

- Cement | Minerals entities
- Regional offices
- Fives' Headquarters

Cement | Minerals



Customer Services

Fives Customer Services, our experience dedicated to your plant



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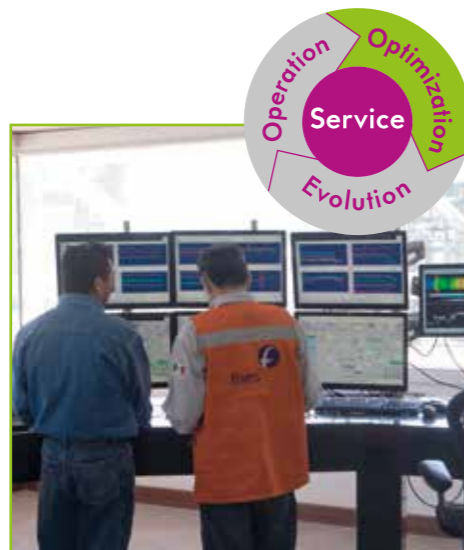


Empowering your plants to reach the highest availability throughout the entire lifecycle of your production tools

As an original equipment manufacturer (OEM) and a turnkey contractor, Fives benefits from a process & mechanical expertise combined with a renowned experience to offer a wide range of services to support its clients.



Our integrated Services department includes worldwide reactive teams of highly-skilled technicians and engineers ready to respond to your requests, whether it deals with crushing systems, grinding plants or burning lines. Our priority is to help you improving the performances of your equipment while reducing your production units' maintenance costs.



Providing your maintenance & production teams with solutions to ensure the best possible availability for your facility

Maximizing plants and production lines efficiency

Improving or upgrading equipment and production process to maintain plants performance throughout their life cycle

- Spare parts supply and management
- Hot and cold kiln alignment
- Kiln and mill shell deformation audit
- Refra-Safe™ (bricks fall prediction)
- Mechanical audit and expertise (process, lubrication, vibration, electricity/automation, driving unit...)
- On-site machining
- Repair and refurbishment
- Erection/Works supervision
- Technical Assistance Programs and yearly maintenance packages

- Technical expertise
- Process audit and improvement
- Assessment of operating conditions
- Performance optimization (kilns and mills)
- Optimization systems
- Remote process monitoring
- Theoretical and on-site training

- Mechanical revamping for kilns and mills (tyres, rollers, gears, liners, grids, shoe-bearings, lubrication units, driving units...)
- Equipment and plant upgrades (Kiln seals replacement, supporting shell replacement with shimming systems, filtration system...)
- Grinding plant modernization
- Latest technical improvements

A process & mechanical expertise combined with a renowned experience

To offer you a comprehensive support in your daily operations, Fives proposes tailor-made Technical Assistance Programs, that perfectly meet your needs in the fields of mechanics, process, training... To comply with your requirements and technical constraints, these programs are built-up upon a prior comprehensive assessment and include regular visits and main maintenance operations.



Kiln-Care™ Program

Main equipment covered: preheater, precalciner, kiln, burners, cooler, filter...

FCB Horomill®-Care Program

Main equipment covered: mill, classifier, dryer, filter, fan...

Ball mill-Care™ Program

Main equipment covered: mill, classifier, dryer, filter...

PREVENTIVE MAINTENANCE

- Mechanical inspections
- Maintenance operations scheduling
- Hot kiln alignment
- Shell-Safe™ (shell deformation audit)
- Refra-Safe™ (bricks fall prediction)
- Thermo-Safe™ (burning line thermal analyses)
- Drive-Safe™ (Comprehensive drive audit)
- Pillard Nova-Safe™ (burner surveillance)
- Supervision of key maintenance operations

- Mechanical inspections
- Drive-Safe™ (Comprehensive drive audit)
- Vibration follow-up of the complete drive line
- Maintenance operations scheduling
- Maintenance procedures improvement
- Customized management of spare parts
- Technical support for maintenance operations and equipment surveillance
- Key maintenance operations and supervision

- Mechanical inspections
- Drive-Safe™ (Comprehensive drive audit)
- Shell levelling/Shell-Safe™ (level and shell deformation audit)
- Maintenance operations scheduling
- Customized management of spare parts
- Technical support for maintenance operations
- Key maintenance operations and supervision

PRODUCTION OPTIMIZATION

- Core process equipment audit and optimization
- Tailor-made training programs (theoretical and on-site operational trainings)
- FCB Opti-Kiln™ (automatic control and on-line optimization of burning line)
- Filter remote process monitoring

- Comprehensive process surveys
- Tailor-made programs of operational training (process, mechanical, lubrication)
- Operator yearly certification
- Customized assistance for operation
- Filter remote process monitoring

- Comprehensive process surveys
- Tailor-made training programs (theoretical and on-site operational trainings)
- Customized assistance for operation
- Filter remote process monitoring

CONTINUOUS IMPROVEMENT PLAN

- Performances reviews and experts recommendations
- Priority access to the latest equipment technical improvements

- Key performance indicators
- Performances reviews and experts recommendations
- Priority access to the latest equipment technical improvements

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- Reduce the operational costs of the installation (production and maintenance costs)
- Increase the plant availability and reliability, reduce equipment downtime
- Extend the lifespan of the equipment
- Enhance plant performances (capacity, quality, specific power consumption...)