

Characteristic of service levels

	Level 1	Level 2	Level 3	Level 4	Level 5
> Komtrax monitoring	✓	✓	✓	✓	✓
> Komatsu filter kits for 1,000 hours		✓	✓	✓	✓
> Komatsu filter kits for 2,000 hours			✓	✓	✓
> Inspection report during service			✓	✓	✓
> Komatsu certificated labor			✓	✓	✓
> Komatsu Genuine Oils			✓	✓	✓
> Undercarriage inspection report				✓	✓
> Komatsu filter kits for 4,000 hours				✓	✓
> Komatsu filter kits for 6,000 hours					✓
> Extended warranty for 6,000 hours or 24 months					✓



Any questions?

Contact us for more information
on the different service levels.



FD Equipment

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KOMATSU



Service contracts tailored to customer's needs



Customized solutions

Given that the construction industry is constantly evolving, our customers' operations always demand new technologies and services to back the performance and control of their equipment. To meet these requirements, we have created 5 levels of services for Komatsu equipment, in order to provide the necessary support to reduce costs and maximize productivity, according to each business characteristics.



Specialized support

Each level of service has been designed to meet the customer's different operational needs. With proper maintenance service and specialized advice, your equipment will always be in optimal conditions, thus extending its life.

Among the different levels' main benefits, the following stand out:

- Supply of genuine filters and lubricants for maintenance.
- Preventive and corrective maintenance service, performed by highly qualified staff.
- Maintenance activities management, with a remote supervision plan and operation service programming using Komtrax satellite monitoring system.
- Optional extended warranty for main components, which allows you to project the operating costs and ensure the best resale value for your equipment.

Connected to operation

Service contracts give access to Komtrax*, a revolutionary satellite monitoring system for Komatsu equipment, which provides relevant information to allow our customers to manage their fleet anytime, anywhere.

Thanks to this system, the entire equipment maintenance planning can be optimized, which, in turn, increases performance.

*For equipment with Komtrax system installed only.



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Service levels

Level **1**

> **Komtrax monitoring**

FD Equipment uses Komtrax to monitor customers' machines including:

- Location monitoring.
- Utilization monitoring.
- Fuel consumption monitoring.
- Equipment maintenance alerts.

Level **2**

> **Service kit supply**

Level 1 plus:

- Komatsu oils and filters for the customer for scheduled maintenance services.

Level **3**

> **Service by Komatsu technician**

Level 2 plus:

- Komatsu oils and filters for the customer along with labor including a detailed inspection report during each service.

Level **4**

> **Service by Komatsu technician including condition monitoring**

Level 3 plus:

- Oil analysis reports for the customer.
- Detailed undercarriage inspection report every 1,000 H service.

Level **5**

> **Service by Komatsu technician including condition monitoring and extended warranty**

Level 4 plus:

- Extended warranty packages.