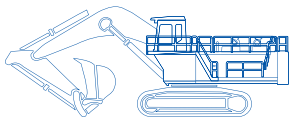




**SERVICE**

## **KOMATSU PREMIUM REBUILD**

Maximising machine performance for individual customer requirements



**KOMATSU**  
*Driven by your success*

# WHY KOMATSU PREMIUM REBUILD IS THE RIGHT CHOICE FOR YOU

- Safety standards & compliance
- Reduced capital requirements
- Improved availability and reliability
- Restores machines to “like new” condition
- Customised options
- Extended warranty
- Incorporates service updates
- Operator satisfaction
- Machine productivity
- Peace of mind



## HOW A KOMATSU PREMIUM REBUILD WORKS

### Understanding the processes and inclusions of a Premium Rebuild

Rebuilding of earthmoving equipment is a cost effective and time efficient option offered to our construction and mining customers.

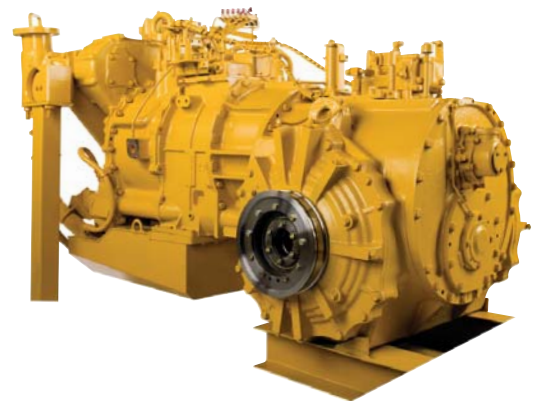
With a Premium Rebuild, earthmoving equipment can be restored to “like new” condition through our rebuild process, which includes engineering upgrades and specific customer options.

Whilst Komatsu adheres to factory recommended rebuild guidelines, rebuild specifications can be customised to meet specific customer

requirements. As an Original Equipment Manufacturer (OEM), we ensure these variations are aligned with Komatsu Engineering Standards (KES).

All Komatsu Premium Rebuilds are managed through three key stages: Planning, Rebuild and Delivery.

The Premium Rebuild process aligns with Komatsu quality assurance procedures to ensure the highest standard of work. We also provide our customers with regular progress updates for peace of mind.



# PLANNING STAGE

## Machine Inspection and Job Estimation

As the first step of a Premium Rebuild, Komatsu prepares an estimation of work based on an initial machine inspection.

This estimation will document customer requirements, as well as any Komatsu recommendations.

This phase offers transparency to customers by ensuring all parties understand: the scope of work, estimated cost, safety considerations and terms and conditions.

## Detailed Scope of Work

Once estimation is complete, Komatsu prepares a detailed scope of work by conducting a 'Rebuild Scoping Session'.

This session includes: reviewing the machine's history, cross referencing Komatsu workshop and parts manuals and identifying all components that are applicable for remanufacturing.

## Planning and Scheduling

The Planning stage is for Komatsu to forecast and schedule all resources required to complete the Komatsu Premium Rebuild.

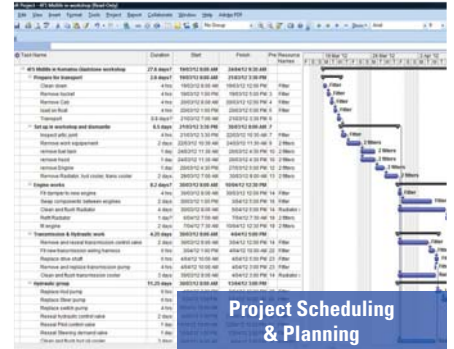
This includes: tasks and dates in Microsoft Project, sequence and distribution of tasks, critical path, expected date of completion, and regular communication to the customer.

## Coordinating Components and Inspecting Machine

Our step is to co-ordinate the components for the nominated Premium

Rebuild machine to be transported to the allocated Komatsu facility. Upon arrival, Komatsu will conduct a machine inspection and document the condition of the machine through reports.

Once the Planning stage is complete, Komatsu then starts the Rebuild Stage.



# REBUILD STAGE

## Execute Rebuild of Machine

This phase typically takes the most time, with the heaviest work load required.

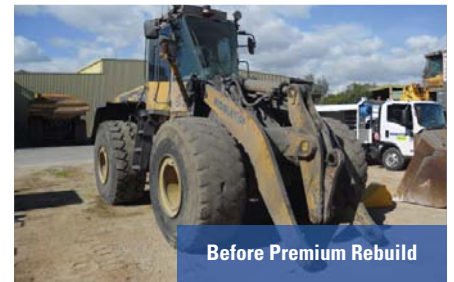
The Komatsu management team will assign resources, tasks and responsibilities, which include:

- The disassembly of the machine
- Conduct a 'Cause of Failure Review'
- Detailed component checks
- Test reassembly
- Paintwork
- Issue resolution process
- Regular communications to the customer

## Quality Control Inspection

To ensure quality of work, Komatsu begins the Quality Control process. This includes:

- Pre-start testing
- Preventative Maintenance Clinic
- Paintwork inspection
- Final quality assurance check
- Alignment with Komatsu quality assurance procedures



# DELIVERY STAGE

## Delivery and Commissioning

On completion of work Komatsu enters the final phase of a Premium Rebuild Delivery and Commissioning.

Komatsu will provide:

- Complete pre-delivery report
- Customer meeting for final inspection
- Arrange a handover meeting with the customer
- Final authority and approval for machine delivery from the customer
- Explanation of warranty offers
- Organise transport for machine to be returned to the customer's nominated location
- Present rebuild documentation
- Test and commission machine
- Perform a 'Post premium rebuild review' two weeks after commissioning

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



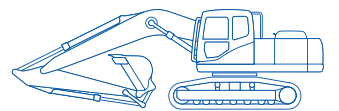
**SERVICE**

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