

Unified support that works for you

KOMATSU
Creating value together



Support agreements for Komatsu Intelligent Machine Control systems

To ensure that your Komatsu Intelligent Machine Control system is always performing at its best, the Smart Construction support team is here to help. Komatsu brings you the combined expertise of Komatsu and Position Partners technicians who deeply understand the machine and the GPS technology on board, with highly experienced specialists who are committed to providing the highest quality of service and support.

Powered by Tokara

Tokara is developed locally to suit the evolving needs of our customers in the Australian earthmoving and civil construction industry.

In addition to providing the essential connection to GPS networks for your machines, Tokara enables technicians to connect directly to your machine control system via a small telemetry link to provide fast, hassle-free remote support.

Tokara puts a virtual technician by your operator's side.



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iMC Support Essentials



iMC Support Essentials provides Tokara connectivity on your machine, including data and hosting, along with a full suite of remote support benefits - including basic operator training - to keep your operators productive on the job site.



Annual Tokara hosting & data



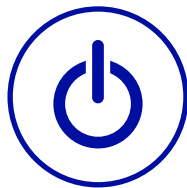
Tokara phone & email support



Remote update of software and firmware



Annual machine inspection¹

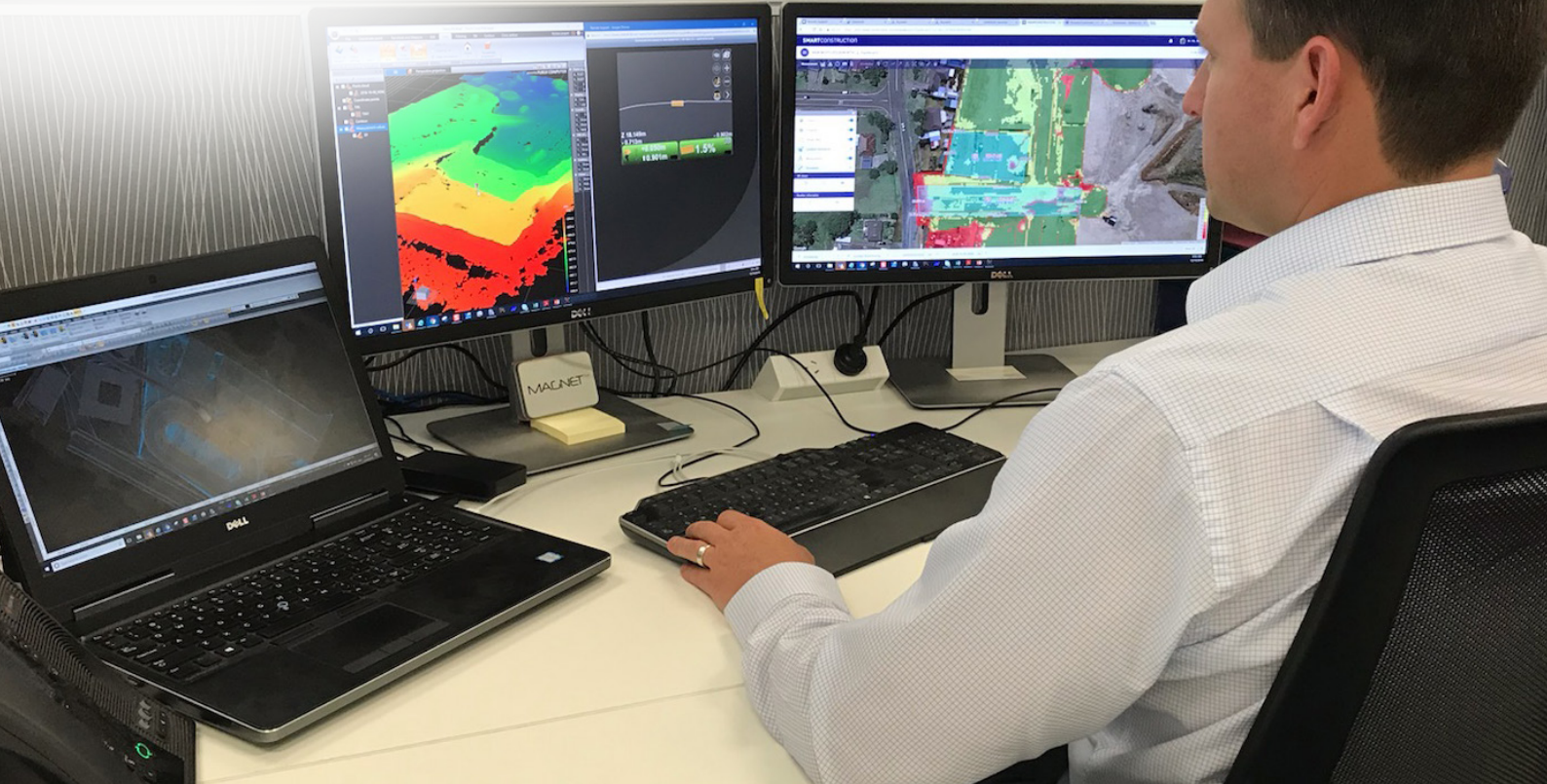


Reset site files in machine monitor



Remote basic operator instruction

iMC Support Essentials



For all machines

Tokara lets you send and receive files from most leading positioning technology brands



Project-wide and fleet wide

Whether you're managing multiple assets on a single project, or a fleet across multiple projects



Remote access to your devices

Login and remote access leading brands of 3D machine control and some survey assets

Benefits Included

Program radio frequencies & configure radios to site	Localisation conversions to correct format
Setup RTK network login (excludes network subs.)	Upload of machine calibration file
Upload of Komatsu design files from consultant / surveyor	Reset site files in control box or GPS NVRAM reset
Upload of Komatsu design files from site manager	Remote basic operator instruction (untrained operators)
3D design conversion to correct format (no manipulation)	Annual machine inspection (1hour travel inc, flights + accommodation not included)
Tokara web portal subscription	Localisation setup using predefined projection or local coordinates
Annual support summary report (on request)	Reset site files in machine monitor

Support agreement summary

Benefit provided	iMC support essentials
Telematics hosting + internet data usage	•
Tokara Link phone + email support	•
Tokara Web Portal subscription	•
Annual support summary report	•
Quarterly support summary report	•
Annual machine inspection ¹	•
Remote software + firmware updates	•
Program radio frequencies & configure radios to site	•
Setup RTK network login (excludes network subscription)	•
Upload of 3D design files from consultant / surveyor	•
Upload of 3D design files from site manager	•
3D design conversion to correct format (no manipulation)	•
Localisation conversions to correct format	•
Upload of machine calibration file	•
Reset and clean up site files in machine monitor	•
Remote basic operator instruction	•

1. Excludes airfare and accommodation

