

## Parts Bulletin CC13-14

**Date**

August 2, 2013

**To**

Manitowoc Crane Care Distributor Principals, Branch,  
Parts and Service Managers

**Subject**

**NEW!** Hydraulic Control Valve Repair Program

The popular EnCORE “Repair and Return” program has been expanded to include hydraulic control valves!

This EnCORE program covers hydraulic control valves used on many Manitowoc Crane products. The program brings with it the promise of a cost-competitive repair with minimal turn-around time.



### Getting started is easy:

**Contact our Certified EnCORE Vendor Hydraulic Component Services (HCS).** They will assist Manitowoc dealers and their respective customers direct from their facility.

HYDRAULIC COMPONENT SERVICES, INC.

1760 Springdale Road

New Berlin, WI 53146-1137

Phone: 262 549 1760, Fax: 262 549 3701 or E-mail: [hcssales@hydraulicrepair.com](mailto:hcssales@hydraulicrepair.com)).

- Provide your Crane Care Account Number, Purchase Order#, your name & phone number.
- You will be supplied with a Return Authorization, tracking number & shipping info.
- Ship the control valve, freight prepaid, to Hydraulic Component Services.
- After the FREE inspection is completed, you will receive an inspection report & repair estimate.
- After this inspection report and before repair is complete, you will also be notified if a remanufactured unit exists to allow for immediate off-the-shelf availability.
- When repairs are complete, you will be notified of the final repair cost and arrangements for return of the repaired control valve.
- All invoicing / payment transactions will be with Manitowoc Crane Care.

### Benefits:

- \$ **Provides an approved repair option for all Manitowoc Crane products including Lattice Crawlers, Mobile Hydraulics (Grove, GMK, Shuttlelift, and Krupp), National Boom Trucks, and Potain Tower Cranes!**
- \$ **Simple administration – no complicated forms!**
- \$ **No Credit Applications needed. Your Crane Care account number is all you need!**
- \$ **Provides an approved alternative to local unapproved hydraulic repair shops!**
- \$ **Added Value! Program offers a Low Cost REPAIR Alternative -- substantial savings over purchasing new!**
- \$ **Maximum Quality! Repaired control valves are fully tested and inspected to ensure they meet original Manitowoc Crane Engineering specifications!**
- \$ **Full Factory Backing! Comes with a 12 month warranty on the repair!**
- \$ **Keeps the Crane GENUINE by using factory approved repairs and parts!**
- \$ **Protects Resale Value by keeping the crane ‘original’!**
- \$ **Incremental Income Opportunity by offering a new “repair solution” to your customer!**
- \$ **Gives dealers a tool to win back lost customer parts and service revenues!**

**Here is a message from the President of HCS, explaining the processes applied to the rebuilding of Maniowoc Crane Care EnCORE hydraulic valves.**



**EXCLUSIVE HYDRAULIC CONTROL VALVE  
REBUILDING  
HYDRAULIC COMPONENT SERVICES  
IN PARTNERSHIP WITH MANITOWOC  
CRANE CARE EnCORE PROGRAM**



Rebuilding and return of a hydraulic control valve is a multi-step process that starts when the control valve arrives at our New Berlin, WI facility. A unique job number is assigned to the valve. Customer information and the crane make, model and serial number is documented along with the valve part number and information of the valve function on the crane. All information as to what is known about the valve failure such as external or internal leakage, if the chrome plated spools are pitted and worn, spool sticking, scored bore in the casting, etc. is documented as well.



The documented information is sent to our valve department. At this point of the process, some valves are pressure oil pre-tested depending on the information received. The control valve is 100% disassembled, chemically cleaned and thoroughly inspected by our trained technicians to determine the scope of rebuilding. Our technicians inspect and measure the spools and mating housing bores for clearance along with documenting any scoring, pitting of chrome and wear of all parts. This information is sent to customer service to provide a quote for the dealer. When the quote is approved by the dealer the rebuilding process of the control valve continues.



Valves that require the housing bores and spools resurfaced, the bore is precision honed for straightness and 100% clean-up of any wear and scoring. The mating spool is precision ground for 100% clean up, hard chrome plated oversize, finished ground and precision sized back into the housing bore to its original factory tolerance for proper internal leakage specification for that control valve.

Load checks, cylinder port reliefs along with the main relief valves are completely resealed, rebuilt, individually pressure oil tested and set to OEM crane specifications.

With all new seals installed the hydraulic control valve is re-assembled, torqued and pressure oil tested. Internal leakage is measured in cubic inches per minute for proper specification under test stand conditions. When the valve has passed our thorough pressure oil testing all information is documented. The valve then has all openings plugged; it is painted and prepared for shipment back to the customer. The valve now has a "like new" EnCORE warranty of 12 months and invoiced through the EnCORE program to the dealer.



**Have Questions? Please call the Maniowoc Crane Care Contact Center at 1-888-499-7278 and select menu item 5, contact EnCORE Bauxite direct at (501) 557-5800, Email [EnCORE@manitowoc.com](mailto:EnCORE@manitowoc.com), or contact your Regional Account Manager.**