KOMATSU

Komatsu Performance Plus



Construction and Utility

Parts, Service & Expert Advice from a Global Leader

Whether you operate a single machine or manage an entire fleet, Komatsu provides comprehensive customer support solutions designed to help your business to maximise asset life, enhance equipment performance through cost-effective maintenance management.

As an Original Equipment Manufacturer (OEM), we are committed to delivering high quality equipment, genuine spare parts and reliable service support that meets or exceeds our valuable customer expectations, ensuring your machine performance is never compromised.

Komatsu Performance Plus helps your operation:

- Maximise equipment reliability and productivity
- Manage both scheduled and unscheduled maintenance costs
- Optimising total cost of ownership across your fleet

With Komatsu Performance Plus, you'll have access to:

- Digital Condition & Performance Reporting at every service interval
- A comprehensive range of condition monitoring services
- Professionally trained and OEM certified technicians
- State of the art component remanufacturing

Maintenance Solutions for a Single Machine or an Entire Fleet

In today's competitive environment, success depends on maximising equipment productivity while maintaining the lowest possible cost per tonne. **Komatsu Performance Plus** is designed to support these objectives by delivering predictable maintenance costs, improved machine reliability, and long-term operating efficiency.

Komatsu Performance Plus simplifies equipment maintenance by allowing our expert support teams to proactively manage key service activities on your behalf. Whether you operate a single machine or a large fleet, the agreement provides the structure, transparency, and confidence needed to keep your equipment performing at its best.

Komatsu offers a range of flexible maintenance management solutions tailored to your operational requirements — **from fixed-price routine servicing through to full lifecycle maintenance management.**

With Komatsu Performance Plus managing your maintenance program, you can focus on what matters most: running your operation and growing your business.

Key Benefits

- Fixed cost per hour for maintaining your Komatsu equipment
- Improved budget certainty to support confident long-term planning
- Reduced exposure to unexpected repair and breakdown costs
- Better forecasting of maintenance and operating expenses
- 24/7 access to Komatsu technical support, providing expert assistance whenever required
- Mandatory factory upgrade and campaign management, ensuring your equipment benefits from the latest OEM updates and improvements

Agreement Options

Komatsu Performance Plus agreements are available with flexible terms ranging from one year through to the full life of the equipment (subject to a standard five-year review).

This flexibility ensures your maintenance strategy aligns with your operational priorities, equipment utilisation, and lifecycle planning objectives.

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Making the Right Choice

Having a well-structured maintenance program, tailored to your business, can deliver significant savings throughout the life of your equipment by maximising uptime, reducing unplanned downtime, and extending component life.

Komatsu Performance Plus is engineered to meet the specific maintenance requirements of each machine and can be customised to suit your operational environment.

You'll have the flexibility to:

- Select the coverage term that suits your business
- Include additional service options as required
- Align the agreement with your specific operating conditions and utilisation levels

With every agreement, you gain complete visibility of your machine's condition and future maintenance requirements, enabling better planning, improved cost control, and greater operational confidence.

Peace of Mind for Your Equipment Investment

When your equipment is maintained through **Komatsu Performance Plus,** you benefit from:

- Clear visibility of maintenance costs from the outset
- Predictable servicing schedules that improve operational planning
- The ability for your team to focus on core business activities rather than equipment maintenance
- Maintenance practices that support compliance with safety standards
- Extended machine and component life through proper preventative maintenance
- Consistent equipment performance throughout the machine lifecycle
- Improved resale value supported by a documented service history
- Maintenance performed by Komatsu-trained technicians using genuine parts

Advantage Maintenance

With Advantage Maintenance, you can lock in your machine's servicing costs upfront and enjoy total confidence knowing Komatsu has you covered. It's a prepaid service contract, purchased in full at the time of machine sale (POS), designed to make ownership simple and predictable. And when you choose Advantage Maintenance, you automatically receive Komatsu's premium extended warranty protection, *Advantage Warranty,* at no extra cost.

Why choose Advantage Maintenance?

- **Fixed costs with no surprises -** Lock in service prices and avoid unexpected expenses down the track. Integrate your service contract within your machine finance for complete cost transparency.
- **Genuine Komatsu Service -** All servicing is performed by Komatsu-trained technicians using genuine Komatsu parts.
- **Maximum Uptime -** Scheduled maintenance helps keep your machine operating at peak performance and reduces downtime.
- **Better resale value -** A complete Komatsu service history enhances your machine's value when it's time to sell or trade in.
- **Total peace of mind -** Know your machine is protected and maintained to the highest standards, from day one.

How it works:

1. Purchase your Advantage Maintenance plan in full when buying your new Komatsu machine.
2. Your machine automatically receives Advantage Warranty coverage.
3. Enjoy stress-free ownership with fixed service costs and expert support throughout your ownership.

Available only in pilot branches Cairns, Brisbane, Sydney, Melbourne, Pakenham and Perth.



Komplimentary Maintenance (KOMP)

Komplimentary Maintenance (KOMP) provides customers with included scheduled servicing for the first 3 years or 2,000 operating hours (whichever occurs first). This program ensures your equipment receives professional preventative maintenance from day one, helping maintain peak performance, reliability, and long-term machine health.

KOMP includes a comprehensive range of scheduled service items carried out by Komatsu-trained technicians using genuine parts and factory-approved procedures, giving you confidence that your equipment is maintained to the highest standard.

Komplimentary Extension Maintenance (KOMP-EXTN)

For customers operating higher utilisation equipment, Komplimentary Extension Maintenance (KOMP-EXTN) expands coverage to 3 years or 6,000 operating hours (whichever occurs first).

This extended maintenance coverage ensures your machine continues to receive scheduled servicing during high usage periods, helping maximise uptime, protect your investment, and maintain consistent performance.

Komplimentary Maintenance options are available exclusively at the time of equipment purchase.

Fixed Price Service Agreement (FPSA)

A Fixed Price Service Agreement (FPSA) offers a simple and predictable way to keep your equipment performing at its best. With scheduled preventative maintenance managed by Komatsu's experienced technicians, all servicing is proactively planned and completed in accordance with factory specifications.

Each service includes a comprehensive Machine Inspection and Service Report, providing clear insight into your equipment's condition and performance.

With fixed pricing for a 12-month term, an FPSA provides cost certainty and peace of mind, ensuring your equipment receives the professional care it needs while helping minimise downtime and maximise reliability.

Fixed Price Service Contract (FPSC)

A Fixed Price Service Contract (FPSC) offers a simple and predictable way to keep your equipment performing at its best. With scheduled preventative maintenance managed by Komatsu's experienced technicians, all servicing is proactively planned and completed in accordance with factory specifications. And when you sign up to a FPSC within the first 2,000hrs, eligible machines automatically receive Advantage warranty – Komatsu's premium 6 years/12,000hr extended warranty protection – at no extra cost.

Each service includes a comprehensive Machine Inspection and Service Report, providing clear insight into your equipment's condition and performance.

With fixed pricing for a 24-month term, an FPSC provides cost certainty and peace of mind, ensuring your equipment receives the professional care it needs while helping minimise downtime and maximise reliability.

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Service by the Hour Agreement (SBTH)

For preventative maintenance, a Service by the Hour (SBTH) Agreement provides a flexible and cost-effective solution for maintaining your equipment and ensuring all scheduled maintenance is completed on time.

Our skilled technicians manage your preventative maintenance program, ensuring all servicing is carried out to factory standards while helping maintain reliability and extend equipment life. Each service also includes a detailed Machine Inspection and Service Report, giving you valuable visibility of your machine's condition and performance.

Services are charged at a fixed hourly rate and invoiced monthly, subject to rise and fall adjustments, offering flexibility while maintaining consistent service support.

Komatsu Performance Plus

Maintenance and Repair Contract (MARC)

A Maintenance and Repair Contract (MARC) is Komatsu's most comprehensive service solution, designed to deliver maximum equipment productivity and the lowest possible cost per hour.

Under a MARC, Komatsu assumes responsibility for all maintenance and repair activities, allowing our expert team to manage your equipment throughout its lifecycle. This ensures proactive maintenance, rapid response to repairs, and optimised machine performance.

MARC agreements can be tailored for individual machines or entire fleets, providing flexible coverage aligned to your operational requirements. The result is improved reliability, reduced risk, predictable operating costs, and equipment that consistently performs at its full potential.

MARC agreements are charged at a fixed hourly rate and invoiced monthly, subject to rise and fall adjustments, offering flexibility while maintaining consistent service support.



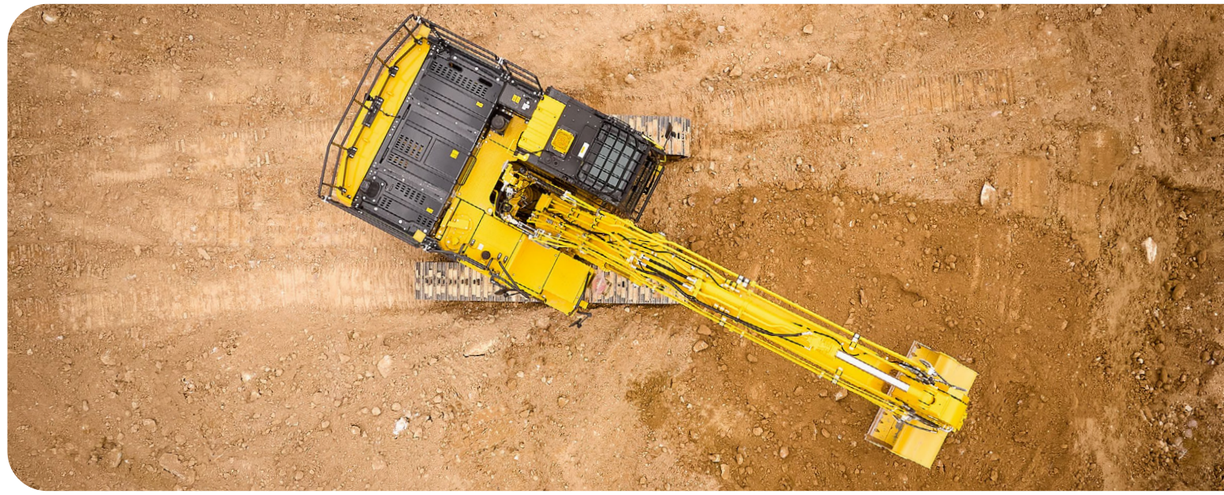
Komatsu Performance Plus

Detailed Breakdown of Agreements

A Komatsu Performance Plus Agreement is designed to help you reduce operating costs while maximising the performance and longevity of your equipment, all through a comprehensive preventative maintenance program tailored to your operational needs.

Komatsu Performance Plus Agreements provide a range of additional benefits, including:

- All standard Preventative Maintenance services included for the full term of the agreement
- Flexible scheduling, with services available during Komatsu's normal business hours (Monday–Friday)
- Fixed Cost Per Hour (CPH) for the duration of the agreement (subject to rise and fall)
- Proactive service planning and scheduling managed by Komatsu
- Preferential labour allocation for any requirements outside the scope of your agreement
- Comprehensive warranty management, including associated travel costs (where applicable)
- Complete machine maintenance history securely managed and maintained by Komatsu



Komatsu Machine Warranty Summary

	Preventative Maintenance Service				Inspection and Condition	Components		Support		Billing	Management		Coverage
Komatsu Performance Plus Maintenance Solutions	Servicing	PM Clinics	Genuine Komatsu Lubricants	Komatsu Oil and Wear Analysis (KOWA)	Machine Service, Inspection and Condition Report	Major and Minor	Breakdown & Unscheduled Repairs and Parts	Technician's Travel	Technician's Labour	Hourly Rate (Cost Per Hour)	Proactive Management CMMS	Maintenance KPI's	Term
1. Komplimentary (KOMP)	✓	-	✓	✓	✓	-	-	✓*	✓	-	✓	✓	3 years or 2,000 hours
2. Komplimentary Extension (KOMP-EXTN)	✓	-	✓	✓	✓	-	-	✓*	✓	-	✓	✓	Up to 3 years or 6,000 hours
3. Fixed Price Service Agreement (FPSA)	✓	Optional	Optional	✓	✓	-	-	✓	✓	-	✓	✓	1 year
4. Fixed Price Service Contract (FPSC) – Advantage Warranty	✓	✓	Optional	✓	✓	-	-	✓	✓	-	✓	✓	2 years
5. PM Service by the Hour Contract (SBTH)	✓	✓	Optional	✓	✓	-	-	✓	✓	✓	✓	✓	Up to 5 years
6. Maintenance & Repair Contract (MARC)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Up to 5 years

** Up to 50km travel each way.*



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