



MAINTENANCE

# MAINTENANCE SOLUTIONS - CONSTRUCTION & UTILITY

Quality Parts and Service support that you can rely on

**KOMATSU**

*Driven by your success*





# PARTS, SERVICE & EXPERT ADVICE FROM A GLOBAL LEADER

Whether you operate a single machine or an entire fleet, Komatsu offers customer support options to help your business maximise the life cycle of your valuable assets through cost effective maintenance management.

As an Original Equipment Manufacturer (OEM), our commitment is to supply quality equipment, parts and service support that meets or exceeds the expectations of our valued customers, to ensure that your machines performance is never compromised.

## **Komatsu Maintenance Solutions will help:**

- » Maximising equipment reliability and productivity
- » Manage both scheduled and unscheduled maintenance costs
- » Assist with management of total cost of ownership

## **Komatsu Maintenance Solutions provides you with access to:**

- » Komatsu's Global Computerised Maintenance Management System (R + M Care)
- » A comprehensive range of condition monitoring services
- » Professionally trained technicians
- » State of the art component remanufacturing





# SOLUTIONS FOR A SINGLE MACHINE OR ENTIRE FLEET

Getting the work done for less cost per tonne

A Komatsu Customer Support Agreement allows you to outsource your maintenance requirements and receive the benefits of reduced operating costs and equipment reliability. As a way of supporting our Customers, Komatsu offers a range of maintenance management products to suit your needs.

A Komatsu Customer Support Agreement will streamline and simplify the maintenance activities on your equipment, leaving you more time to focus on other important aspects of your business.

## Key benefits:

- » Fixed cost per hour to maintain your equipment
- » Ability to accurately plan your maintenance budget

- » Eliminate the risk of expensive, unscheduled breakdown costs
- » Ability to accurately forecast your operating costs

Agreements range from 1 year to the whole life of your equipment (subject to a 5 year review). You can select from a range of maintenance services covering fixed price routine servicing through to full maintenance management.

Business today is more competitive than ever before and success is about operating more efficiently and getting more work done for less cost per tonne.

## MAKING THE RIGHT CHOICE

Maintenance Solutions tailored to best suit your business requirements

A well planned maintenance program can save you significant money over the life of your equipment by keeping it operational and extending its life.

Each Komatsu Customer Support Agreement is built to specifically meet the maintenance requirements of the machine but can also be tailored to meet the needs of an individual customer. You select the length of the coverage term, what additional services you would like to include and any other requirements needed. With each agreement you will know your machines condition and maintenance budget requirements ahead of time. Komatsu Customer Support Agreements are designed to provide you with piece of mind when it comes to maintaining your equipment.

When your equipment is maintained properly you:

- » Understand your maintenance costs upfront
- » Have the ability to plan your work schedule more efficiently
- » Better utilise your Staff to stay focused on your core business activities
- » Ensure compliance with safety standards
- » Have the ability to extend both machine and component life
- » Maintain machine performance
- » Improve machine re-sale value
- » Ensure your equipment is taken care of with high quality Komatsu parts and Komatsu factory trained technicians.





# BRANCH NETWORK

WITH THE LARGEST FACTORY OWNED NETWORK IN AUSTRALIA, NEW ZEALAND AND NEW CALEDONIA, THERE IS ALWAYS A KOMATSU BRANCH NEAR YOU.





# CUSTOMER SUPPORT AGREEMENTS

## Komplimentary Maintenance

Komplimentary Maintenance provides you with free servicing for the first 3 years or 2,000 hours (whichever occurs first), and offers an extensive list of inclusions. For the customer whose equipment works more hours, there is a Komplimentary Plus+ option, which extends the maintenance to 3yrs or 6,000hrs (whichever comes first). Komplimentary Maintenance options are only available at the time of sale.

## EXTENDED Care

Upon completing our Komplimentary Maintenance Program, Komatsu can then offer customers with the choice to continue with the same level of machine service and support as the Komplimentary Maintenance Program for a substantially discounted cost per hour.

## Preventative Maintenance (PM) Agreement

A PM Agreement is the fast, easy way to keep your equipment at peak performance and ensures that all scheduled maintenance occurs on time. A PM Agreement places responsibility for preventative maintenance with our experienced technicians, ensuring that all services and tasks are performed to factory specifications.

## Parts By The Hour (PBTH) Agreement

A PBTH Agreement allows you to forget about the supply and risk associated with minor/major components. A PBTH Agreement places the responsibility of component supply and component life on Komatsu, allowing you to focus on your primary business whilst providing you with the opportunity to utilise your own labour and manage your own overall maintenance and repair program.

## Maintenance and Repair Contract (MARC)

A MARC is your best option for maximum productivity and cost savings. A MARC places all of the maintenance and repair responsibility on Komatsu, where we can ensure that you achieve the longest possible equipment life at the lowest cost per hour of operation. A MARC is ideal for both individual machines or fleets and it can be tailored to cover and include your specific requirements.











- » Free Premium warranty extension for the duration of your Agreement
- » Complete Warranty management (including travel costs)
- » Complete machine maintenance history maintained by Komatsu

\* Up to 50km each way  
 \*\* Base on 2,000hr billing cycle

SECTION		COMPONENTS		SUPPORT		BILLING	MANAGEMENT		COVERAGE
	Service Report	Major / Minor Components	General Repairs	Travel	Labour	Hourly Rate (Cost Per Hour)	Proactive Management CMMS (R+M Care)	Maintenance KPI's	Term
	✓	-	-	✓*	✓	-	✓	✓	3 Yrs/ 2,000Hrs
	✓	-	-	✓*	✓	-	✓	✓	3 Yrs/ 6,000Hrs
	✓	-	-	✓*	✓	✓	✓	✓	Flexible**
	✓	-	-	✓	✓	✓	✓	✓	Tailored
	-	✓	Optional	-	-	✓	✓	✓	Tailored
	✓	✓	✓	✓	✓	✓	✓	✓	Tailored







**MAINTENANCE**

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