

The best insurance for your business

# MacGregor OnWatch



# Get expert assistance anytime, anywhere with MacGregor OnWatch

A malfunction in your subsea crane can cost you and your customer millions. Protect your business and your people with MacGregor OnWatch remote diagnostics.

Over a secure satellite link, a team of world-leading crane specialists analyze your system to troubleshoot problems without sailing to port. Numerous real life cases have proven that MacGregor OnWatch can make all the difference between being down for a few hours and being down for many days.

The direct costs of such a delay quickly add up. The indirect costs of a damaged reputation can be even higher.

MacGregor OnWatch gives you 24/7 access to crane specialists who:

- Analyze data to quickly isolate a problem
- Identify correct parts
- Guide repair process
- Detect any operator error
- Guide crew through tricky crane operations
- Upgrade software and fine-tune functions

**Fix issues in hours instead of days with strategic spare parts**

What if a problem demands spares and your ship is days from the nearest port? And what if the parts need to be shipped from across the globe or have long lead-times?

A strategic spare parts kit provides you with all you need to fix the most likely issues – without the job grinding

to a halt. Each kit is customized to the vessel in question to maximize the chance you'll have the right parts onboard.

The spares are selected by our experienced team who draw on over a decade of service history involving hundreds of advanced cranes operating around the world. They not only look at the equipment itself, but calculate the impact of potential lead times and the relative availability of parts from major OEM suppliers.





# Lightning-struck operation back on track

A lightning bolt paralyzed a vessel's crane in the middle of a lift, threatening the success and safety of the mission. Thanks to some quick troubleshooting and onboard spare parts, operations resumed within a couple hours.

**April 2008, Wednesday, 03:00 (CET): Gulf of Mexico**

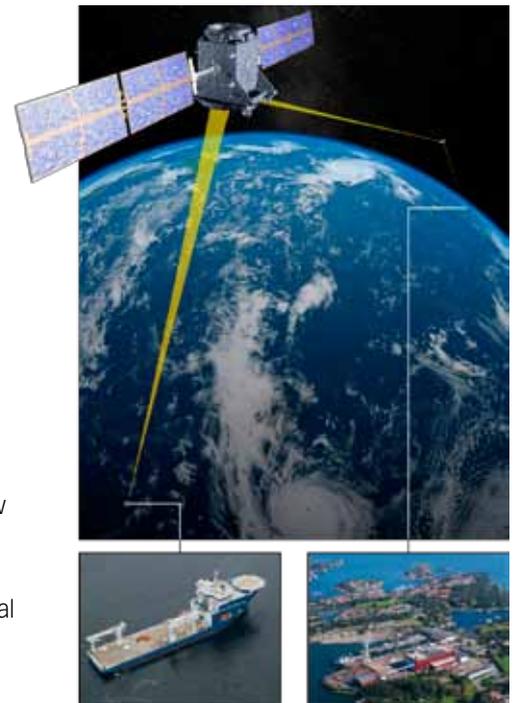
During a critical lifting operation in adverse weather, a vessel's large MacGregor AHC crane was hit by a lightning bolt. The crane froze, leaving its load hanging in mid-air as rough seas continued to pummel the vessel.

A MacGregor OnWatch engineer was contacted by phone who called in back-up software and hydraulic

engineers. They soon discovered that a certain signal was missing and suspected a damaged card. The crew soon found the card which had been damaged by a power surge.

The vessel was carrying the critical spare parts as recommended by MacGregor. A new card was quickly located and installed. Within two hours, the crane was in operation once more.

Without MacGregor OnWatch and strategic spare parts, the mission would have suffered four or five days of downtime. That would have meant significant losses both in costs and goodwill, not to mention the high risk of physical damage with a heavy load left hanging.



## The story continues

Go online to read more real life stories of unexpected trouble, such as a crane collision in the North Sea and an errant safety valve in the Gulf of Mexico. You'll also find all the technical details about MacGregor OnWatch and strategic spare parts. [macgregoronwatch.com](http://macgregoronwatch.com)

## What are you risking?

Discover how valuable professional support can be for your operations by using our simple ROI calculator. After filling in a few parameters, you get a breakdown of the costs that come with downtime at sea and how much you can save with MacGregor OnWatch and a strategic spare parts kit.

Try it out at [macgregoronwatch.com](http://macgregoronwatch.com)

Global presence and local service bring our solutions closer to our customers.



**About MacGregor**

*MacGregor offers integrated cargo flow solutions for the maritime transportation and offshore industries. We are a global company with facilities near ports worldwide. Once our system is in service, we provide lifetime support in the form of maintenance and service solutions that cover the full lifetime of your equipment. Learn more at [www.cargotec.com/macgregor](http://www.cargotec.com/macgregor)*



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