



MAINTENANCE

KOMATSU MAINTENANCE

Investing in into a wealth of expertise, quality and commitment

KOMATSU
Driven by your success



Our Commitment

To fulfil our Vision of becoming Indispensable to Our Customers, we must truly understand our customer's goals. This enables us to customise our maintenance offerings accordingly to meet the needs of those relying on us.

Komatsu are proud to offer a breadth of options for all makes of earthmoving equipment. Our maintenance solutions are backed by our experienced people, state of the art diagnostic equipment, well-equipped facilities and technologically advanced systems.

As an Original Equipment Manufacturer (OEM), our commitment is to deliver quality parts and reliable service in a timely manner to ensure a machine's performance is never compromised.

At Komatsu, the quality of workmanship is paramount. Our technicians are factory trained and strive to ensure less downtime and greater productivity for any earthmoving machine.

Systems can be sophisticated and products outstanding, but ultimately their effectiveness relies on the expertise of the people behind them. When you invest in Komatsu, you are buying into a wealth of expertise, quality and commitment.



Why use Komatsu for Maintenance

ENSURING YOUR RETURN ON INVESTMENT

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.

Durability and reliability is built into every Komatsu, so that you get the productivity, efficiency and uptime that you expect. But our commitment to you doesn't just stop when we sell you a machine. At Komatsu, we offer you a fully integrated suite of maintenance solutions, designed to keep your equipment operating efficiently and productively at the lowest possible cost per hour.

OUR TECHNOLOGY

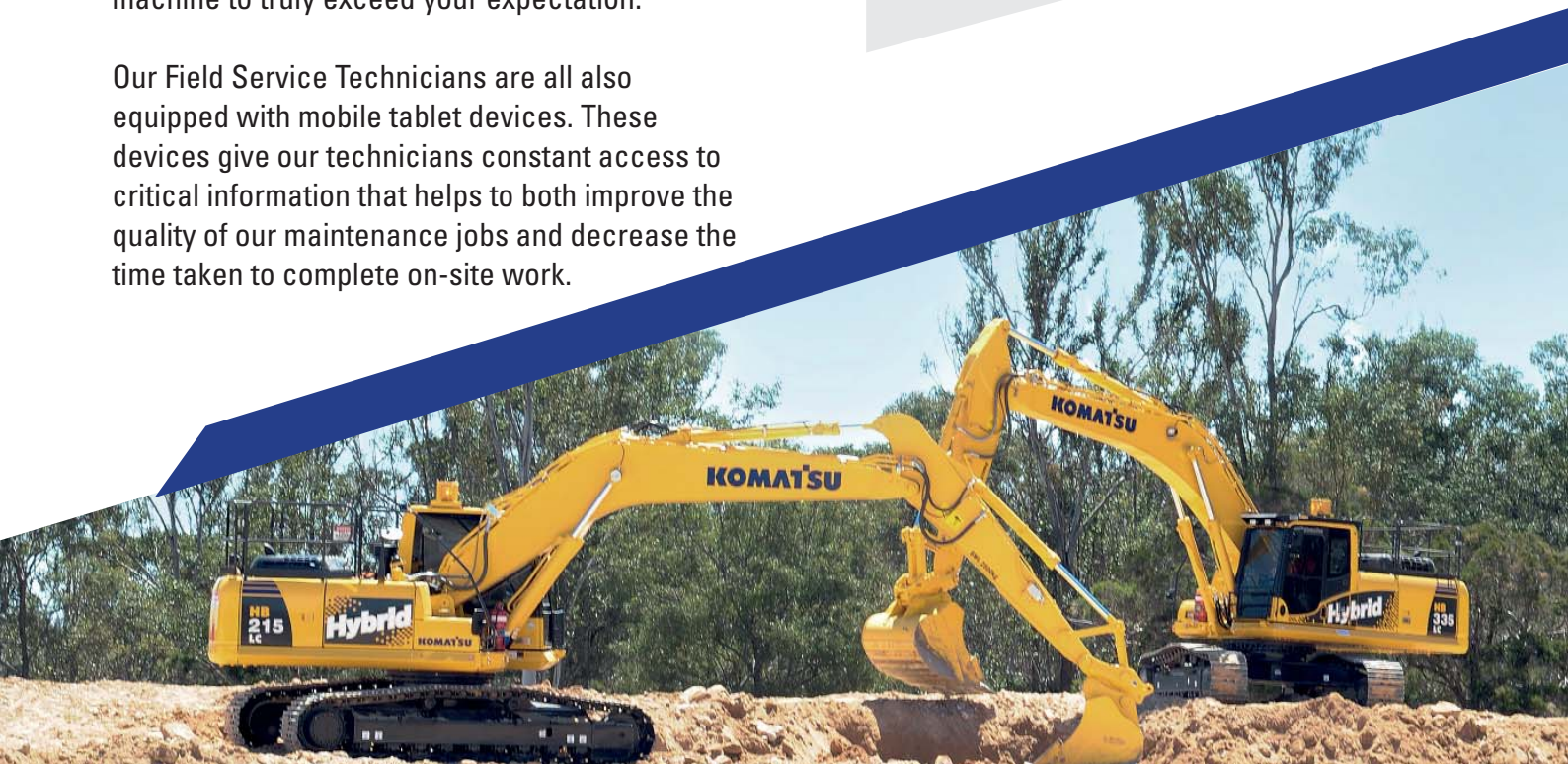
Komatsu recently introduced a new business system designed to help Komatsu deliver superior customer support.

Our system now centralises customer data, including fleet details and service history, as well as introduced an improved quoting process. The system also gives our team's easy access to parts books, warranty information and parts availability for instantaneous support. In conjunction with our Fleet Management systems, Komatsu is able to be proactive in anticipating the needs of your machine to truly exceed your expectation.

Our Field Service Technicians are all also equipped with mobile tablet devices. These devices give our technicians constant access to critical information that helps to both improve the quality of our maintenance jobs and decrease the time taken to complete on-site work.

FAST FACTS

- » **24/7** customer support
- » **1900** employees, **70%** in technical and support roles
- » **524** technicians and High Voltage electricians
- » **288** Field Service personnel
- » **28** resident fitter locations
- » **42** sales and service branches
- » **6** service partners
- » **5** assembly facilities
- » **4** trackpress facilities
- » **3** condition monitoring labs
- » **3** parts distribution centres
- » **2** Reman centres



Maintenance Solutions

In addition to Corrective Maintenance and 24/7 Emergency and Breakdown Support, we offer a suite of solutions, designed to keep your equipment operating at the lowest possible cost per hour.

SERVICE AGREEMENTS

We offer a range of standard and customised agreements to meet your business requirements and offer a hassle free experience. Service Agreements are the best way to reduce your Total Cost of Ownership (TCO) by:

- » Avoiding unscheduled downtime
- » Maximising machine availability
- » Providing service schedule efficiency
- » Minimising overall repair costs

1) Komplimentary Maintenance:

When you purchase a new Komatsu Construction machine servicing is included for the first 3 years or 2,000 hours with an extensive list of inclusions. For customers that do higher hours, an additional 4,000hrs is available at an attractive rate.

2) Preventative Maintenance Agreement:

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

3) Parts By The Hour (PBTH) Agreement:

Allows you to outsource 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 business whilst providing you with the opportunity to utilise your own labour and manage your own maintenance and repair program.

4) Maintenance & Repair Contract (MARC):

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 can be tailored to your specific requirements.

5) Labour Options

For a fixed monthly fee, Komatsu can offer fully dedicated labour on site. Call on Komatsu's experienced and professional personnel to assist with managing machines and/or maintenance programmes. From Fleet Management through to event driven labour, we have you covered.

PREVENTATIVE MAINTENANCE CLINIC

PM Clinics are ideal for having your machine checked before a failure occurs. Each PM clinic consists of: KPI's of the machine, visual checks for damage and key components, inspection of consumable parts and 5 x Komatsu Oil Wear Analysis samples. Customers also receive a comprehensive inspection report for the opportunity to recognise potential issues.

COMPONENT SOLUTIONS

When a component in your Komatsu equipment reaches the point of replacement, purchasing new or used parts are not your only options.

Reman (Remanufacturing):

Our premium remanufactured option offers you the advantage of switching out your component for one that has been remanufactured to meet Komatsu factory specifications and quality. Komatsu Reman means your machine will be running at its optimal level in less time.


Komponent Exchange:

Komponent Exchange allows you to change out a single component using a Komatsu remanufactured quality product, while enjoying the added benefit of a variable cost of repair based on the condition of your returned component. Or take advantage of our Komatsu Exchange Fleet option where you can change out the same component across your fleet, with the added benefits of optional flexibility.

Rebuild or Repair and Return

Has been developed to help meet your specific component needs. This includes:

- » Flexibility for you to define the work scope
- » Komatsu quality workmanship guarantee
- » Supply of Komatsu genuine parts

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- » **Service Agreements** –
Best way to reduce TCO
 - » **PM Clinics** –
Assists with recognising potential issues
 - » **Reman** –
Cost effective solution
 - » **Komponenet Exchange** -
Only pay for the work required
 - » **Paint Shop Facilities** –
Keep your machine looking like new
 - » **Rebuild and Overhauls** -
Extend the life of your equipment
 - » **Line Boring and Welding** –
Quality repair to OEM Standards
 - » **Track Press Services** –
In shop and mobile capabilities

PAINT SHOP FACILITIES

Komatsu also offers state of the art Paint Shop facilities to our customers. Our painting facilities help keep your machine looking as good as new. Our Paint Shop services are not restricted to Komatsu-branded machines, with our facilities equipped to cater for all makes and models of earthmoving equipment.

REBUILDS AND OVERHAULS

Rebuilds and Overhauls are the ideal solution to extend the life of your equipment. These options:

- » Reduced capital requirements
- » Improved availability and reliability
- » Restores machines to “like new” condition
- » Offers extended warranty

The rebuilding or overhauling of a machine is a cost effective and time efficient option. These processes mean you can restore equipment to “like new” condition, which includes engineering upgrades and specific customer options.

Whilst Komatsu adheres to factory recommended guidelines, specifications can be customised to meet your requirements. All our processes align with Komatsu quality assurance procedures to ensure the highest standard of work. We also provide you with regular progress updates for peace of mind.

LINE BORING AND WELDING

Quality line boring and welding are also part of Komatsu’s service offering to ensure machine alignment and bore dimensions are to OEM standards. Our Komatsu Line Borers are factory trained and offer quality workmanship at an affordable price.

TRACK PRESS SOLUTIONS


Komatsu is equipped with four track press facilities across the country to perform your undercarriage inspections or track repairs.

As a large OEM, we boast an extensive track press facility network – meaning we can service your undercarriage at one of our sites, without outsourcing to a third party supplier.

Additionally, our mobile Track Press is available to perform undercarriage operations on your site. Undercarriage jobs include:

- » Pin and bush turns or pin and bush replacement
- » Shoe bolt-up
- » Grouser plate relugging

With our state-of-the-art track press facilities, we can breathe new life and efficiency into your Undercarriage by cost-effectively replacing only those parts that need replacing.



The Komatsu Advantage

Every Komatsu gives you lifetime advantages. From the moment it starts work, you'll enjoy additional services for continual customer support.

INFORMATION COMMUNICATION TECHNOLOGY (ICT)

Our ICT systems are designed to help you get the most out of your equipment and is an integral part of our support capabilities. Our ICT is fully integrated with our workshop and field technicians and by using a combination of on-board telemetric systems and Condition Monitoring Services (CMS), Komatsu's ICT platforms can help manage machine health to protect your assets, optimise maintenance costs and enhance uptime.

Komatsu's flagship ICT system is KOMTRAX - our complimentary technologically advanced remote monitoring data system that provides access to view specific machine data via the internet on your computer or mobile device.

FLEET MANAGEMENT

All ICT data is managed from INSITE, our national Fleet Management Centre. INSITE is the central hub for our ICT systems, where a team works to identify potential issues, as well as opportunities to optimise productivity, performance and uptime for customers – with the goal of increasing your ROI.

CONDITION MONITORING SERVICES (CMS)

Condition Monitoring about monitoring a machines health to identify changes in wear trends that may indicate a developing fault. Our services include:

- » KOWA – Komatsu Oil Wear Analysis
- » Coolant, Grease & Vibration Analysis
- » Metallurgical Testing & Evaluation
- » Thermal Imaging
- » Scanning Electron Microscopy (SEM)
- » Non-Destructive and Positive Material Testing
- » Fuel Burn
- » Oil Consumption
- » Tyre Inspection and Measure
- » Site Audits

Using Komatsu's CMS means minimising abnormal wear and damage from contaminants and avoiding catastrophic failures will ensure your costs are controlled and machine productivity is maximised.

LEARNING AND DEVELOPMENT

Our technical development program provides our technician's with an accreditation that recognises excellence in technical skills development. The technical training for our workforce is further supported with the Komatsu Technical Education Centre (KTEC). KTEC is Komatsu's state-of-the-art national training facility that has become an important part of our customer satisfaction experience, ensuring we provide the best-trained OEM support in the industry.

To ensure the provision of optimal technical service, our Apprentice program sets the groundwork for our capability offering.



Our Safety Commitment

Safety is paramount at Komatsu. Everything we do starts and finishes with this in mind.

We are committed to providing a safe and healthy workplace for all employees. As a leader in Health Safety and Environment (HSE) development, our safety performance is well above industry standards. All key business decisions are guided through an approval process that places HSE above all other business performance measures.

At Komatsu, everyone has the authority to stop work that they consider unsafe.

24/7 Customer Support

Whether you want to buy a part, book a service or need some advice, Komatsu is here to help. Komatsu also operates a 24/7 support customer hotline for all enquiries. You can phone at any time for assistance and support, which includes everything from answering a quick question, through to arranging emergency assistance. Simply call 1300 566 287.

As an Original Equipment Manufacturer, our commitment is to deliver durable parts and reliable service in a timely manner to ensure your machine's performance is never compromised.

Our integrated service network throughout Australia, New Zealand and New Caledonia gives us the capability to carry out all levels of machine service to the highest standards.



MAINTENANCE

Branch Network



Australia - Ph: 1300 566 287 | Web: www.komatsu.com.au

New Zealand - Ph: 0800 566 2878 | Web: www.komatsu.co.nz

New Caledonia - Ph: +687 43 53 06

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FORM NO. ZESB099909_OCT2015