

Asia Pacific

Service centre capability statement

Surabaya, Indonesia



Global leader with extensive local services

Metso Outotec service centres are committed to maintaining and prolonging the original quality and performance of your equipment. All our repair and service activities are designed to maximize the productivity, safety and reliability of our customers' equipment.

As part of Metso Outotec's global network of repair centres, we utilise best practice and latest advances from our global design centres. All repairs are carried out to OEM specifications ensuring the highest possible standards and warranty conditions are maintained.

At Surabaya, our repairs are carried out to the same exacting standards worldwide to deliver the value, consistency, reliability and safety that our customers expect. All repair work is backed by our regional warranty policies.



Enabling sustainable modern life

We aim to be a sustainability leader in our industry and our strategy identifies sustainability as one of our four strategic priorities. By innovating new and better technologies and by improving our ways of operating, we help to create a more sustainable future.

That's why we are the **partner for positive change.**



Surabaya service centre

At your service!

Our Surabaya service centre was established in 2007, dedicated to servicing our mining customers in Indonesia and the local Asia Pacific region. We offer a full range of services to precisely inspect, repair and return your equipment and components back to service to minimize your downtime.

Along with providing industry-leading equipment repairs, the team at Surabaya can also support with highly trained Field Service Teams (both national and expat labour) for on-site repairs, project management, modifications, installations, preventative maintenance, shutdowns, inspections and audits, training and technical support. Training and technical support can also be provided.

Our team at Surabaya

We have a team of more than 50 personnel and specialists at Surabaya. This includes our manager, superintendents, supervisors, safety and quality inspectors, as well as administrative support staff.

Our team of expert technicians are skilled in trades such as boiler making, welding, plastic welding, fitting and specialized painting.



Apprenticeship program

At Surabaya, we are committed to supporting and developing local competencies. For example, we run internship programs to help upskill the local workforce. We have also been recruiting 3 batches of apprenticeships, the first batch fully employed by Metso Outotec as permanent employees.

Our QEHS commitment

We are committed to the health, safety and wellbeing of our employees, customers and partners in our operations. We not only comply with all local government safety health and environment regulations, but also international quality, safety standards and best practises.

Metso Outotec Surabaya maintains the following international certification: **ISO 9001 (quality)**, **ISO 14001 (environment)** and **ISO 45001 (safety)** through yearly surveillance audit by ISO external auditor. At Surabaya, we have also received local government awards for zero accidents in 2019, 2020 and 2021. Our Service Center is a recent recipient for the zero accident award from the Ministry of Manpower for having more than 6400 days accident free in 2022.

Service centre capabilities



Pinion shaft Primary crusher



Pinion shaft Primary crusher



Adjustment ring MP 1000



Adjustment ring MP 1000



Bearing Housing



Bearing Housing



Head MP 1000



Head MP 1000

What's included in the Surabaya facility?

- **Floor space:**
 - 1849 m²
- **Crane capacity:**
 - 6.3T, 20T, 50T
- **Dedicated facilities:**
 - Fabrication bay
 - Assembly area
 - Tools room
 - Repair bay
 - Paint booth
 - Spare parts storage

Recent examples of equipment work:

- **Crushers:**
 - MP1000: mainframe, head, adjustment ring, bowl, counterweight, eccentrics, tramp release cylinder, pinion gear, pinion housing
 - Jaw crusher pitman C200
- **Mills:**
 - Sag and ball mills - shells, air clutch
 - Jack shaft mining
- **Pumps:**
 - Slurry pumps
 - Horizontal pumps
- **Screens**
 - Low head
 - Ripl-flo
- **Filters:**
 - VPA filter plates
 - Conveyor gear box
- **Equipment Fabrication includes:**
 - Trommel
 - Buckets
 - Transfer chutes

Your partner for positive change in Asia Pacific

Our local footprint



Contact us

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