



# Komplimentary Maintenance

Free construction class scheduled equipment maintenance made easy.



# Service Support Solutions

At Komatsu, we aim to deliver you the lowest Total Cost of Ownership (TCO) over the full life of your machine – ensuring you get the best-possible return on investment.

The combination of our Premium Warranty, Komplimentary Maintenance and Komtrax remote monitoring gives you an advanced customer support solution.

Our commitment is to deliver durable parts and reliable service in a timely manner to ensure your machine's performance is never compromised. Our mission is to deliver true end to end solutions from a single supplier.

## What is Komplimentary Maintenance?

### *Free scheduled maintenance included for selected new construction models*

Komatsu is offering this comprehensive Komplimentary Maintenance program to the below new construction models, which will add value to your investment. You can count on Komplimentary Maintenance to give you a number of key benefits.

#### Key Benefits

- **Lower your cost of ownership.** With Preventative Maintenance Servicing included for the first 3 years / 2,000 hours (whichever occurs first) the cost to own and operate your Equipment is significantly reduced.
- **Protect the value of your capital investment.** With only Genuine Komatsu parts being used to maintain your machine, along with a complete Original Equipment Manufacture (OEM) maintenance history you are protecting the future value of your investment.
- **Ensure that proper maintenance is performed by factory certified technicians with OEM parts.** Let us provide you with hassle free ownership by having our factory trained and certified technicians maintain your equipment as per Komatsu Operation and Maintenance Manual Standards.

#### Eligible Models

- Bulldozers (D31 – D275)
- Crushers (BR380)
- Dump Trucks — Rigid (HD405 & HD605)
- Dump Truck — Articulated (HM300 & HM400)
- Excavators (PC130 – PC950, including Hybrid models HB205 – HB335)
- Motor Graders (GD555 & GD655)
- Wheel Loaders (WA150 – WA700)



# 3 Years / 2,000 Hours Komplimentary Maintenance

Regardless of whether your new Komatsu machine is leased or purchased, Komplimentary Maintenance will provide free servicing for the first 3 years / 2,000 hours (whichever occurs first) and offers an extensive list of inclusions. Komplimentary Maintenance is a scheduled maintenance option available only at the time of sale.

<b>Preventative Maintenance Servicing</b>	Regular Preventative Maintenance servicing at 500 hour, 1,000 hour, 1,500 hour and 2,000 hour service intervals.
<b>Komatsu Branch Support</b>	High quality products from local branches with factory trained technicians.
<b>Machine Reports</b>	Machine inspection and service report summary of tasks completed as well as Machine Condition Report identifying defects, safety and general concerns.
<b>KOWA Oil Analysis</b>	Komatsu Oil Wear Analysis (KOWA) Sampling to identify trend changes or detect contaminant problems by identifying deposits in your lubricants.
<b>Komatsu Lubricants</b>	Our range of Komatsu Genuine Lubricants incorporate a specially formulated additive package which provides superior protection for Komatsu equipment.
<b>Proactive Machine Management</b>	Management of your machine through our Komtraxremote monitoring system which provides customers with detailed machine location, operating information, machine alerts and any upcoming service events.

3 years / 6,000 hours  
Premium Machine Warranty



Komatsu Premium Warranty coverage for 3 years / 6,000 hours (whichever occurs first) covering the entire machine.

- Market Leading Coverage
- Hassle free ownership

3 years / 2,000 hours Komplimentary Maintenance



Komatsu Komplimentary Maintenance provides free servicing for the first 3 years / 2,000 hours (whichever occurs first), including machine inspections, oil analysis, labour, lubricants, travel & service scheduling.

- Lower cost of ownership
- On-going service support

Unlimited  
KOMTRAX Access



Receive unlimited access to Komtrax, Komatsu's technologically advanced remote monitoring data system.

- Improve fleet utilisation
- Lock your machine remotely

# 3 Years / 6,000 Hours Komplimentary Plus+

Komplimentary Maintenance Plus+ is an extended scheduled maintenance option offered to customers who work their machines more and want peace of mind beyond the 2,000 hours in the Komplimentary 3 year period. This extended maintenance option is only available at the time of the machine sale.

Komplimentary Maintenance Plus+ offers further peace of mind by providing customers with a maintenance offer that helps prevent any unexpected maintenance costs, throughout the Premium Warranty period.

Komplimentary Maintenance Plus+ includes:

- 4000 hour extended scheduled maintenance, providing you with a total of 3 years / 6000 hours coverage, whichever occurs first.
- Regular preventative maintenance servicing at 500 hour intervals, up to 6,000 hour, including: KOWA Oil Analysis, Komatsu Lubricants and Proactive Machine Management in addition to 3 year Premium Warranty.



### Terms & Conditions of Sale:

1) Complimentary Maintenance is performed during normal branch trading hours only. 2) Complimentary Maintenance is valid in Australia and New Zealand only and is subject to change at any time. 3) Complimentary Maintenance offer is only valid for the following new Komatsu Construction Class models: Bulldozers (D31 - D275); Crushers (BR380); Dump Trucks - Rigid (HD405 - HD605); Dump Truck - Articulated (HM300 & HM400); Excavators (PC130 - PC950, includes Hybrid models HB205 - HB335); Motor Graders (GD555 & GD655); Wheel Loaders (WA150 - WA700). 4) Inclusions: a) Complimentary Maintenance includes 500, 1000, 1500, and 2000 Hour scheduled preventative maintenance servicing, including oil and lubricant supply, will be performed in accordance with Operation & Maintenance manual recommendations; b) Full machine Condition Report at each designated scheduled service plus monitoring of the machine through oil wear analysis; c) Remote monitoring of the machine (if the equipment for this has been fitted); d) Registration of machines in the Sellers CMMS (Computerised Maintenance Management System) to provide customer support via forecasting, planning and maintenance tracking of PM Servicing tasks and identified defects; e) Designated 'point of contact' with direct access to Technical Support. Komatsu staff and customers can phone at any time for technical assistance and the available support will include everything from answering a quick shop manual question, right through to a lengthy more technical troubleshooting solution session. It's simply a matter of calling 1300 566 287 and selecting Option 3 "Technical Assistance". 5) Exclusions: a) Travel beyond 50km (each way) from the Seller's elected branch. Travel beyond 50km (each way) will incur an extra charge; b) PM Clinics; c) Belts, Auto greasing system, Accumulators and Coolant; d) Any other matters not included in the Inclusions. 7) In order to be eligible to receive Complimentary Maintenance, the Customer must hold a Parts & Service Trading Credit Account with Komatsu or agree to open a Parts & Service Trading Credit Account prior to receiving the Complimentary Maintenance. 8) Machine SMR will be monitored and recorded from Komtrax.

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## For more information:

**Australia - Ph:** 1300 199 054 | **Web:** [my.komatsu.com.au](https://my.komatsu.com.au)

**New Zealand - Ph:** 0800 433 116 | **Web:** [my.komatsu.co.nz](https://my.komatsu.co.nz)

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