

# KOMATSU

## Long Haul Support

20,000hr Extended Powertrain Warranty



### **Machines built to last**

Komatsu machines are made to be rebuilt to maximise the life of your investment at a fraction of the cost of replacing it with a new machine. We are offering an extended powertrain warranty for selected machines from 3 years / 6,000hrs to 10 years / 20,000hrs.

# Extended warranty, minimal downtime

Komatsu machines are built to last and we are committed to partnering with you to achieve the maximum life out of your machines. We are so confident in our equipment that we are offering a way to extend the warranty on the powertrain for selected machines from 3 years / 6,000hrs to 10 years / 20,000hrs. Eligible machines include: WA500-6, WA600-6, HD405-7E0, HD605-7E0 and later series. By maintaining your machine with Komatsu, we will ensure your machine reaches its full potential with minimal downtime.

## How does it work?

- To enjoy this offer, you are required to maintain your machine with Komatsu from delivery. Simply service your machine utilising any of Komatsu's service options at every OEM recommended service interval, including Preventative Maintenance Clinics.
- No fees or no increase to parts or service to enjoy this offer - you will only be required to cover the cost of your service and any consumed parts during your routine services.
- No locked in commitment! We encourage you to leverage our expertise for machine maintenance, but we offer our customers the freedom to opt-out at any time.
- At the time of purchase, Komatsu can provide you with an agreed minimum trade back value for your machine. At point of trade in, Komatsu will simply assess your machine's condition in accordance with the acceptance criteria.



## Eligibility criteria

Service your machine through Komatsu at every OEM recommended service interval until 20,000hrs, as well as action safety defects identified in a Condition Report.



- Flexibility of choosing the maintenance option that best suits your operation
- Start enjoying the extended powertrain warranty from 6,001 hours

Complete a OEM recommended mid-life rebuild at 10,000 hours



- Proactively address minor component replacements all at once and reduce your downtime
- Enjoy the benefit of continued extended powertrain warranty to 20,000 hours

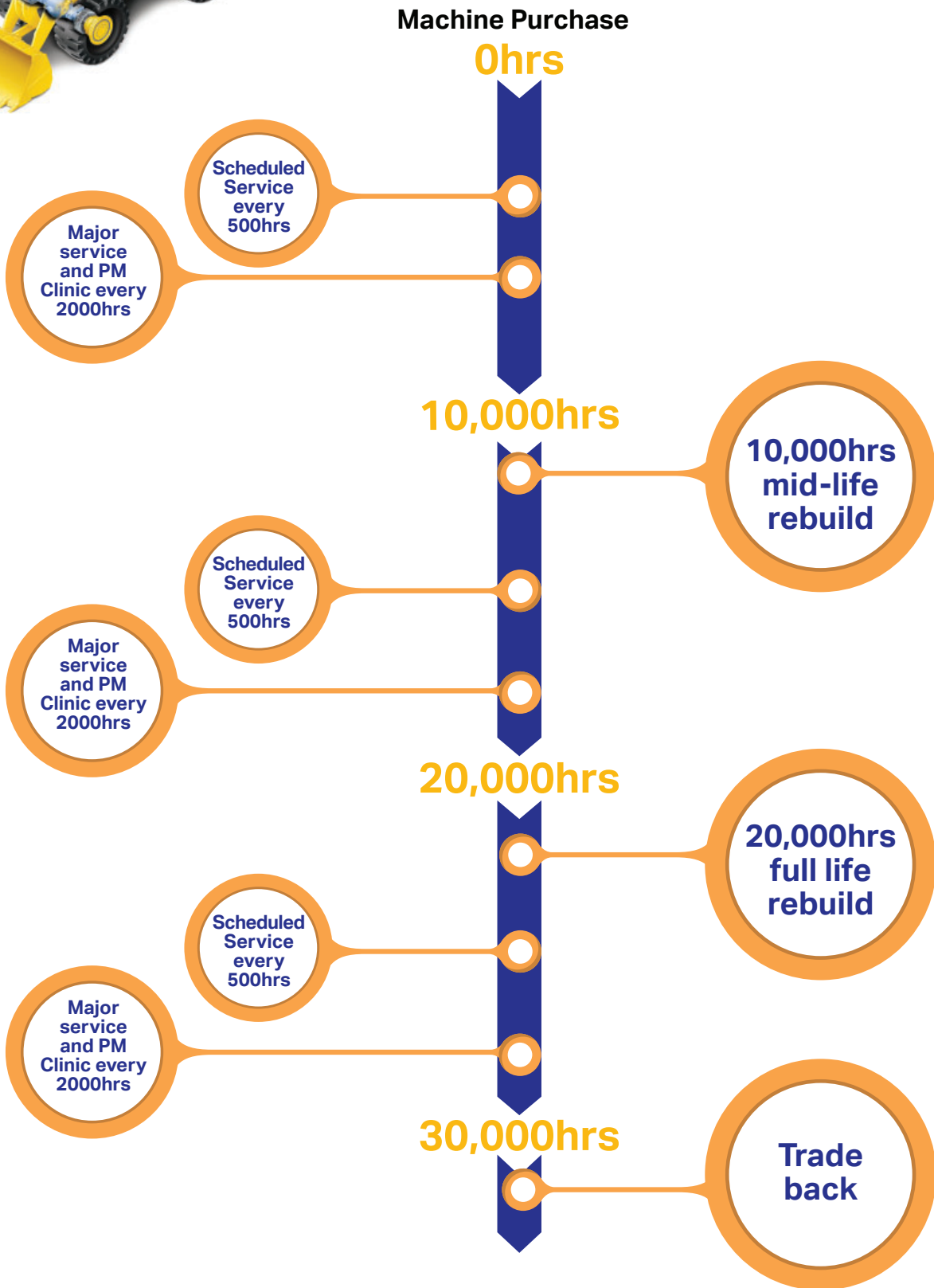
Complete a OEM recommended full rebuild with Komatsu at 20,000 hours. Three rebuild options are available to meet your business requirements



- Rebuild to maximise the life of the investment at a fraction of the cost of replacing with a new machine

Additional Extended Warranty applied based on rebuild option selected

- Access a Komatsu rental machine at a competitive rate for the duration of your rebuild downtime.



**Purchase New Komatsu with Guaranteed Trade Back\***

# Maintenance with peace of mind

At Komatsu, the quality of workmanship is critical. With our highly trained technicians, we strive to ensure less downtime and greater productivity for your machine. To enjoy this offer, you are required to service your machine with Komatsu as per the OEM schedule, from delivery. We know our customers have different requirements, so we are offering you the flexibility of choosing the one of our maintenance options, that best suits your operation.

## 1) Fixed Price Service Solution

Komatsu has your maintenance needs covered with an industry-leading Fixed Price Servicing Solution. Komatsu's Fixed Price Servicing Solution also includes a number of important additional servicing components as a part of the standard rate. Includes services are as follows:

- KOWA Oil sample analysis
- Service report
- Comprehensive condition report

With Fixed Price Servicing you know what the cost of each service will be before it's done.  
Required post KOMPLIMENTARY servicing period

## 2) Service By The Hour

Our Service By The Hour option allows you to outsource your maintenance requirements to simplify your asset management. With Service By The Hour option, you can enjoy:

- Fixed cost per hour to maintain your equipment
- Agreements that range from 1 year to the whole life of your equipment (subject to a 5 year review).

# Preventative Maintenance (PM) Clinic

You are required to complete a PM Clinic on your machine with Komatsu every 2000hrs, from delivery (in addition to standard OEM Service). PM Clinics include:

### 1) Visual Check

- Damage, fluid leakage, loose bolts and broken welds

### 2) Check

- Alternator fan belt tension
- High and low engine idle RPM
- Engine crankcase blow by pressure
- Engine RPM @ hydraulics stall
- Engine lubrication pressure
- Hydraulic main pressure relief setting
- Hydraulic pressures
- Coolant system hoses and clamps

### 3) Measure

- Full machine function testing on brakes and work equipment

### 4) Inspect

- Warning horn, lights and wipers
- Back up alarm
- Neutral lock and shift control
- Fan guarding
- Radiator for leads and damage
- Coolant for anti-freeze protection

### 5) Full Machine Condition Report

### 6) KOWA sample



# Condition Monitoring Services (CMS)

Komatsu CMS are designed to save you time and money by monitoring the health and condition of your equipment through regular monitoring of lubricants and fluids used in key components. Komatsu CMS offers a range of services, including KOWA (Komatsu Oil Wear Analysis). KOWA covers the analysis of all types of oils and lubricants, diesel fuel, filters and coolants.

Komatsu will take a sample from your machine every 500hrs and send to one of our CMS labs. Once analysed, we provide reports so you can quickly respond to any issues.

The benefits of using Komatsu CMS include preventing premature component failure, which virtually eliminates unscheduled machine downtime, and extending the life of machine components.



## Mid-life rebuild

Improve your machine's performance and efficiency with a mid-life rebuild at 10,000 hours! Replace critical components to ensure optimum fuel consumption, performance and reliability of your Komatsu machine.

The minimum mid life rebuild requirements at 10000 Hrs, at your cost

- Turbocharge Engine
- Water Pump

With our mid-life rebuild, you are guaranteed quality workmanship and supply of Komatsu genuine parts.

## 24/7 support

All servicing by Komatsu guarantees the supply of Genuine Komatsu Parts fitted by a qualified Komatsu technician. Parts are also covered by a 24 month or 4,000 hour warranty (whichever comes first). With every service we also complete a Condition Report. Our technicians inspect the machine using a set of safety and operational checks and record any defects identified complete with detailed photos and descriptions to help you make informed decisions - reports are then emailed direct to you within minutes!

Whether you need a part, service or advice, Komatsu is here to help. Our customer service centre is open 24/7 for all enquiries. Our skilled personnel thoroughly service and check your machine offering quality workmanship at an affordable price.



# Full rebuild options

Komatsu machines are made to be rebuilt to maximise the life of your investment at a fraction of the cost of new. With our tiered options, it is your choice to rebuild the machine or component to the standard that is required for you to achieve your machines desired work load.

We offer a range of rebuild options, providing you with the flexibility of choosing the scope that best suits your operation. We know that if our machines are maintained under the strict guidelines of the OEM, that they will continue to perform time and time again.

## Gold class rebuild

**Komatsu's Gold class will extend your machines life to its maximum!**

- Choose between rebuilding the entire machine or selected components to a standard that will achieve your desired end of life goal.
- Covers complete drivetrain, hydraulics and re-hosing, accompanied by 5 years / 10,000 hours warranty (whichever occurs first), bringing your total warranty to 30,000 hours /15 years warranty!

## Silver class rebuild

**Plan a rebuild, with the flexibility of being able to define the scope of work!**

- Rebuilding your iron and covering complete drivetrain, replacing hydraulic pumps and hosing, accompanied by an additional 3 years / 6,000 hours warranty (whichever occurs first), bringing your total warranty to 26,000 hours /13 years warranty!

## Bronze class rebuild

**Refresh your machine, with minimal spend!**

- Flexibility for you to define part of the work scope.
- Can also include single component replacement.
- Can still take full option for second life of equipment at later date
- Rebuild refreshes your engine and its hydraulics, accompanied by 2 years / 4,000 hours warranty (whichever occurs first), bringing your total warranty to 24,000 hours /12 years warranty!



# Rental support

We know that for every minute your machine is not working, there is an impact to your business. As part of this offer, a rental machines at a reduced rate is made available to you for the duration of your rebuild downtime.

In addition to the uptime benefits that come with professionally maintained equipment, Komatsu Rental solutions are designed to minimise your downtime and ensure reliability of the machine you are operating.

Accredited technicians, state of the art diagnostic equipment and advanced facilities ensure Komatsu Rental machines are fully serviced and maintained for the duration of your rental period.



# Guaranteed Trade Back (GTB)

Once your machine has reached its full potential, you may decide that it is time to trade it in for a newer model. As part of this offer, Komatsu will agree to a Guaranteed Trade Back (GTB) at the time of purchase. Trade back value can be modified if you decide to trade in your machine for a newer model before it reaches 30,000 hours. Conditions apply.



# Terms and Conditions

Summary Terms and Conditions: 1) Applicable to Komatsu WA500, WA600, HD405, HD605 model machines. 2) Machines must be serviced by Komatsu under a Fixed Price Service Agreement (non-contract) or PM Service by the Hour contract, up to 20,000hrs. 3) KOWA oil samples are required and any issues identified are to be addressed. 4) OEM mid-Life parts outside of PM services are required to be replaced at OEM recommended intervals (e.g. Turbo replaced at 10,000hrs). 5) A major service and a Preventive Maintenance clinic is required every 2,000hrs from delivery. 6) Regular Condition Reports will outline critical safety and operational repairs that need to be undertaken. 7) Opt-out at any time, e.g. @ 17,000hrs due to sale of unit. See [www.komatsu.com.au](http://www.komatsu.com.au)



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