

# HIAB PROCARE™ TOTAL R&M

## ENJOY TOTAL PEACE OF MIND

Do you want to ensure the best possible equipment performance? A Total R&M (Repair & Maintenance) contract means one fixed cost that covers everything you need to avoid breakdowns and offers peace of mind and financial confidence.

### Benefits of Total R&M

- Covers all your service needs: full planned maintenance program, inspections and required equipment repairs
- Full service history record of the equipment
- Helps you manage and decrease your total cost of ownership (TCO)

### Planned, preventive maintenance

Planned maintenance program following Hiab's official instructions will keep your Hiab product running at the original, high level of performance and prevent any unexpected, costly repairs. All maintenance services are run by trained service technicians using original Hiab parts.

Planned maintenance program according to Hiab official instructions includes:

- Replacement of hydraulic oil and filters to ensure oil cleanliness and prevent issues in hydraulic system
- Greasing all grease points
- Inspecting equipment for worn or damaged parts
- Performing general adjustments and required software updates
- Planning, correct timing and administration of all maintenance activities.

### Inspections

Total R&M also includes an inspection program of equipment:

- Full condition inspections of the equipment and comprehensive report of equipment condition; required service actions after each inspection are planned and executed by Hiab service network
- Legal certification inspections of the product (optional)

### Replacement of wear items

Total R&M includes the replacement of wear and tear items, e.g. slide pads, seals, bearings and bushings as required. The condition of wear items will be checked during all service inspections. After each inspection, Hiab will plan required replacements using original Hiab parts to help you keep up the original performance of your equipment.

### Repair services

Condition inspections will also help in planning necessary repairs. If any repairs on the equipment are spotted in an inspection, Hiab will plan the services accordingly. This way we help you ensure the equipment is safe to use and guarantee the highest possible performance.

Should an unplanned failure happen, emergency repair services will make sure the equipment is functional as soon as possible. Emergency services will always be performed by qualified Hiab service network technicians on site at customer location, if necessary.

All repairs will be performed with needed diagnostics tools from Hiab to ensure speedy and high quality service resolution.

### Flexible scope

Total R&M is flexible according to your needs. The standard coverage is already very comprehensive, but if you need additional services the following can be added:

- Service coverage of accessories and on truck equipment
- Maintenance services /planned repair services outside of normal opening hours
- Maintenance and planned repair services at customer location
- Hiab HiConnect™

## Hiab ProCare offering

### PRO CARE SERVICE AGREEMENTS

### EXTENDED WARRANTY

#### Contract scope



|   | Essential                           | Total R&M                           | Extended Warranty                   |
|---|-------------------------------------|-------------------------------------|-------------------------------------|
| Extended warranty coverage  |                                     |                                     | <input checked="" type="checkbox"/> |
| Comprehensive condition inspections (including legal certification, if applicable)    | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                     |
| Full preventive and planned maintenance program according to Hiab official guidelines | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |                                     |
| Wear and tear replacement   |                                     | <input checked="" type="checkbox"/> |                                     |
| Repair services   |                                     | <input checked="" type="checkbox"/> |                                     |
| All services performed by authorised service technicians and original parts           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |