



DemagDiary

Middle East Customer Newsletter

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Editorial

Dear Customer,

Demag products are state-of-the-art, sometimes complex and often used in core processes of your business. Quality and performance of our products therefore is decisive for you to achieve safe, smooth production and the “return-on-investment” you are looking for – long term, during a product lifetime of often more than 20 years.

Demag Cranes Services is our commitment to help you achieve this. In each of our branches, a dedicated service organization and infrastructure is available. Our field service technicians are carefully selected, well equipped and trained for servicing the full range of Demag and non-Demag lifting equipment. Both central and local stocks ensure availability of spare parts wherever they are needed. And in our back office you will find technical expertise to respond to any issues or requirements which may become important for you:

How to ensure required reliability and availability of the equipment ?

How to maintain cranes and lifting equipment at lowest cost ?

How to achieve documented, safe operation and meet legal requirements ?

How to use Demag equipment in the most efficient way ?

How to adapt your equipment to changing needs of your manufacturing process and conditions of use ?

Local presence is essential for service support. Therefore despite the challenging business environment we have continued to expand our service infrastructure in the Middle East region also last year with the opening of branch offices in Al-Khobar, Kingdom of Saudi Arabia, and Amman, Jordan. We will continue to invest into our local organization and strongly support it from our head office in Germany.

It is our firm believe that Demag Cranes Services has the ability to add value to your operation throughout the lifecycle of our products. We understand crane and lifting technology and are dedicated to become your business partner for any brand of crane products.

Yours sincerely,



Dr. Martin Habert
Executive Vice President Services
Demag Cranes AG

Smart Solution for Material Handling



Demag Cranes Middle East Group was recently awarded a contract to supply five 5.0 t and three 2.5 t FDR foot mounted DR rope hoists. These hoists were to be installed on a test rig for training and testing purposes for a leading Oil Field Company operating in the United Arab Emirates.

The key to securing this order was a short delivery and execution period. The hoist units were dispatched from Germany in 5 working days and the

project was completed within the customers prescribed timeframe.

The controls for this multi hoist configuration was particularly challenging not only for the initial logic arrangement but also for the long term maintenance for the customer. This challenge was met by providing Demag Radio Control with a frequency hopping feature (a unique Demag feature) ensuring safe and proper control without any cross interference.

Timely, value for money and effective solutions has always remained the strength with the new Demag DR Range of rope hoists and cranes.

FDR foot mounted rope hoists

- Reeving parts for all common reeving arrangements fitted to the hoist unit enabling the hoists to be integrated direct into prepared steel structures or special crab frames
- Can be used in four mounting positions, each with one rope lead-off direction
- Can be attached on three sides
- Load capacities up to 50 t

Saudi Arabia Branch – Setting Examples for Service Excellence

As a part of extending our service network through out the Middle East, our KSA branch is now fully operational providing sales, spares and after sales services. The Service team is committed to provide technical assistance and superior solutions to the customers by implementing the modernization and refurbishment concepts to upgrade the old installations. We would like to share one of our success stories where we implemented this concept and recently secured and successfully executed this prestigious order. The operation of these cranes is classified.

Task: Conversion of three 2 tonne pneumatic explosion proof cranes to electric explosion proof cranes at strategic government facility.

Existing arrangement: The three cranes comprised hoisting and travel

motions driven via pneumatic motors. The task was to replace the pneumatic hoist and travel motors with electric, explosion proof motors coupled to new explosion proof control equipment and power supply lines.

Challenge: The challenge was to ensure strict compliance with the stringent ex-proof standards, British Defense Standards (JSP) and the HSE requirements, not only for the supply but also for the execution of the job.

Execution: The customer's requirements were defined during several rounds of technical discussions and an agreed solution was reached. Another highlight was meeting their commercial requirements.

Our refurbishment engineering and design department provided the

selection of the units in accordance with the specification. This was a very unique project as the ex-proof standards had to be met not only for the supply of new units but also for the installation. The existing crane structure was the only element of the crane to be retained, all other parts and equipment was to be replaced e.g. the installation of the power supply lines, installation of long travel motor and the crane control panel. Another challenge was the co-ordination of the installation work as, in parallel, three new explosion proof new cranes had to be installed and commissioned. The customer expectations meant that the refurbishment had to match the quality of the new cranes. The load test was performed and the all six cranes were handed over to the customer - the job was completed successfully resulting in complete customer satisfaction.

Saudization – Demag Cranes’ Contribution to the Saudi Society



Tarik Bin Mohammed Ali-Ansari, HRDF (Left)
Hussain Ratlamwala, Demag Cranes Middle East Group (Right)

One of the major challenges faced by the Government of Saudi Arabia in its efforts to strengthen the process of economic development is the unemployment among the nationals. With an estimated youth unemployment rate among the Saudi Arabian workers at 25.9 %*, clearly, the inability of Saudi work force to displace the foreign work force is a cause of concern in its long term economic plans.

While the nationalization of employment is critical in enhancing business competitiveness, in this era of globalization, technical competencies alone are no longer sufficient. Employability skills like effective communication and organizational skills play a significant role in the employment of young graduates.*

Among the many initiatives taken by the government in addressing these socio-economic issues, the Human

Resources Development Fund (HRDF) plays a significant role in encouraging the private sector for employing the young Saudi workforce. “While we encourage the Multi National Companies in investing in Saudi Arabia, it is our endeavor to encourage the private sector in investing on the development of the Saudi workforce as a long term investment strategy.” says Mr. Tariq Bin Mohammed Ali-Ansari, Branch Manager, Eastern Region, HRDF.

Demag Cranes Middle East Group has partnered with HRDF for the recruitment of Saudi Nationals and has recruited the first pool of nationals into our first graduate training program within the Saudi Arabia branch. While we are committed to bringing together the technical competitiveness and international training exposure in the development of the national workforce, HRDF has extended its financial and administrative support in efforts in the Eastern Province.

In this program, Demag Cranes Middle East Group will provide a three months structured training for new graduates, in enhancing and developing the necessary competencies for the various operational functions within the organization. On successful completion of their training program the candidate will undergo an assessment based on which the candidate will be absorbed into the organization on a permanent employment status, while, HRDF in supporting the efforts will partly fund the costs of training and the employment costs. However, HRDF is not merely a funding organization, it has leveraged its capabilities in providing the private sectors support in facilitating training, recruitment processing, following up on the development of the employees and assist in employment continuity support.

By Investing in the education and training of the Saudi nationals, Demag Cranes Middle East Group not only complies with the aspirations of the country but also encourages the development of a globally competent workforce through its graduate training programs. Demag Cranes Middle East Group instills the values of commitment and team work in these young workforces which will go a long way in developing them as leaders of tomorrow.

* Source: Middle East Point of View, Deloitte & Touché (ME)

Extension to the Demag Standard Crane range



Higher load capacities, larger spans with the Demag DR rope hoist and DC chain hoist

Suspension cranes from the Demag Standard Crane range provide

efficient solutions wherever existing roof structures can be used as a crane runway. There is no need to invest in additional crane runway supports, since Demag suspension cranes can be integrated into existing production facilities simply and easily. In addition, the overhang at the end of the crane girder can be adapted to meet individual needs, enabling the crab travel path to be ideally matched to the width of the bay. This achieves maximum utilisation of the available space with the

crane, resulting in optimum efficiency for your transport application.

The benefits:

- Load capacity now up to 8 t for max. span of 17 m
- Spans up to 25 m for max. load capacity of 6.3 t
- With Demag DR rope hoist or Demag DC chain hoist
- Compact profile girders for optimised hook path
- Particularly rigid, welded box-section girder for low-vibration transport

Energy From Waste – A Pioneering Achievement In Qatar



Our customer, Keppel Seghers Engineering Singapore Pte Ltd. (KSES), has substantially completed the construction of three Domestic Solid Waste Transfer Stations located in and around Doha for the Government of Qatar.

The project being undertaken by KSES is the first of its kind in Middle East. Domestic waste is collected & directed away from the traditional landfill sites to strategically located transfer stations. The Transfer Stations collect and compact the waste for onward transportation in Transfer Trailers to the Domestic Solid Waste Management Centre (DSWMC) just outside Mesaieed, where the waste is separated and then incinerated to produce electricity.

At the transfer stations, Demag Cranes Middle East Group has supplied 8 No. 6.3 t x 19.5 m span Automatic Grabbing Cranes to transfer the waste from the bunker into the compactor equipment; two cranes are deployed

at each of the three constructed transfer stations. The two remaining cranes will be installed at a future site when constructed. All of the equipment had to meet the stringent requirements of the specification and designed for continuous heavy industrial duty with a minimum of downtime. Each station is designed for continuous operation with the largest site to handle up to 900 t of waste per 20 h of operation; with an estimated maximum peak handling rate of 135 t/h.

These special high speed cranes are each equipped with an electro-hydraulic grab to handle the waste. The cranes are operated from a centrally located control room where the entire operation is monitored. The operator has the choice of manual operation from a drivers chair or by selection automatic mode. In the automatic mode cycle, the crane will extract waste from the bunker and transfer it to the hopper at the compactor

without the operator initiating the movements. This increases the efficiency of the station by reducing the cycle time.

Demag Cranes is a market leader in this field and incorporated the most up-to-date technology to meet the minimum downtime criteria. The cranes are equipped with a heavy duty open barrel winch hoisting units with special rope reeving that eliminates the need for any rope sheaves. The motion control systems are via an inverter with electrical braking reducing the wear on the mechanical brakes. A load weighing system feeds the weight of the waste back to the operator and prevents the crane from overload. In addition, safety systems prevent the cranes from colliding with each other and prevent the grab from colliding with the control room.

Further technical enhancements include the positioning of the crane control cabinets remotely located in the air-conditioned control room for ease of access. High speed energy chains to convey the power and controls to the cranes are provided adjacent to maintenance walkways for ease of maintenance.

Tarik Alkhalil, Managing Director & CEO of Demag Cranes Middle East Group stated "Demag Cranes is proud to partner with KSES in this pioneering project. From the very start of our relationship, our companies have worked with openness and with a common objective to complete the task in a safe and timely manner."

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