

# AFTER SALES

SERVICE, SPARE PARTS, TRAININGS





# AFTER-SALES VALUES: ALL THE BENEFITS

Welcome to the CIFA after-sales guide. At CIFA, we understand that an effective after-sales service is equally as important as providing an extensive selection of market leading machinery. This comprehensive guide explains how you can benefit from our latest developments in terms of servicing, spare parts and training; these three key elements maximize the performance of our machines and how well you work with them, which for us is a top priority. Learn more about CIFA after-sales services.

**01 SERVICES:  
TECHNICAL SUPPORT,  
INSPECTIONS,  
WARRANTY**

**02 ORIGINAL  
SPARE PARTS**

**03 CIFA ACADEMY**



# OUR SERVICES

There are thousands of CIFA machines at work everywhere in the world at all times of day and night. Most are at work on the surface, others deep underground. In one form or another, we get feedback from every single worksite, often through very close collaboration with the customer.

CIFA provides its customers with assistance and support based on many years of experience; our range of services is constantly expanding to ensure maximum user satisfaction with CIFA products.



## TECHNICAL SUPPORT

Working closely with local dealers, CIFA is committed to assisting the customer, quickly troubleshooting any technical problem.

Your benefits:

- Fast response
- Thorough know-how
- Customer satisfaction

## MAINTENANCE AND PERIODIC INSPECTIONS

Only the manufacturer's official network can provide optimal machinery efficiency and safety as well as compliance with the specific laws, rules and regulations on revisions and periodic inspections.

Your benefits:

- Safety
- Minimum downtime
- Extended machinery lifetime

Discover CIFA service network, visit <http://www.cifa.com/cifa-locator>



## WARRANTY

At CIFA, we believe in the quality of our products and we do our best to guarantee it, so in addition to the standard one-year warranty, we provide a 5-year warranty on the structure of the booms in concrete mixer pump trucks and pumps. Moreover, the drums in the concrete mixers and concrete mixer pump trucks are covered by a 4-year warranty.



12 months  
on all products



4 years on the drums  
of concrete mixers  
and concrete mixer  
pump trucks



5 years on boom  
structure of pumps  
and concrete mixer  
pump trucks



# GENUINE PARTS: YOUR BEST CHOICE

When you invest in CIFA equipment, you get a quality product. Quality provides reliability and high productivity, which are essential to make a profit; but the quality of any machine has to be maintained in order to provide continuous high performance and good operating economy. We can assure the quality of all new CIFA machines. The same quality can be assured as your equipment gets older, but only through regular preventive maintenance and the use of Genuine CIFA Parts.



## DESIGNED BY EXPERTS, IMPROVED BY EXPERIENCE

Accumulated feedback, combined with a steady flow of new methods and technology, is used to continuously develop and improve our products. This applies not only to existing machine parts, which affect you directly, but also to the specifications for future machines. The main objective in development of our equipment is always to obtain the lowest possible cost per concrete cubic meter pumped in the field.

## MORE THAN JUST A PART: SECURE THE PERFORMANCE OF YOUR BUSINESS

When you buy a genuine part from CIFA you get a lot more than a vital component for your machine. In effect, you buy security. It is the security of stringent quality assurance and continuous product development: the security of knowing that the replacement parts you need will continue to be available from CIFA for many years, until your machine becomes obsolete. The security of knowing that CIFA relies on a worldwide team of specialists and troubleshooters, who are always ready to help you to find solutions to any problem. These are some of the benefits behind CIFA Genuine Parts. The best way to ensure reliable operation is always to invest in maintenance, reducing concrete pumping costs: Choose CIFA genuine parts.

## GENUINE PARTS BOOST PRODUCTIVITY

CIFA Genuine Parts provide a level of safety that cannot be matched by non-genuine parts. Only CIFA knows exactly how each part is designed, and precisely how it must be manufactured. Sometimes, the only way to discover the reasons behind a drop in machine performance is through detailed metallurgical and chemical analysis of the used machine parts. Analysis of non-genuine parts have consistently confirmed that they deviate from the specified norms, not only in terms of tolerances, but also in material composition and crucial heat treatment processes. Less downtime, more productivity.



## EXCLUSIVE ORIGINAL PARTS

Some parts, such as structural elements of the boom or the base frame are supplied exclusively by CIFA. Our commitment is to supply these parts efficiently and in a timely manner to reduce machine downtime.



# WEAR PARTS

## PLATES AND WEAR RINGS

CIFA original plates and rings have very hard inserts in areas subject to the most wear and tear. Ask CIFA's after-sales service for the available product lines.



Wear plate and wear ring mounted on CIFA pumping groups series PA1506 - HPG1408 - HPG1808



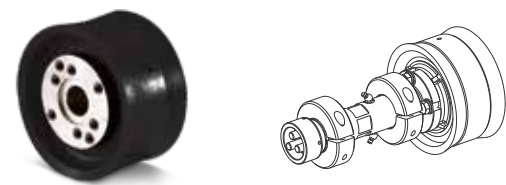
Wear plate and ring mounted on CIFA pumping groups series HP1606 - HP1608 - HP1808



Wear plate and ring mounted on CIFA pumping groups series PB607 - PB808

## PUMPING PISTONS

Our pumping pistons have been engineered in every detail and material to extend the lifetime of the pumping unit's components.



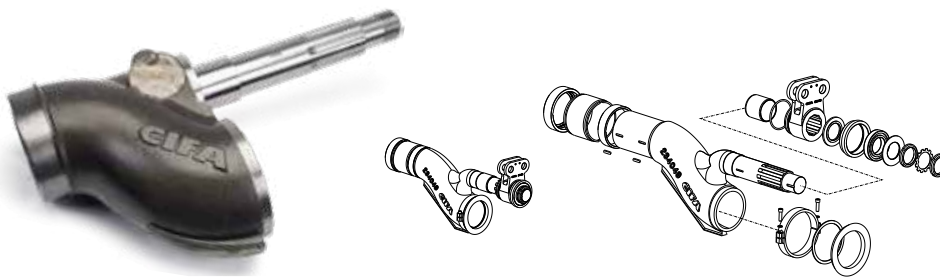
Pumping pistons mounted on CIFA pumping groups series PA1506 - HPG1408 - HPG1808 - PB607 - PB808



Pumping pistons mounted on CIFA pumping groups series HP1606 - HP1608 - HP1808

## S-VALVE

Original CIFA S-valves are made of special hard alloys that are extremely resistant to wear and tear derived from the flow of the most diverse types of concrete.



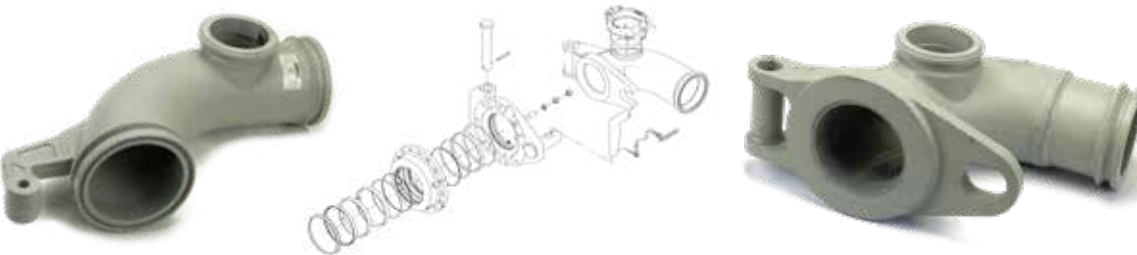
S-valve mounted on CIFA pumping groups series PA1506 - HPG1408 - HPG1808 - PB607 - PB808



High wear resistance S-valves mounted on CIFA pumping groups series HP1606 - HP1608 - HP1808

## EXIT BENDS

Original CIFA exit bends are designed and built with high resistance materials to withstand wear derived from pumping every type of concrete.



Exit bends mounted on CIFA pumping groups series PA1506 - HPG1408 - HPG1808 - PB607 - PB808



High-wear resistance exit bends mounted on CIFA pumping groups series HP1606 - HP1608 - HP1808



# DRUMS

## TRUCK-MIXERS AND TRUCK-MIXER-PUMPS DRUMS

CIFA's expertise comes from an in-depth knowledge of the equipment and its actual field use. For this reason, the materials used in our concrete mixer drums differ depending on the different types of equipment and their working environment:

**MATERIAL S355J2C** used for drum models mounted on RY concrete mixers (Italy) and HD series of mixers.

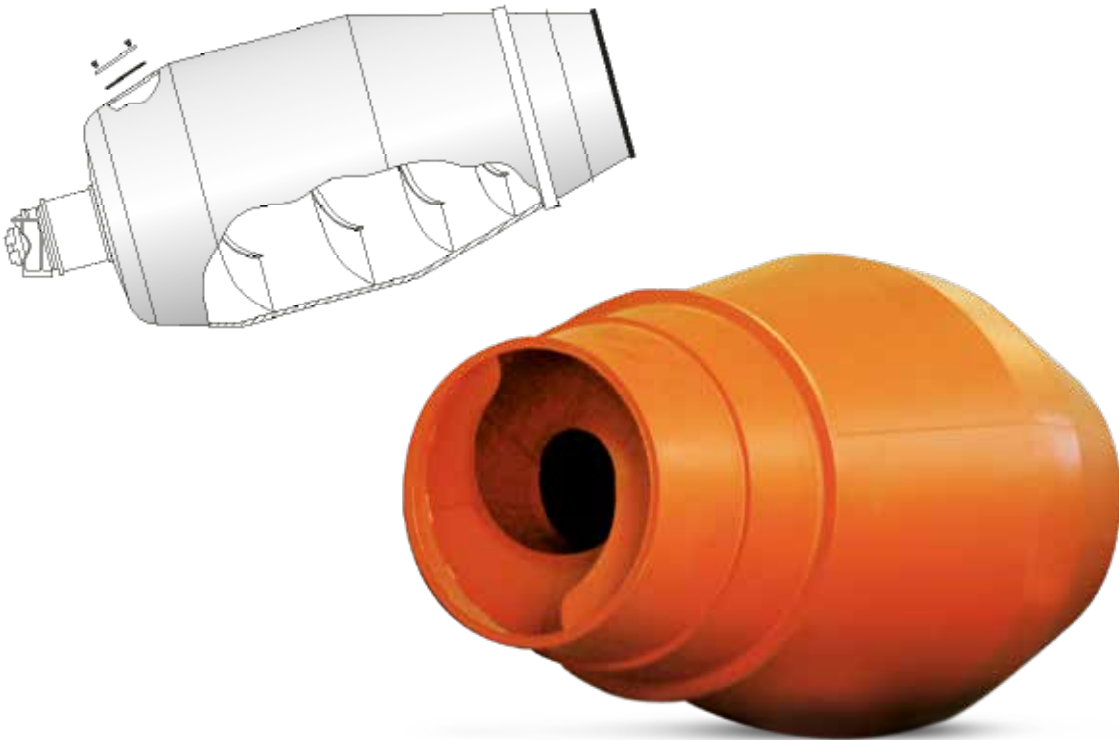
Rounded bottom: 7 mm thickness; bottom cone, cylindrical band, intermediate cones: 5 mm thickness; bottom cone, cylindrical band, intermediate cones: 4 mm thickness; spirals 5 mm thickness.

**MATERIAL 30MnB5** used for drum models mounted on SL concrete mixer types and on truck-mixer pumps.





Rounded bottom: 7 mm thickness; bottom cone, cylindrical band, intermediate cone, discharge cone: 4 mm thickness; outlet cone: 3 mm thickness; spirals 4 mm thickness.

**MATERIAL 450HB** for drum models mounted on SLX (extra light and high hardness) truck-mixer and optional on SL truck mixers and on truck-mixer pumps.

Rounded bottom: 7 mm thickness; bottom cone, cylindrical band, intermediate cone, discharge cone: 3 mm thickness; outlet cone and outlet: 3 mm thickness.



## MIXERS

Series	Material	Drum Model	Drum thickness (mm)	Spyrals thickness* (mm)
SL 	30MnB5 - 450HB (option)	SL4	4	4
		SL7		
		SL8		
		SL9		
		SL10		
		SL12		
		SL15		
SLX 	450HB	SLX8	3	3
		SLX9		
		SLX10		
		SLX		
HD 	S355J2C	HD7	5	5
		HD8		
		HD9		
		HD10		
		HD12		
		HD15		
RY 	S355J2C	RY1100	5	5
		RY1300		

\* All last mixing spirals are 3mm thickness

## MAGNUM

Series	Material	Drum Model	Drum thickness (mm)	Spyrals thickness* (mm)
RH 	30MnB5	RH80	4	4
		RH115		
RH light 	450HB	RH80 light	3	3
		RH115 light		

\* All last mixing spirals are 3mm thickness

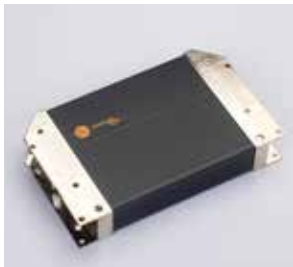
# ELECTRONIC COMPONENTS

CIFA machines are equipped with highly efficient electronic systems for the functionality and safety of the product.  
Quality and reliability of the systems is guaranteed by the use of components of the best brands available.

## Controller



Controller RC 28-14/30  
Bosch Rexroth



Controller CR0233 IFM

## Display



Display CR1087 IFM



Display CR0452 IFM

## Sensors



Pressure sensor



Rotational encoder



Linear sensor



Single axle angle sensor



2-axle angle sensor



Limit switch

## Proximity sensors



RFID sensor



Proximity sensor  
(pumping unit limit switch)

## Service tool



CAN sensors programmer



Bodas Service Full license for use of interface software of  
Bosch Rexroth controllers



## ACCESSORIES (Connectors & cables)



Cabled connectors for controller model RC-28-14/30  
Bosch Rexroth



Cabled connectors for controller model CR0020,  
CR0200, CR2532 and CR0233 IFM



2 mt Cabling for CAN line



"T" connector for CAN line



Complete connector: 31 pins males; 31 pins female; 8 pins male; 8 pins female





# CIFA ACADEMY

To fully benefit from the characteristics of the machinery produced by CIFA, it is necessary to know its peculiarities in depth: this is the goal of CIFA Academy at the heart of our services offer. To optimally train both machine operators and maintenance technicians on them. Facilities and dedicated staff that aim to spread knowledge with a practical approach and with a safety-first approach. Contact us to learn more about how we can address your specific training requests using a dedicated mail address: [cifa.academy@cifa.com](mailto:cifa.academy@cifa.com)



## 1 OPERATOR COURSES

CIFA Academy is the CIFA structure certified to provide training and required courses for anyone who has to work with concrete pumps and mixers on a daily basis

## 2 TRAINING COURSES FOR QUALIFIED TECHNICIANS

The foundation for staying updated on CIFA's technical solutions

- Open circuit
- Closed circuit
- Maintenance of pumping unit
- Basic technical course
- Start-up and use of machines for spraying+concrete (Spritz systems)

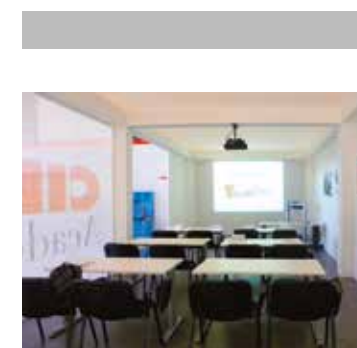
## 3 SPECIFIC TRAINING COURSES

In-depth examination of the technical aspects of new technologies that will improve and facilitate the work of our technicians

- Non-destructive testing
- Structural controls
- Composite materials
- Advanced electronics

## 4 SAFETY AND REGULATIONS COURSES

Explanation, examination, and updates on regulatory aspects  
Machinery Directive  
Update and development of regulations





# A NETWORK OF OFFICIAL SERVICE POINTS WORLDWIDE

AFTER-SALES SUPPORT  
AND SCHEDULED MAINTENANCE.



CIFA Aftersales operates all over the world with a network of authorized workshops and subsidiaries that can ensure expertise, prompt intervention and solutions to any need, including the supply of original spare parts. CIFA network also provides scheduled maintenance formulas and offers clients a wide range of services to preserve the efficiency and reliability of CIFA machines over time. The scheduled machines' maintenance at official service points, provides clients with a more efficient management of running costs, thereby optimizing the duration of wear components and reducing machine downtime.





**Distributor**



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