



Komatsu CARE PLUS

PM Intervals	500	1000	2000
Perform Kowa Sampling (5 Samples) - Engine, Hydraulics, Swing Motor, L & R Final Drives	✓	✓	✓
Reset Monitor Panel Maintenance Counter	✓	✓	✓
Lubricate Machine	✓	✓	✓
Lubricate Swing Circle	✓	✓	✓
Check Swing Pinion Grease Level and Add, When Necessary	✓	✓	✓
Change Engine Oil	✓	✓	✓
Replace Fuel Pre-Filter	✓	✓	✓
Replace Air Conditioner Fresh and Recirculating Air Filters	✓	✓	✓
Replace Air Cleaner Element	✓	✓	✓
Drain Sediment from Fuel Tank	✓	✓	✓
Replace Fuel Main Filter	✓	✓	✓
Replace Hydraulic Tank Breather Element		✓	✓
Replace DEF Tank Breather Element		✓	✓
Replace Hydraulic Oil Filter Element		✓	✓
Change Swing Machinery Oil		✓	✓
Change Damper Case Oil Level, Add When Necessary		✓	✓
Change Final Drive Oil			✓
Clean Hydraulic Tank Strainer			✓
Replace KCCV Filter Element			✓
Replace Def Pump Filter			✓
Factory Trained Technician Labor	✓	✓	✓
50 Pt Inspection	✓	✓	✓
Price			

*Hydraulic oil replacement will be included in maintenance intervals starting every 5,000 hrs.
Coolant replacement will be included in maintenance intervals starting every 6,000 hrs.*

Contract Agreement

Machine Model:

Serial Number:

Length:

Duration:

Program Information

Komatsu CARE PLUS includes all manufacturer outlined maintenance items and is serviceable at any authorized Komatsu dealer nationwide. Coverage can start at 0 SMR overlapping with some of your complimentary Komatsu CARE (3 years, 2,000 hours) services or any time after that.

Benefits

- National Service Coverage
- Service Records
- Komatsu CARE Certified Eligibility
- Travel Included
- Major Component Assurance and 100% Core Guarantee
- Special Financing

Guaranteed

Komatsu Genuine Parts – You purchased a premium product, so we protect it with premium parts. Only Komatsu genuine parts are used for your equipment's maintenance to assure quality performance and long-term durability.

Certified Labor – We've got your back! With our network of factory trained technicians, we're doing much more than just maintaining your equipment, we're also performing a 50pt inspection every service to make sure your Komatsu stays running at full throttle.

KOWA – Komatsu Oil & Wear Analysis allows us to monitor and detect any abnormalities in your machine's condition maintenance; allowing us to prevent catastrophic failures and minimize downtime.

KOMTRAX – Have a busy schedule? We'll monitor your Komatsu through our Komtrax telematics solution to automatically schedule your next maintenance and notify you when it's done. Let us make your experience hassle free.

Major Component Assurance – We assure the essentials are backed up, that's why Komatsu CARE PLUS provides a prorated parts credit on all your equipment's major components. Coverage is only available for the length of the contract period.



Komatsu CARE PLUS Terms & Conditions

1. Coverage:

- a. Subject to the terms and conditions below, authorized Distributors will provide Komatsu genuine parts, labor and other services required to properly execute maintenance activities outlined in "Covered Items."
- b. The Machine will be eligible for this coverage starting at _____SMR hours (MM/DD/YYYY) and expiring the earlier of the date when the Machine has accumulated _____SMR hours or _____MM/DD/YYYY. The phrase "SMR hours" represent the engine run time for the Machine and are measured using the hour meter or monitor panel installed in the Machine's operator cab.

2. Terms and Conditions:

- a. It is the responsibility of the nearest servicing branch within distributors territory to the location of set machine to perform outlined maintenance service in accordance to the machine model specific reimbursement policy letter for appropriate service maintenance interval. Distributor should notify customer of planned service date minimum of 72 hours in advance via MyKomatsu.com, Genuine Care Portal, or other communication platform.
- b. It is the responsibility of the customer to confirm scheduled date and relinquish set machine for maintenance upon arrival of distributor personnel. If the customer has a conflict on scheduled date, he/she must notify servicing distributor to perform maintenance on a different date so long as all terms and conditions are met. Failure to release or prolong release of set machine when distributor personnel arrive can be subject to additional charges in technician time or second trip travel.
- c. Customer is to have machine available for distributor personnel in reasonable cleanliness conditions as to allow the technician to properly execute tasks. The machine is to be set in a safe working environment that allows access to perform maintenance.
- d. Customer should receive results of oil analysis, 50pt inspection, and MyKomatsu.com service completion alert after the execution of every maintenance service.
- e. All service records are maintained by the Komatsu and made available for distribution to share with designated customers via the Genuine Care Portal -CARE Report.
- f. The component assurance and core guarantee will be in effect until the machine reaches either seven years in age (from FID) or 10,000 hours. A Komatsu distributor must provide uninterrupted services as specified in this contract. The Component Assurance will provide a prorated parts credit based on machine hours at the time of failure. Credit is determined using only the list exchange of the replacement part and does not include additional repair parts, labor, taxes, shipping, etc. Ex. A final drive failure at \$7,500 hours will provide a 25% parts credit. The 100% core guarantee ensures a FULL core value for a major powertrain component failure on a machine covered under this program.
 - Engine
 - Transmission
 - Travel Motor
 - Torque Converter
 - Power Module
 - Axle Assembly
 - Final Drive
 - Main Hydraulic Pump

3. Exclusions and Limitations:

- a. Covered Items that are worn because of use. Examples of wear resulting from use would include, by way of example but not limitation, oil consumption and high blow-by pressure on engines, hydraulic cylinder seal leaks, wear of clutch or brake packs, pins or bushings, etc.
- b. Machine parts that are not procured from Komatsu or an authorized distributor.
- c. Machine attachments, optional extras and other work equipment such as buckets, dump bodies, blades, and associated wear packages such as teeth, cutting edges, and liners.
- d. Operating expenses on Covered Items required to keep the Machine in good operating condition and repair, including by way of example but not limitation:
 - i. System adjustments.
 - ii. Cleaning and calibration/re-calibration of intelligent Machine Control components
 - iii. Hardware, Software, or Firmware updates.
 - iv. Cosmetic damage that does not impact product functionality.
 - v. Application based maintenance that requires a higher frequency of filter/oil/lubricant replacement than what is listed in "Covered Items."
- e. Service coverage is provided nationally based on country of machine sale. Machines migrating outside of selling country are not eligible to be serviced by any other distributor under this program.
- f. All maintenance services must be completed within +/- 200 hours of the target service interval to qualify for Komatsu reimbursement. Failure to complete set maintenance service according to these conditions will result as a loss of set service interval, following service intervals will resume as scheduled afterwards. Example- 500-hour maintenance service must be completed within 300-700 SMR as reported by Komtrax. However, in order to qualify for program benefits such as, but not limited to **Major Component Assurance, Komatsu CARE Certified Equipment**, all maintenance services must be completed within +/- 100 hours of set interval.

4. Customer and Distributor Responsibilities:

- a. Distributor will exercise commercially reasonable efforts to respond promptly to any Customer requests and questions related to this Agreement.
- b. Distributor will carry out covered maintenance services during normal Distributor working hours.
 - a. Customer will operate, maintain, store, repair and otherwise use the Machine per the guidelines specified in the O&M Manual,
 - b. Customer will maintain the Machine Monitoring Systems in good operating condition and repair.

5. Transferability:

This Agreement is specific to the Machine listed in Section 1. Customer may not assign its right under this Agreement. This maintenance Agreement is transferrable with machine in the case of change in machine ownership. The unit under changed ownership is eligible to all the services outlined under original contract with no additional costs. Length and duration of Komatsu CARE PLUS will follow as originally listed.

6. Limitation of Liability:

Except as expressly provided in this Agreement and in any written certificate delivered by Distributor to Customer in connection with a purchase, Distributor does not make any representations or warranties, expressed, implied, arising by operation of law or otherwise, as to merchantability, fitness for a particular purpose, quality, design, condition, suitability, performance or any other matter or characteristic with respect to the Machine and any related attachments, options, accessories, modifications, or work equipment.

Agreed to by Customer and Distributor as of the Effective Date.

Distributor:

By _____

Name _____

Title _____

Customer:

By _____

Name _____

Title _____