



RME 24/7 SERVICE

RME 24/7/SERVICE ensures Customers have access to trusted OEM engineering know-how where and when they need it. Whether RME's working onsite, or collaborating online in real-time, our customised, personalised asset support services will deliver optimised relining, mill availability and performance.



BENEFITS

- Right expertise, right time, right place 24/7
- Faster time-to-resolution from OEM factory-trained technicians
- Certified aftermarket parts assure warranty, safety and compliance
- Reduced operational risk with safe machine working conditions
- Enhanced local operator knowledge and skill through OEM collaboration
- Optimised asset lifecycle productivity and cost
- Improved maintenance shutdown predictability
- Faster, more efficient, safer relines



Since inception our mission has remained: Help the minerals processing industry achieve new levels of reline speed and safety with the best available technology and individualised support. That's why we've enhanced our broad-based services offerings with secure, digitally-connected collaboration capabilities. Customers now have dedicated access to OEM expertise 24/7 no matter where they are in the world.

Andrew Ball

Group Manager, RME Asset Support, RUSSELL MINERAL EQUIPMENT

RME is the world's leading Original Equipment Manufacturer (OEM) of mill relining systems.



440+

Mine sites served by RME equipment and services



64

Countries with mine sites that own RME equipment



FEATURES

- Access RME electromechanical, hydraulic, robotics expertise, factory-trained technicians 24/7
- Always-connected, tailored OEM collaboration – onsite, online, RME workshop
- Dedicated start-up and shutdown support, pre and post-operation inspections
- RME Mill Relining System diagnostics, intelligence and insight
- Technical support, scheduled servicing, part rotations, machine rebuilds
- Safety and automation technology upgrades
- OEM certified factory-approved spare parts provisioning
- Condition-based monitoring and preventative maintenance programs
- Machine operator training and skilled onsite crews
- MILL RELINE DIRECTOR and MILL RELINE DIRECTOR Safety programs
- Feedback for optimal configuration of grinding circuit service space/equipment layout to facilitate best-in-class reline events



APPLICATIONS

Leverage RME's unique OEM domain expertise for:

- Custom manufacture, commissioning and in-service support – enhance asset integrity and lifecycle management programs. Make time for proactive tasks which deliver sustainable improvements in mill relining and concentrator profitability.
- Operational and cost efficiencies – achieve relining shutdown predictability. Reduce CAPEX by optimising existing asset performance.
- Continuous monitoring and insight – use condition monitoring and predictive data to increase asset reliability, availability and safety.
- Future-proofed mill relining operations – ensure relining assets evolve to operate in safer, more efficient ways.
- Leverage emerging automation technologies for step-changes in productivity, safety and risk.



RME CUSTOMER 24/7/SERVICE HOTLINES

For RME equipment emergencies we offer 24 hour support, seven days a week, 365 days a year. By contacting your regional service number below, you will be connected to a network of RME experts ready to help you get back up and running as soon as possible.

APAC/Rest of the World
+61 408 334 600

South America
+56 2 2963 7870

North America
+1 385 218 1115

South Africa
+27 78 048 3374

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WE ARE RME



RME was born 35+ years ago with a strong resolve to address our Customers' challenges. Since then, the RME Mill Relining System has quartered our Customers' time-to-reline and eradicated a great many safety issues. This same pursuit is driving our development of RME INSIDEOUT Technology which helps Customers eliminate fatal risk by enabling relining from outside the mill.

Cherylyn Russell

Chief Customer Officer, RUSSELL MINERAL EQUIPMENT