



# Machine Maintenance

Investing into a wealth of expertise, quality and commitment



# Machine Maintenance

## Our Commitment

To become indispensable to our customers, we need to understand their goals.

At Komatsu, the quality of workmanship is critical. With our highly trained technicians and Fix It First Time methodology, we strive to ensure less downtime and greater productivity for your Komatsu machine. Behind our sophisticated systems and industry-leading products is expert people.

When you invest in Komatsu, you are buying into a wealth of expertise, quality and commitment.

## Safety

At Komatsu, everything done is done so with safety in mind.

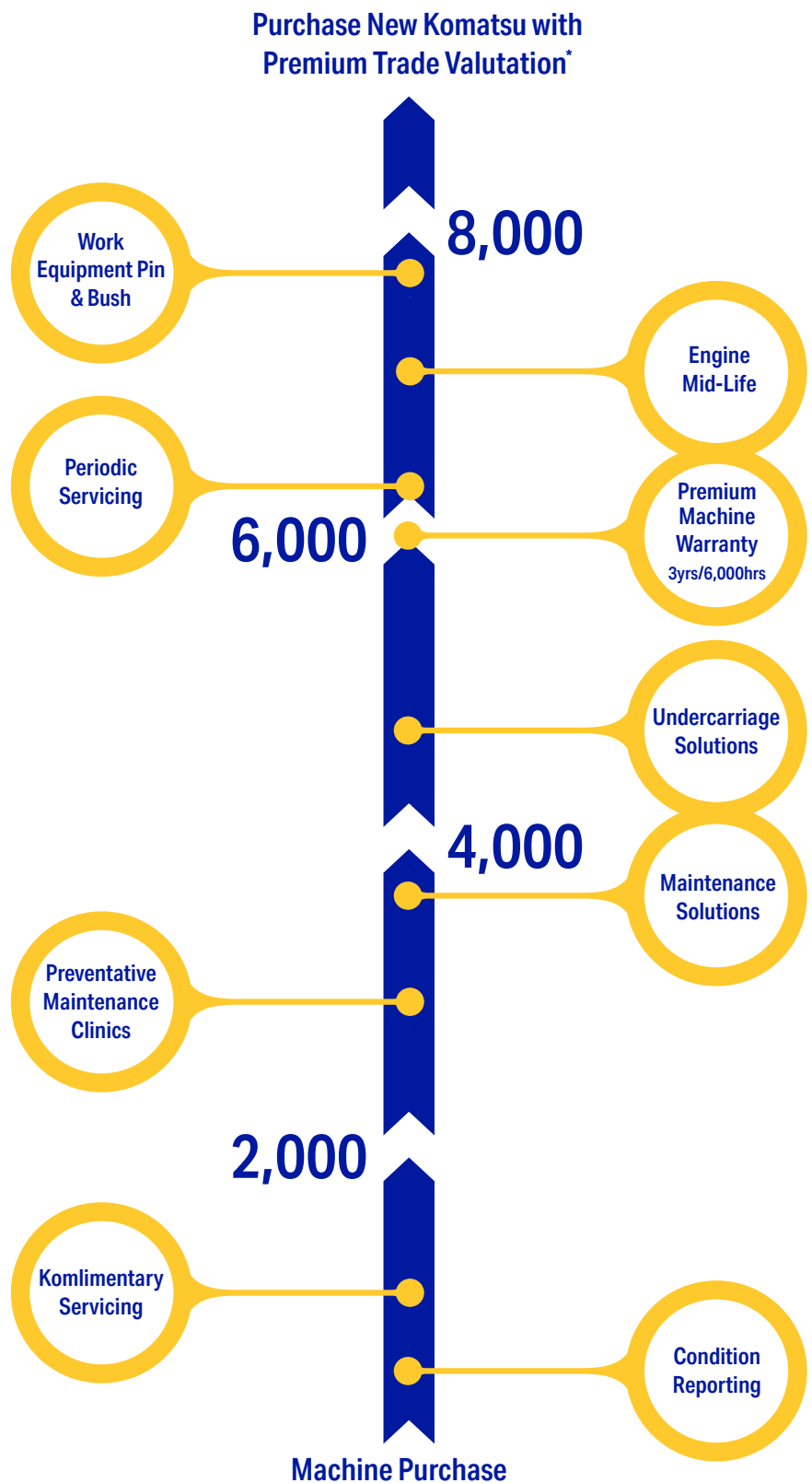
We are committed to providing a safe and healthy workplace for all employees. As a leader in Health, Safety & Environment (HSE) development, our safety performance is above industry standards. Key business decisions are guided through an approval process that places HSE above all other business performance measures.

All Komatsu employees are given the authority to stop work they consider to be unsafe.

## 24/7 Support

Whether you need a part, service or advice, Komatsu is here to help. Our customer service centre is open 24/7 for all enquiries.

Call 1300 566 287.



\*Subject to actual machine condition at the time of valuation

# Maintenance Solutions

## Service Agreements

We offer a range of standard and customised agreements to meet your business requirements. Service Agreements are the best way to reduce your Total Cost of Ownership (TCO) by:

- Avoiding unscheduled downtime
- Maximising machine availability
- Providing scheduled service efficiency
- Minimising overall repair costs

### 1. Komplimentary Maintenance:

When you purchase a Komatsu construction machine, servicing is included for the first 3 years or 2,000 hours, with an extensive list of inclusions.

### 2. Preventative Maintenance Agreement:

An efficient way to keep your equipment operating at peak performance, ensuring all scheduled maintenance occurs on time.

A PM agreement ensures preventative maintenance is carried out by our experienced technicians in accordance with factory specifications.

### 3. Fixed Price Servicing:

Available for current construction and utility class Komatsu machines providing flexibility to have your periodic service done either on site (travel costs apply) or at a Komatsu Branch. Contact your Komatsu Support Centre Team for further details.

### 4. Parts By The Hour (PBTH) Agreement:

Komatsu will be responsible for component supply and component life, allowing you to focus on your business. It provides an opportunity for you to utilise your own labour and manage your own maintenance and repair program.

### 5. Maintenance & Repair Contract (MARC):

A MARC ensures all maintenance and repair work is carried out by Komatsu, wherein we achieve the longest possible equipment life at the lowest cost per hour of operation. It is ideal for both individual machines or fleets and can be tailored to your specific requirements.

### 6. Labour Options

A fixed monthly fee provides fully dedicated labour onsite.

Komatsu's experienced personnel will assist manage machines and/or maintenance programs. From Fleet Management to event driven labour, we've got you covered.

# Preventative Maintenance Clinic

PM clinics ensure machines are checked before failures even occur. Each PM clinic consists of KPI's of machines, visual checks for damage and key components, inspection of consumable parts and Komatsu Oil Wear Analysis samples. Customers also receive a detailed machine condition report to identify potential issues.

# Component Solutions

Purchasing new or used parts are not your only option once a component in your machine needs replacement.

### 1. Reman (Remanufacturing):

Our premium remanufactured option offers you the advantage of replacing your component for a remanufactured one, that meets Komatsu factory specifications and quality. Komatsu Reman means your machine will be running at its optimal level in less time.

### 2. Komponent Exchange:

Komponent Exchange allows you to 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. Or take advantage of our Komatsu Exchange Fleet option where you can change out the same component across your fleet, with the added benefits of optional flexibility.

### 3. Rebuild or Repair and Return:

Developed to help meet your specific component needs, it includes:

- Flexibility for you to define the work scope
- Komatsu quality workmanship guarantee
- Supply of Komatsu genuine parts

### The Komatsu Advantage

Every Komatsu gives you lifetime advantages. From the moment it starts work, you'll enjoy additional services for continual customer support.

# The Komatsu Advantage

## Information Communication Technology (Ict)

Komatsu's flagship ICT system, Komtrax, is our complimentary remote monitoring data system that provides access to view specific machine data via the internet on your computer or mobile device.

Komatsu's ICT platforms can help manage machine health to protect your assets, optimise maintenance costs and enhance uptime.

All ICT data is managed from our national Fleet Management Centre, Insite. It is the central hub for our ICT systems, where our team works to identify potential issues and opportunities to optimise productivity and performance.

## myFleet

myFleet is a simplified Komatsu experience that streamlines your machine fleet management with just one log in to access all system information.

myFleet provides you with fleet tracking abilities so you can view all machine data in one location, manage your fleet of machinery, monitor overall machine health and request services from Komatsu.

## Learning and Development

Our technical development program provides our technician's with an accreditation that recognises excellence in technical skills development. The technical training for our workforce is further supported with the Komatsu Technical Education Centre (KTEC), ensuring we provide the best-trained OEM support in the industry.

To ensure the provision of optimal technical service, our Apprentice program sets the groundwork for our capability offering.

## Condition Monitoring Services (CMS)

CMS entails monitoring machine 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 and Positive Material Testing
- Fuel Burn
- Oil Consumption
- Tyre Inspection
- Site Audits

CMS minimises abnormal wear and damage from contaminants, thereby avoiding substantial failures and ensuring your costs are controlled and productivity maximised.



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## For more information:

**Australia - Ph:** 1300 199 054 | **Web:** [my.komatsu.com.au](http://my.komatsu.com.au)

**New Zealand - Ph:** 0800 433 116 | **Web:** [my.komatsu.co.nz](http://my.komatsu.co.nz)

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