caused by wear on the machinery due to metal fatigue.

Normally Hiab cranes are used for lifting loads, but here the customer has incorporated the Hiab XS 099 crane into a customised solution of their own. Titan have their own professional service organisation capable of serving machinery such as the Titan IS26 worldwide, including sending

repair mechanics abroad. In general, the maintenance interval is once a year but this depends on how much demand is put on the machines.

Customers keep coming back

Two out of three concrete spraying machines in Turkey are made by Titan, making it the market leader by some margin. Ciftcioglu has a clear idea of Hiab's role here.

"Hiab is boosting customers' profits with its good brand that is easier to sell. Customers with good experiences keep coming back to place new orders. The price of Hiabs is not the lowest but it is cost-effective and worth it in the long term."

Titan says that their crane supplier's global presence, including perfect spare parts coverage and fast technical service solutions, also explain their faith in Hiab. ■



Titan IS26 in a nutshell

Titan IS26 is a CE certified wet shotcrete machine with a 180-degree pivoting operator's seat. It is able to work on inclined terrains and in narrow corners thanks to four-wheel drive (4WD) and a four-wheel steerable chassis (4WS). The crabbing option allows the machine to move sideways and allows more manoeuvrability in even the smallest tunnels.

Hiab cranes with their high quality design (either Hiab XS 088 or XS 099) give the Titan IS26 an impressive reach in heavy-duty operations. The machine sprays concrete up to a height of 13.2 metres with a horizontal radius of just over ten metres. It is suitable for working in tunnels 4–12 metres high with a cross section of 16–130 square metres. Theoretical spraying capacity for wet concrete is 26 cubic meters per hour. The large 1,000-litre capacity of the accelerator tank and a 600-litre water tank ensure long and continuous service.

A house goes up

Hiab **helps** to put a roof over the heads of three Hurricane Katrina survivors in the United States.

Some of Hiab's employees were thrilled to get a chance to build a Habitat for Humanity house for a family in New Orleans that was uprooted by Hurricane Katrina in 2005. Their hands-on experience at the site was an adventure filled with challenge, hard work, and the deep satisfaction of being able to help the family.

Preparing for the build

Responsibility for planning the build fell to **Ed Hatcher**, Inside Sales Manager for Hiab USA's headquarters in Perrysburg, Ohio and Douglasville (Atlanta), Georgia offices. It was scheduled to coincide with the annual Building Component Manufacturers Conference (BCMC) in New Orleans in October 2012.

"It took a while to pull it together," says Hatcher. To make it happen, Hatcher had to find a crane, forklift, and truck for the job. He also needed to arrange rigging in New Orleans, and it had to be the right fit for the equipment. Hatcher worked with BCMC to determine the weight of the items that would need to be lifted to build the house. "You have to know how much everything is going to weigh so the crane can lift it," says Hatcher.

Hiab's Atlanta branch supplied a self-contained demo unit, comprising a Hiab XS 322 EP-5 HiPro loader crane, a Hiab Moffett M55 forklift, and a Kenworth

T800 truck. A drive-away service drove the equipment 500 miles to New Orleans. Hatcher says that the cost of lending the equipment was worth every dollar. He considered the project so important that he arranged for Cargotec to be a top "Hero Sponsor" of the Habitat for Humanity build. ▶

TEXT: Jill Elswick PHOTOS: Cargotec USA





"You have to know how much everything is going to weigh so the crane can lift it."



Habitat for Humanity

Habitat for Humanity is “a nonprofit, ecumenical Christian ministry founded on the conviction that every man, woman, and child should have a decent, safe, and affordable place to live.”

Since 1976, the organisation has helped build or repair 600,000 houses, providing homes for three million people worldwide. Volunteers donate labor, materials, and capital. Homeowners make a down payment and take a mortgage, while working to build their own homes and those of others.

Source: Habitat.org

BCMC is an important annual event for Hiab USA for meeting its current and potential customers. Even though the economic downturn has put a damper on many building projects, Hatcher hopes Hiab will be on the minds of builders “when they start pounding nails again,” as they inevitably will.

Twelve-hour days with a Hiab crane

The two men chosen for the hands-on work of helping to build the Habitat for Humanity house were Regional Sales Managers **David Ehl**, based in Massachusetts, and **John MacMoyle**, based in New Jersey. They spent two 12-hour days and an extra half-day constructing the house before the BCMC conference.

“Once you pick up a roof, you can’t put it down. That’s a little unnerving, especially if you don’t do it every day.”

It was a tight deadline, but the sales managers were eager to get behind the controls of the Hiab loader crane and the Hiab Moffett forklift. “I love to help out,” says Ehl. “And any opportunity to go to New Orleans is good.”

Ehl and MacMoyle arrived at the site before dawn to check it out and then work got off to a quick start. That morning the family came to meet the workers. “They were standing on the corner – the father, mother, and their teenage son,”

says MacMoyle. The mother told Ehl and MacMoyle what happened during the storm. Pointing to a street sign 12 feet tall, she said the water had risen nearly to the top of it. Many houses in the neighborhood, which was considered “ground zero” of the hurricane, still showed paint marks from where police searched for survivors.





To hear the story of Hurricane Katrina from someone who lived through it was riveting and moving, says MacMoyle. “The people could not have been more gracious.”

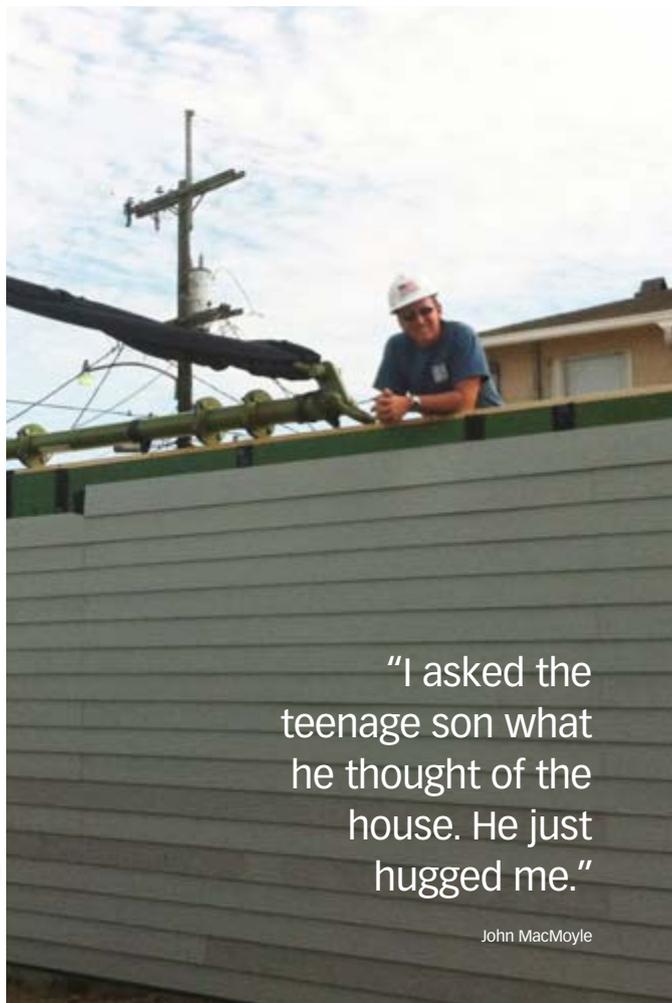
It took two days to get the entire shell of the house up. The 20 x 50 foot roof had to be assembled from two pieces on the ground and then lifted on top of the frame. The size of the roof pushed the limits of what the crane could accommodate. Ehl admits he was nervous.

“Once you pick up a roof, you can’t put it down,” he says. “That’s a little unnerving, especially if you don’t do it every day.” Using a tilting truck, Ehl got the roof on, with a little help, he says, from “tricks of the trade” he learned from his years of experience with Hiab.

Helping is its own reward

“A core passion for those in the structural components industry is home ownership,” says **Sean Shields**, a spokesperson for BCMC. “It’s instilled in us as part of the American Dream. They see it as their mission to make safe, affordable homes so everybody can have a house.”

The payoff for Ehl and MacMoyle came when the shell of the house was completed and the family came to see what would become their new home. “They walked through and you could see their tears welling up,” says MacMoyle. “I asked the teenage son what he thought of the house. He just hugged me.” ■



“I asked the teenage son what he thought of the house. He just hugged me.”

John MacMoyle

Hiab’s charitable projects

In addition to the 2012 Habitat for Humanity build in New Orleans, Hiab USA partners once a year with Home Depot on various building projects for charity.

“What’s great about our company is we’re allowed to do these kinds of things,” says **Ed Hatcher**.

John MacMoyle also saw an opportunity for Hiab USA to help after Hurricane Sandy devastated parts of New York and New Jersey in 2012. “Our office is three miles from Seaside Heights in New Jersey which was the hardest hit area,” says MacMoyle. He arranged for a forklift to unload pallets of water and ice for the residents. “They were having to do it by hand.”

Maximising uptime

for Hiab Multilift demountables

Following proper maintenance procedures will give your Hiab Multi-lift demountable a longer life, reduce downtime and increase its resale value.

“Neglecting maintenance can grind the machine to a halt. For example, proximity switches are vital components and are exposed to external shocks which can cause malfunctioning over time,” says **Harri Kymäläinen**, Area Support Manager, Hiab Multilift demountables.

Hooklifts can be divided into four main categories of light-, medium-, power and low-built range. Cablelifts and skiploaders complement the selection. Their maintenance needs are similar. The service manual includes the necessary requirements for each interval and should be read carefully and followed closely.

Oil changes and greasing are important as impurities can block the hydraulic valves. The maintenance of hydraulic systems is similar to loader cranes (Hiab Method 1/2012) – regular lubrication of greasing points does the job. Bigger demountables are often equipped with an automated lubrication system which performs greasing for the user.

In cablelifts, the steel wires used for lifting containers need daily checking for signs of wear or snapped strands. Corrective action performed in a timely fashion when seeing wear in wire ropes secures safe and reliable operation.

Proper user training can prevent big and often costly problems down the line, such as, when a driver lowers a container in an insufficient space, or when handling damaged containers. “Something

can break down if the container does not move forward or the truck backwards,” concludes Kymäläinen.

Periodic maintenance and inspection performed at an authorised service point minimises the number of unexpected interruptions to operation of a demountable.

Recommended service intervals based on intensity of equipment usage in cycles or according to operating hours:

- delivery service in connection with the commissioning of the device
- first service 1–3 months after commissioning

Periodic service:

- at 12 months interval in normal use (0–15 platform changes a day)
- at 6 months interval in 2-shift use (16–30 platform changes a day)
- at 3 months interval in 3-shift use (over 30 platform changes a day)

When measured based on operating hours the service should be done at 180–200 hours interval.

Repair and maintenance contracts available for demountables in the Netherlands cover the annual inspections, maintenance and repairs over an agreed period of time.

- Fixed monthly rates give customers security.
- The number of annual workshop visits (1–4) is based on the maximum working hours of demountable (200/400/600).
- Maintenance only contracts (annual inspection, maintenance, filters and oil) are available as well.

DIY tips: Note any **unusual sounds or liquid leakages**, the operator of the equipment is best placed to identify anomalies. **Contact your local Hiab service agent** or your company’s workshop with any inquiries. **Combine washing and maintenance.** Not only is the equipment easier to inspect but clean demountable can be considered as business card on wheels as well.

Based on talking to Henk Bloemert, Manager for Service Support & Parts in the Netherlands.



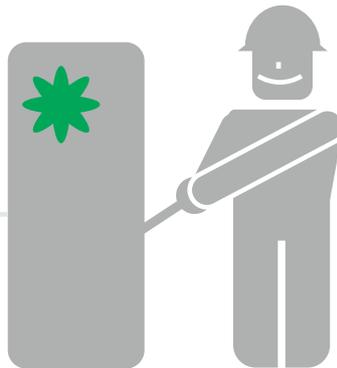
Removing the barriers to innovation

The EU-funded iLoad project teams Hiab with top-level technical universities with the aim of decreasing the number of occupational accidents involving cranes and helping customers meet more stringent environmental criteria.

Hiab has received major funding from the European Union to work together with three academic partners in Poland and Sweden on a three-year project that will boost research and development for more sustainable load handling equipment. EU funding for the project totals EUR 1.4 million.

The project, called iLoad, will develop a new approach to control systems in order to improve operational safety and efficiency in load handling equipment. Additionally, the project will develop design strategies for advanced lightweight materials in load handling structures to reduce their weight and fuel consumption.

iLoad brings together Hiab units in Poland, Sweden and the Netherlands with three academic institutions. In Poland, the West Pomeranian University of Technology, Szczecin will contribute its competence in electrical engineering, mechanical engineering



and mechatronics, while Silesian University of Technology shares its expertise in structural engineering. In Sweden, the Luleå University of Technology offers substantial experience and competence in robust industrial sensor technology.

Cross-disciplinary exploration

“This project is an innovation incubator. By combining our decades of experience of fulfilling our customers’ needs for

professional load handling with the latest academic knowledge from different disciplines, we will achieve great results in more sustainable load handling,” says **Rafal Sornek**, Vice President, Research and Development, Hiab.

The iLoad project receives funding from the European Union as part of the EU’s Industry-Academia Partnerships and Pathways (IAPP) and 7th Framework Programme. IAPP promotes innovation and knowledge transfer between industry and academic partners throughout the EU. The funding of the project is directed specifically towards enabling a cross-disciplinary exchange of staff among the participating organizations.

To compete in world markets, Europe’s industry needs the fruits of academic research while researchers need the extra resources that industry can contribute. The aim of IAPP is to allow research and business to work hand in hand, both for their own benefit and for society as a whole. Focussing ▶

on joint research projects, IAPP aims to boost skills exchange between the commercial and non-commercial sectors. Partners include universities and companies of all sizes.

“The iLoad project operates on two levels. On one hand, we have the technical work of creating new

solutions. On the other hand, and on the perhaps more important level, it is about building a new culture for research and development,” says Sornek. “It is important to note that this EU funding cannot be used for research or equipment in itself. Instead, it covers the salaries of academic personnel who come to work at the companies, and vice versa.”

The technological and scientific purpose of the iLoad

project is to decrease the number of occupational accidents involving cranes while helping customers meet more stringent environmental protection requirements. With this in mind, the main research goals are, firstly, to develop a new approach to crane control systems and, secondly, to explore the use of advanced lightweight composites in load handling structures.

Lighter, stronger, more efficient

The aeronautics industry is a well-known pioneer in the use of composite materials in highly demanding applications. However, in the iLoad project, Hiab and its partners are looking to another field.

“Civil engineers have lots of experience in using composites to strengthen existing steel or concrete structures. In simple terms, composite supports can be glued onto a bridge or building. This established know-how is something we are tapping into in the iLoad project,” Sornek says.

If the results from civil engineering serve as a guide, the next few years may well see a weight decrease of 30

percent in loader crane design. This, of course, translates directly into a correspondingly increased payload – or lower fuel consumption. Surprisingly, the main limiting factor may not be the technology itself.

“Composites do require a bit of a change of mindset from our customers. It can be a strange experience to see a piece of material that looks like textile and be told that it will actually increase the lifting capacity of your crane! The civil engineers we have talked to are very familiar with this effect. Often, the older generation of their customers prefers to stick to reinforced concrete and steel while the younger engineers are quick to embrace the latest composites,” notes Sornek.

Mental barriers are not the only hurdle that needs to be overcome. “Our project is looking at a three-year time frame for the first prototypes. However, if we are successful, it will still take a bit of time for the innovations to reach the market since all the industry standards will need to be updated. Currently these standards are completely built on the assumption that cranes are made of steel,” Sornek says.

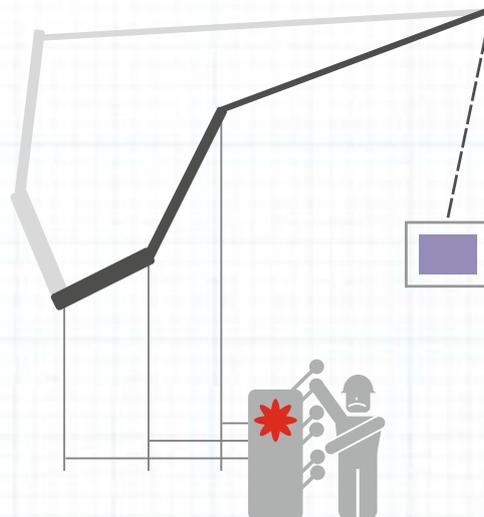


RAFAL SORNEK
VICE PRESIDENT,
RESEARCH AND DEVELOPMENT,
HIAB

“We are looking to make our cranes as easy to use as a smart phone.”

A new approach to control system

OLD



No optimisation of crane configuration.

Safety system may limit loading capabilities.

Operator activating directly cylinders to obtain desired position of crane tip.

Borrowing a page from robots

The iLoad project will also define a new control logic for cranes based on the best possible practices from different industries. This open source architecture will eventually enable the outsourcing of control logic development services to small and medium-sized companies.

The basic concept behind the new control approach is borrowed from industrial robotics. Instead of having to manually activate each cylinder on the crane, the operator can simply specify the desired position of the crane tip in three-dimensional space, and the system will automatically calculate the crane configuration. In addition to speeding and simplifying the operation, this also enables the consistent maximisation of the crane's loading capacity.

The anticipated time frame for the development of the new system is similar to that of the composite materials, with

prototypes expected in the next three years. However, due to the regulatory updates that new crane materials will require, the control systems may well be the first concrete result from the iLoad project to reach service in the hands of customers.

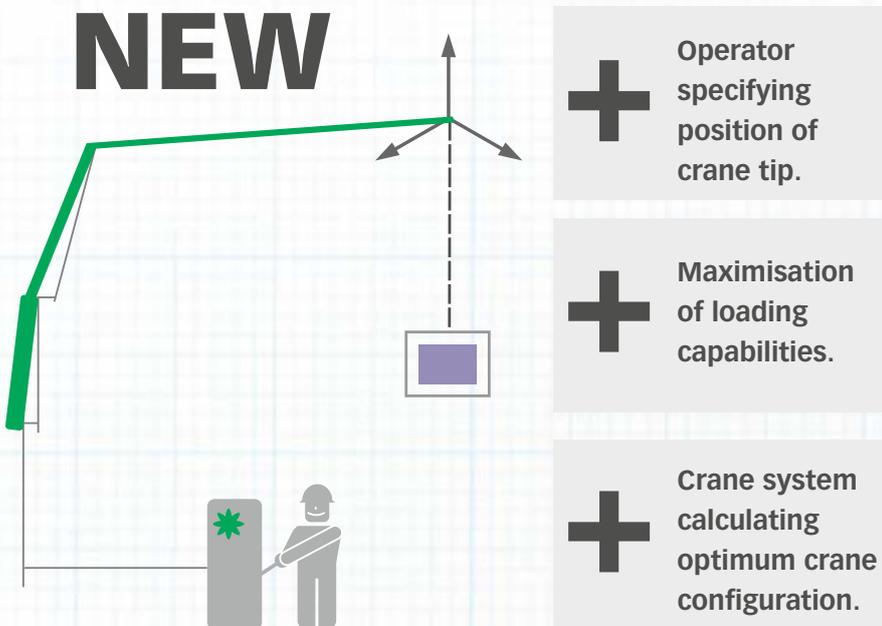
"The innovations in the iLoad project are driven both by regulations and the

needs of individual operators.

Companies need to work constantly to meet the latest emissions requirements, and designers are constantly seeking slimmer, more lightweight components for crane design. On

"The next few years may well see a weight decrease of 30 percent in loader crane design."

the other hand, we are always looking to make our customers' lives easier. In their 'driveability,' Hiab cranes already leave the competition far behind, but this new control logic will take their usability to a whole new level. Ultimately, we are looking to make our cranes as easy to use as a smart phone," Sornek says. ■



iLoad

The iLoad project

Goals: Improve operator safety, reduce crane weight and fuel consumption, increase ease of use, reduce total cost of ownership

Key concept: Mutual transfer of knowledge between academic and industrial partners during collaborative research work

Focus areas: Advanced composite materials in load handling; new control systems for loader cranes

3 Cargotec locations: Poland, Sweden, The Netherlands

3 academic partners: West Pomeranian University of Technology (Poland), Silesian University of Technology (Poland), Luleå University of Technology (Sweden)

Extended training for: 3 early stage researchers, 5 experienced researchers from the academic institutions, 3 experienced researchers from outside the consortium

Planned amount of sponsored research: 135 person-months

Project duration: 2013–2015

Funding: EU Industrial and Academy Partnerships and Pathways (IAPP) and 7th Framework Programme

iLoad project summer schools:

Open architecture control systems

- September 2014

Technology of steel structure reinforcement by Fiber-reinforced polymers

- September 2015

More info: www.iload.com.pl



Lifting your load

Hiab crane makes lifting plasterboards quicker and safer than ever before.

manufacturers to building sites. On multistorey projects getting the boards up from ground level was once quite time-consuming as it was done manually and often posed safety concerns.

The solution: lift the boards on the outside of the shell of the building.

Board Express uses a truck-mounted Hiab loader crane to lift a load of plasterboard sheets to the second or third level of new developments under construction.

The company uses a Hiab XS 377 that is capable of lifting loads up to 5 tonnes to a height of 15 metres, well above the average height required at most sites.

Speed leads to lower costs

Earlier, each load of plasterboard required four or five men to deliver it to the site with two men carrying the sheets up scaffolding or stairs. Now, with the Hiab loader crane the truck can lift loads of up to 20 sheets at a time and it requires only two men to complete the entire job.

Business development manager **Mark Collins** is thrilled with the capacity of his truck-mounted loader crane. "Having the crane

enables us to work a lot quicker and that results in lower costs. Another major benefit is safety. There are hazards on every building site, no matter how they are run, and there is the physical handling of the heavy and large sheets," he says. "Craning the load up makes the job a lot safer."

Another consideration was possible damage to the fragile plasterboard that could occur when it was carried up the building. Board Express uses the Hiab crane together with a Kinshoffer 2.5t board lifter in a configuration tailored to the company's specific needs. The setup features the Hiab EP5 HiDuo with the Hiab XS Drive radio remote control system.

More grunt – more power

Board Express has been using its crane for about a year. Collins says in that time even the most sceptical observers have changed their minds about the operation. "Builders were positive from the start, but many plasterers needed convincing. Plasterers are mainly older blokes and they had to see the crane system work to believe it would work." ▶

The streets and skylines of Australian cities are changing with more residents now preferring apartment living to traditional detached houses in the suburbs. Multistorey projects provide slick new urban homes for growing city populations, but they also present new construction challenges.

Hiab has mastered one of those challenges and is helping one Australian company lift its business – literally.

The Sydney-based Board Express delivers plasterboard from



“You can sell someone their first crane on price only, but they will only come back if they feel they are being looked after.”

Collins first started exploring using a crane on site after another Australian company started lifting plasterboard deliveries with a crane.

Board Express tried out that company’s setup but after some months opted for a more powerful machine. “The combination we tried had a maximum vertical capacity of 10 metres, but we have gone for 15. Their

crane could lift 30 tonne metres, we chose a 37-tonne metre capacity,” Collins says.

“We simply wanted more grunt so we always know we have the power to do what we need to do. We really wanted to have the capacity to lift the loads higher and always operate well within the range of the machinery so we are not right at the limit all the time.”

On average the Board Express crane lifts loads of 1.5 tonnes, but some jobs require heavier lifting. They make 10–12 deliveries a week.

After-sales support brings peace of mind

In the case of Mark Collins, word of mouth was the best marketing for Hiab. When he was deciding on which manufacturer to supply his crane, a business associate

recommended Hiab. “When someone you know, someone who knows the industry and the machines, says they favour one make you’d be a fool not to listen.”

“I looked closely into Hiab and the competitors and I have been extremely happy with my choice,” Collins says.

Hiab’s reputation for excellent after-sales support and servicing was a major factor in the decision. “It gives you peace of mind when you know the relationship continues after the sale and everyone involved is committed. I couldn’t ask for more from Hiab,” Collins says.

Hiab’s state manager for New South Wales **Brett Porteous** says the company is striving to make every customer’s experience with the brand as positive as Collins’ experience. “Our service network and after-sales care is really putting us ahead of our competitors,” Porteous says.

Porteous says new applications, such as, the crane and board lifter combination developed for Board Express is proof positive of Hiab's ability to cater for changing markets. "The typical reaction when people in the industry see this combination in action is that they ask themselves why this hadn't been done before. It has certainly generated a lot of interest among other businesses."

Price is not the only factor

Mark Collins readily shares his experience with others, such as, showing the ropes to a New Zealand business looking into purchasing a board-lifting crane of its own. Brett Porteous expects using a crane for plasterboard deliveries to become the industry norm.

"In Australia we were a little bit slow off the mark in this particular area. In Europe the market in the construction industry is more mature and cranes are used more commonly."

Collins is so happy with his purchase he has been looking into buying a second Hiab crane. Porteous says Hiab takes great pride in the fact it has so many repeat customers. "You can sell someone their first crane on price only, but they will only come back if they feel they are being looked after. If the servicing doesn't work and if the buyer is unhappy with the product, they will find someone else the next time. A crane is a big investment and buyers expect a lot from their machine. We must make sure they get value for their money." ■



Reliable servicing is crucial in Australia

Brett Porteous, Hiab state manager for New South Wales, says the Australian market for loader cranes is comparable to other developed economies. The main industries using loader cranes are construction, mining and transport. With its bountiful natural resources, mining and related industries have expanded rapidly in the country in recent years.

Especially in mining, project sites are often located far from cities and towns, making reliable servicing even more crucial. Pipelines for processing natural gas, for instance, are often several hundred kilometres long and hours away from population centres.

In construction, the Australian market for new residential and commercial developments has cooled from the boom figures of the early years of the last decade, but steady population growth and migration to Australia have increased demand, especially in big cities. In residential construction the focus is moving from outer suburbs to inner city areas where multistorey buildings and higher density living are gaining popularity.

The Australian market for loader cranes is traditionally dominated by European brands. Porteous says stringent workplace safety regulations play a role in making Australia a tough market for new competitors, along with customer loyalty to established manufacturers.

Flexible power

The Hiab XS 377 combines long reach with great lifting capacity and low tare weight, making it powerful but easy to manoeuvre. With an optional jib, the crane can lift up to 450 kilograms up to 26 metres out.

The crane is delivered with a Duo, HiDuo or HiPro control system that gives added flexibility since the crane can be operated remotely.

All cranes are electronically supervised by the state-of-the-art Hiab SPACE system, providing the best operators safety features available on the market.



Tell us what's on your mind

Take the survey
and win a **tablet**

We want to find out what you think of Hiab Method customer magazine and with this in mind we have created a survey to give you the chance to tell us what you would like to see in your customer magazine in the future.



The more we know about your interests, likes and dislikes, the more enjoyable and relevant we can make the magazine for you. What's more, if you complete the questionnaire by 15 September 2013 you will be entered into a price drawing to win a tablet.

P.S. The survey is targeted at our customers and partners.

Please take the survey online at
www.surveymonkey.com/s/Hiab_Method_2013_en

www.hiab.com