

KOMATSU



Service solutions

Customer support programs



Peace of mind

The construction industry is constantly evolving, along with related technologies and services. Komatsu's Customer Support Programs match your needs, increase productivity and reduce costs. This expert support lets you focus on your core business, in complete peace of mind. Highly trained and experienced Komatsu Service Technicians proactively prevent any major breakdown of your machine, avoiding costly repairs and maximising its uptime. Flexible payment options with an agreed cost-per-hour will reduce your risk and help you plan operations and budgets.

Partnership

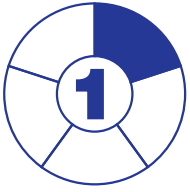
Customer Support Programs strengthen the partnership between the customer and Komatsu, by encouraging communication between both parties. Komatsu gets a better understanding of your business, and ensures that support is delivered in line with your requirements.

Stay in touch

Komtrax is standard on your Komatsu machines. It allows to monitor their location and condition, and to schedule routine maintenance, or the early detection of a problem.



Customer support programs



Komatsu 1

Annual safety check by accredited UVV Komatsu technicians. Feedback sheet and UVV safety certificate are provided.



Komatsu 2

Maintenance parts. Advanced delivery by Komatsu of parts needed for all routine preventative maintenance (List of parts determined with Komtrax).



Komatsu 3

Delivery of preventative maintenance parts, installation by Komatsu technician. Complimentary annual safety inspection.



Komatsu 4

Delivery of preventative maintenance parts, installation by Komatsu technician. Complimentary annual safety inspection + repair of selected components.



Komatsu 5

Delivery of preventative maintenance parts, installation by Komatsu technician. Complimentary annual safety inspection + machine repair.



Komatsu production support (LMS)

Whatever your production needs, Komatsu can help to analyse your jobsite and provide an optimum fleet recommendation. A tailor-made Customer Support Program can be established based on your needs for preventative maintenance, repairs and overhaul of the major components.



LMS

Safety & preventive maintenance

Annual safety inspection (UVV)	●	-	●	●	●	●
Komtrax reports & analysis	●	●	●	●	●	●
Oil wear analysis (KOWA)	○	○	○	●	●	●

Maintenance & repair options

Maintenance parts only	-	●	●	●	●	●
Maintenance labour	-	-	●	●	●	●
PM clinic	○	○	○	●	●	●
PLUS undercarriage warranty*	-	-	-	-	○	-
Repair selected components**	-	-	-	●	-	-
Repair all machines**	-	-	-	-	●	●
Proactive overhaul & repairs	-	-	-	-	-	●
Fleet management	-	-	-	-	-	●

Contract options

	∞	∞	∞	10.000 h / 6 years	10.000 h / 6 years	30.000 h / 10 years
Maximum duration	∞	∞	∞	○	○	●
Travel & mileage included	○	-	○	○	○	○
Lubricants	-	○	○	○	○	○
Waste oil & filter disposal	-	-	○	○	○	○

Payments options

Pay monthly by service meter reading	○	○	○	○	○	○
Pay fixed monthly rate	-	-	○	-	-	-
Pay per service interval	○	○	-	-	-	-
Pay fixed yearly rate	○	○	○	○	○	○

* only valid for Dozer with PLUS U/C, max. duration 6.000 hrs/4 yrs

** some exclusions apply

Your Komatsu partner:

KOMATSU

komatsu.eu

