YOUR BUSINESS PARTNER IN THE AFTER MARKET
Our mission is to establish and maintain long-term relationships through our commitment to customer satisfaction through continuous improvement. From spare parts to field service, our goal is to create advanced solutions that are “engineered to optimise performance”.

AFTERMARKET SERVICES
All manufacturing of components will be undertaken at our works in Luoyang, China. CITIC Heavy Industries has a factory area of over 1.7 million square meters in Luoyang China with covered roof area of more than 724 thousand square meters with approximately 9,000 employees in one factory. The plant has full in house capability for design, fabrication, casting, forging, machining, trial assembly & gear cutting facility unmatched by any other supplier in the world.

Most components for Grinding Mills up to 16m (OD) in diameter are made in house. CITIC-HIC also has offices in Australia, Brazil, Canada, South Africa, South America and India to look after all your local service and spare part requirements. High-performance product for many years. CITIC’s highly trained technical team of service engineers are experienced in servicing Mills, Crushers, HPGR’s, Kilns, Scrubbers and other mineral processing equipment.

Our team can assist in determining and providing maintenance schedules, upgrades, servicing and spare part requirements for your equipment.

In an era of leaner workforces and busier schedules, turn to CITIC-HIC to handle the time-consuming challenge of ensuring your equipment and processes are operating and performing at their optimal. Our team finds ways to save time and money in even the most state-of-the-art facilities. Let’s get started on yours today. Rely on CITIC-HIC to help you get the perform once you need from your existing equipment, at a cost you can afford in today’s tough market.

**Manufacturing Works**

We can take any existing piece of equipment and make it good as new; including everything you need to get optimal reliability, availability, performance and throughput.

Meanwhile, we continue to develop advanced technologies and services that answer your evolving needs. So bring us your challenges today! The largest market supported by CITIC-HIC aftermarket services is in heavy equipment, serving customers around the world on all continents. Some of the upgrades CITIC-HIC can offer, supply and install on new and existing equipment to optimise equipment performance include:

Below are just some of the upgrades CITIC-HIC can offer, supply and install on new and existing equipment to optimise equipment performance.

CITIC-HIC IS one of the world’s largest producers of heavy equipment and provides seamless support to their end users and has raised the bar for fast turnaround times when rebuilding equipment.

- Condition Monitoring System (IR & Vibration)
- Condition Monitoring with Rockwell XM Vibration
- Devicenet/Profibus Interface
- Emonitor Software
- Mill Control System Water Sensors
- Gearbox Lube Portable Oil Purifier
- Local Control Screen – each skid
- Gear Grease Spray - PLC
- Seal Grease System - PLC
- UT Bolt Mic with Wrenches/Sockets to suit

And many other possibilities to optimise equipment performance.

**Field Service Engineers**

All of our technicians have a minimum of an associate degree in engineering and are further trained specifically in the CITIC-HIC Group brand products: Grinding Mills, Crushers, HPGR’s, Kilns and Hoists.

We send our technicians to your plant with the tools & diagnostic equipment to trouble-shoot your equipment.

Through the initial conversations with your maintenance staff we can anticipate the solution to the problem and bring the probable spare parts required to get you back into production with the least amount of delay.
Preventative Maintenance Programs

Our PMP programs are tailored for each individual customer according to equipment, environment and usage. Ideally our Service Engineer would schedule a Preventive Maintenance Service Call every six months or at your convenience at which time they will perform the scheduled maintenance on your equipment.

To maximise equipment reliability, availability, performance and throughput, operating and maintenance procedures must be adhered to. CITIC Heavy Industries head office and factory is located in Luoyang, China and we encourage you to visit our impressive works.

Preventive Maintenance Programs can utilise built-in calendars to generate detailed reports on the plant and equipment maintenance history.

- Efficiently manage shutdown services & pre-shutdown requirements.
- Track all maintenance requests.
- Interface with facility maintenance technicians and suppliers.
- Analyse work order history and plant/equipment maintenance operations.

Training Programs

We offer customer training programs designed around your equipment.

- To train your operators in the proper use of the equipment.
- To train your maintenance staff to troubleshoot the equipment.

This helps you get up and running faster and aids CITIC-HIC by providing valuable information about the problem areas prior to our service people coming to your site.

Maintenance training is one of the single most important parts of optimising maintenance operations. There are many disciplines necessary to enable maintenance to contribute to the profitability of any site. From work order control systems to preventative and predictive programs, maintenance planning and schedule programs computerised maintenance management systems all require resourced training.

TOTAL AFTER MARKET SERVICES

CITIC HIC manufacture and service the Aftermarket in the following products: shaft hoists, crushers, grinding mills, rotary kilns, high pressure grinding rolls and scrubbers, heavy-duty gear reducers as well as other equipment.
CITIC HIC manufacture and service - Shaft Hoists, Rotary Kilns, HPGR’s and Crushers.

All of our technicians are further trained specifically in the CITIC-HIC Group branded products:

We send our technicians to your plant with the tools & diagnostic equipment to trouble-shoot your equipment.

Through the initial conversations with your maintenance staff we can anticipate the solution to the problem and bring the probable spare parts required to get you back into production with the least amount of delay.

Preventive Maintenance Services

Means the planned Services to be undertaken during preventive maintenance service visits including all performance checks, adjustments and routine services to the equipment as required to keep the equipment in good condition and sound working order. The minimum servicing requirements and the frequency of routine service visits shall be as specified in the service agreement.

Benefits will include:
· Reduction in breakdown costs
· Able to programme works to minimise disruptions to the processes plant.
· Reducing water consumption by identifying and rectifying water loss through faulty equipment.

Comprehensive Maintenance Service

Refers to the planned and preventive maintenance, repairing or replacing parts and equipment which warrants such action as a result of wear and tear, and all attendance during normal hours for Breakdown Maintenance Services, and after-hours attendance as specified within the service agreement.

Comprehensive maintenance programmes combine our preventative maintenance and emergency repairs services to the ultimate in critical plant management. CITIC-HIC’s comprehensive maintenance enhance agreement includes customer site specific service planning.
CITIC HIC also has a fully equipped laboratory on site for material testing and reporting. Through material testing and analysis we can accurately select the right equipment to meet your requirements.

Testing Available

- Specific Gravity
- Hardness
- Compressive Strength
- Crushing Work Index
- Rod Mill Work Index
- Ball Mill Work Index
- HPGR Testing
- Particle Size Analysis
- Lime Calcining Test
- Flotation Testing
- Drying
- Others

LAB EQUIPMENT

- JKMRC DROP WEIGHT TESTER
- BALL MILL
- VIBRATING MILL
- V-TYPE SEPARATOR
- LAZER SIZE ANALYSER
- RIFFLE SAMPLER
- DRY GRINDING
- HPGGR
- DRY CLASSIFIER
- OTHERS

Simulation

Further, at CITIC HIC we also run various software packages in order to simulate process circuits thereby optimizing equipment selection and operation. These software packages include:

- JK SimMet
- JK SimPlant
- MillTraj
- Various in-house programs
Total customer satisfaction is our everlasting pursuit!

CITIC HIC is ISO9001 accredited. With all the necessary qualified personnel, equipment and experience to ensure your equipment exceeds your quality expectations.

CITIC HIC works with leading mining equipment manufactures as well as EPCM’s and End Users around the globe to achieve international quality standards working to industry accepted specifications. Our experience and expertise are there for you to rely on.

QUALITY MATTERS!

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