

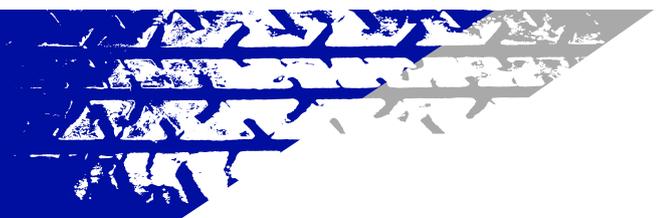


**OVERVIEW**

# TOTAL CUSTOMER SUPPORT

Quality Parts and Service from the people you can rely on

**KOMATSU**  
*Driven by your success*



# End to End Solutions

Komatsu Australia is a leading distributor of earthmoving equipment for the mining, construction and utility markets. We manage the largest factory-backed sales and service network of any equipment supplier across Australasia and are currently operating 42 branches in Australia, New Zealand and New Caledonia.

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.

## Customer Support

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

At Komatsu, everything we do is to improve your business. It's the reason we always go the extra mile. Komatsu goes beyond the product to offer true end-to-end solutions from a single supplier.

Komatsu recently introduced a new internal system designed to help us deliver superior customer support in the area of parts and service. Our system centralises key customer data, including fleet details and service history, as well as introduced an improved quoting process. The system also gives our teams easy access to parts books, warranty information and parts availability for instantaneous support.

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 product, service and commitment, every time.



# Branch Network



## KOMATSU FAST FACTS

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



# Komatsu Engineering Standard

Komatsu equipment is manufactured to the Komatsu Engineering Standard (KES) – an in-house standard that in many cases exceeds the requirements of the relevant standards.

KES aims to maximise durability and reliability of equipment and minimise machine downtime – a key factor in ensuring the long-term profitability of any equipment purchase.

KES also applies to every Japanese built Komatsu replacement part – a standard which aftermarket suppliers do not have access to.

Genuine Komatsu parts are designed for ease of fitment. Because they meet KES, they have been manufactured to restore the functionality of the machine to meet the original factory specification. Using the correct genuine part is the best way to guarantee the ongoing reliability of any Komatsu machine. Aftermarket 'fit for purpose' parts simply are not built to KES – and although they may look identical the critical elements are in the detail.

Delivering market best-practice customer service and parts support is a cornerstone of Komatsu's commitment.

## Komatsu Genuine Parts

Komatsu genuine parts is the best way to maintain the reliability of any Komatsu machine. We support our customers by offering over 120,000 genuine Komatsu parts. From large engines to small nuts and bolts – we've got you covered.

### **Fast and reliable delivery**

In addition to quality products, Komatsu's parts warehousing operations have an established joint venture with Toll Australia as our primary logistics supplier for reliable and cost effective freight solutions. So we can offer customers fast and reliable parts deliveries.

### **Easier on-line parts ordering**

Komatsu has also upgraded our online parts ordering system. It's a faster, easier and a more convenient way to order parts. Rest assured that our system is secure, available 24/7 and backed by our friendly customer service team. Visit our website to order your parts today.





## Undercarriage

We offer genuine undercarriage for all Komatsu crawler equipment, such as Excavators and Dozers. Our range includes; track groups, rollers, idlers, link assemblies, pins, bushes and sprockets.

Komatsu's "All Makes" undercarriage components provide customers with a wide range of quality and cost effective options for non-Komatsu machines or for customers with mixed fleets. We offer total undercarriage solutions.

Komatsu is equipped with trained professionals to perform your undercarriage track repairs and inspections. We also boast an extensive track press facilities network – meaning we can service your undercarriage on one of our four sites, without outsourcing. We also offer free undercarriage inspections to reduce unplanned downtime and optimise the life of your undercarriage.

## Ground Engaging Tools (GET)

GET is one of the highest ongoing expenditures on earthmoving equipment. A critical factor in achieving the full productivity of your machine is choosing the right GET.

Komatsu offers genuine GET, along with both K VX and Hensley GET solutions - providing an extensive range of GET components.

Hensley is suitable for all makes and models, including drag line and cable shovel fitments. Hensley's range of XS GET systems provides a unique hammerless system that allows for quick and safe installation of GET parts.

K VX has a unique bolt-on tooth and edge GET system suitable for all brands and makes of earthmoving machinery.



# Used Parts

The quality built into every Komatsu machine means that even when a machine has aged, many of its parts and components are still serviceable. When you don't need brand new parts, genuine Komatsu Used Parts can provide a dependable alternative, at a competitive price.

Komatsu is continually dismantling older models or low hour machines, which provide a full range of components in serviceable condition, including; cylinders, radiators, transmissions, rims, undercarriage and many other major components.

Komatsu quality means that even when a machine is getting old, purchased for dismantling or traded in, many of its parts are still serviceable or in some cases are in "as new" condition.

We also offer your machines a Komatsu refurbishment option. Alternatively, if you prefer to rebuild, repair or refurbish a component for your machine and just need the parts, then feel free to contact the Used Parts Departments.



# Component Solutions

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

## REMAN (REMANUFACTURING)

Reman is our premium remanufactured option that offers customers the advantage of switching out their 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. With Reman you will enjoy:

- » Komatsu Reman quality components
- » Peace of mind with minimal risk
- » Fixed price for all work completed
- » Major component warranty: 2yrs/10,000hrs
- » Minor components & cylinders warranty: 1yr/6,000hrs

## KOMPONENT EXCHANGE - SINGLE

Komponent Exchange allows you the 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.

This option offers;

- » Komatsu remanufactured quality component
- » Low initial up-front cost
- » Variable cost of repair, based on condition of your returned component
- » Final invoice - 2 weeks from receipt of component return
- » Major component warranty: 2yrs/10,000hrs
- » Minor components & cylinders warranty: 1yr/6,000hrs

## KOMPONENT EXCHANGE - FLEET

Komponent Exchange - Fleet option gives you the opportunity to change out the same component across your fleet, with the added benefits of optional flexibility.

This option offers:

- » Komatsu remanufactured quality component supplied to commence cycle
- » Ability to choose between customising your own scope of work or leveraging Komatsu quality standards
- » Low initial up-front cost
- » Variable cost of repair, based on condition of your returned components
- » Retaining your own iron
- » Customer spec warranty: 1yr on New Parts & Labour or;
- » Komatsu spec warranty:
  - Major component warranty: 2yrs/10,000hrs
  - Minor components & cylinders warranty: 1yr/6,000hrs

## REBUILD OR REPAIR AND RETURN

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
- » 1 year warranty on new parts and labour supplied

**So whether you are considering changing out a component or even doing a second-life rebuild on your machine, you can rest assured that Komatsu has the right products at the right price for you.**



# Genuine Protection

Komatsu genuine lubricants and coolants are designed to ensure you get the best performance from your machine.

Our range of Komatsu genuine lubricants incorporates a specially formulated additive package, which when combined with the highest quality base oil, provides superior protection for Komatsu equipment.

In addition to our diesel engine oil, a full range of lubricants and coolants plus two types of grease are available to provide maximum component life and equipment durability.

All Komatsu machines are filled with Komatsu genuine lubricants and coolants. It is essential that customers continue to use these lubricants for replacement at the recommended intervals to ensure optimal machine life.

Used in conjunction with Komatsu Oil Wear Analysis (KOWA), a combination of these care solutions will help maximise your component life.

Komatsu genuine lubricants and coolants are also ideal for use in any older model Komatsu machines, as well as non-Komatsu equipment in your fleet.

Our range includes:

- » Komatsu Diesel Engine Oil 15W40
- » Komatsu Powertrain oil 10
- » Komatsu Powertrain oil 30
- » Komatsu Hydraulic oil 46
- » Komatsu Axle Oil
- » Komatsu High Performance and General Purpose Grease
- » Komatsu Super Coolant AF-NAC



# Maintenance Solutions

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

With experienced personnel, state of the art diagnostic equipment and advanced facilities, Komatsu offers maintenance solutions for all makes of earthmoving equipment.

## OUR TEAM

At Komatsu, the quality of workmanship is equally as important as the product itself. Our parts are backed by experienced personnel and advanced technology to ensure machine performance is never compromised. When buying a part, consider Komatsu for your maintenance work. Our technicians are factory trained and strive to deliver less downtime and greater machine productivity. Our team also offers the flexibility of completing machine maintenance either on-site for your convenience, or at one of our many facilities.

## OUR SOLUTIONS

We offer a fully integrated suite of maintenance and support solutions, designed to keep your equipment operating efficiently and productively at the lowest possible cost per hour. Options include:

- » Range of standard and customised Service Agreements
- » Preventative Maintenance
- » Preventative Maintenance Clinic
- » Corrective Maintenance
- » 24/7 Emergency and Breakdown Support
- » Rebuilds and Overhauls
- » Paint Shop Facilities
- » Track Press Services
- » Line Boring & Welding

## 24/7 SUPPORT SERVICES

Komatsu also operates a 24/7 customer hotline for all enquiries. Customers 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.



# The Komatsu Advantage

Every Komatsu gives you lifetime advantages. From the moment it starts work, you'll enjoy value and peace of mind from the quality and safety that's engineered into every model. In addition to our cost effective and flexible solutions, Komatsu also offers additional services for continual customer support.

## INFORMATION COMMUNICATION TECHNOLOGY (ICT)

Our ICT systems are designed to help you get the most of your equipment and are an integral part of our support capabilities. Our ICT is fully integrated with our workshop and field technicians, so that you get the most from your Komatsu equipment.

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.

## 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 is the process of 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 Testing (NDT)
- » Positive Material Testing (PMT)
- » 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.

The purpose of CMS is to monitor working machines. The information extracted from the analysis process provides valuable indicators on the maintenance requirements. This encourages a structured maintenance plan and accurate budget forecasting.





**KOMTRAX is now available as an App for your phone or tablet!**

# Remote Monitoring

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.

- KOMTRAX® provides a number of features, including:
- » **Fleet Management** - Improves your fleet utilisation
  - » **Machine Location** - Helps identify exactly where your machine is geographically
  - » **Work Monitoring** - Reports on what your machine is doing
  - » **Security** - Locks your machine remotely, for added anti-theft and safety measures
  - » **Machine Performance** - Monitors whether your machine requires service or maintenance

This information is downloaded via satellite and will keep you fully informed on the type of work your machine is doing.

A KOMTRAX® web app is now available free of charge for iPhones, Android and Windows Mobiles, giving you instant access to data on each of your KOMTRAX-equipped machines.

In today's fast changing environment, information is key and the status and location of your equipment is paramount. Using KOMTRAX® can track your equipment in the field and maximise output through increased efficiencies and just-in-time maintenance.





## OVERVIEW

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