

HITACHI

Reliable solutions

# HITACHI CUSTOMER SOLUTIONS



## HITACHI'S QUARTERLY PARTS & SERVICE SOLUTIONS & OFFERS:

- LATEST OFFERS
- SAFETY TIPS
- TECH TIPS
- CONSITE
- FROM THE ORANGE FAMILY
- WE STRIVE TO IMPROVE

HITACHI

BELL

ConSol

24/7 1300 HITACHI  
HCMA.COM.AU

**Solutions  
+Plus**



**15% OFF**  
ONLY THIS SPRING

**PLAY IT COOL THIS SUMMER!**

PREPARE YOUR MACHINE FOR SUMMER  
WITH SOLUTIONS PLUS COOLANT.

Receive 15% discount on top of the current competitive price

*Offer available until 31st December 2022*

**ConSol**



**EXTEND YOUR SERVICE AGREEMENT  
& RECEIVE A MERCHANDISE PACK**

**PLUS**

- ✓ Fixed Price for Contract Term
- ✓ Attractive Parts & Service Discounts
- ✓ Free Oil Sampling at each service
- ✓ Free 1000 hour inspection report
- ✓ Priority Service schedule

*Offer available until 31 December 2022*  
T&C's: Only applies to extensions on all existing ConSol Service Agreements

**PARTS CLEARANCE!**

**TAKE ADVANTAGE OF HEAVILY DISCOUNTED PRICING  
ON SELECTED CLEARANCE PARTS**

MODEL RANGE	PARTS AVAILABLE	
ZX120-3 to ZX270-3	Cylinders Hydraulic Pumps	Radiators Track Links
ZX330-3	Track Links Hydraulic Motors	Cylinders
ZX450-3 to ZX850-3	Travel Devices Engines Track Links	Cylinders Hydraulic Motors / Pumps

FIND COMPLETE LIST OF AVAILABLE PARTS HERE:



**Offer available while stock lasts.**





## NEVER POSITION MYSELF OR OTHERS IN THE LINE OF FIRE

- Being in the line of fire of hazardous forms of energy or moving objects presents a high risk to workers and has the potential to result in serious injury.
- When conducting risk assessments, workers must consider the path of potential travel of hazardous forms of energy or moving objects and ensure that the resulting hazards are controlled.
- Workers must never position themselves, or others, in the path of any hazardous forms of energy or moving objects and parts.

Always complete a **TAKE 5** prior to commencing any new job or task.



## BETTER OIL SAMPLING

**A high percentage of system failures are due to some form of contamination. Regular oil sampling allows you to detect the contamination early before it can cause a significant and expensive loss. Improved sampling practices will ensure accurate results.**

Find the following tips for better sampling:

- When possible, collect lubricant samples from a system that has been in operation ensuring oil compartments are warm
- Clean all sample points and plugs thoroughly to avoid contamination and poor samples
- When a pump is not being used make sure to take sample mid stream
- Ensure sample paperwork is filled out correctly and sent in the supplied postage bag
- Take samples at each recommended 500hr interval to monitor condition trends

Contact your local branch to discuss oil sampling today.

## WHY YOU SHOULD USE *CONSITE* ON A DAILY BASIS?

### DO YOU WANT TO:



Improve fuel consumption and work efficiently?



Use your machine for longer and in good condition?



Reduce downtime and maintenance cost?

### WATCH THE FOLLOWING CASE STUDIES AND FIND OUT MORE:

CASE STUDY 2



WATCH VIDEO



CASE STUDY 4



WATCH VIDEO



JOIN OVER 1000 HITACHI OWNERS THAT USE CONSITE ON A DAILY BASIS

REQUEST ACCESS HERE:



Contact your Hitachi Representative to find out more.



## FROM THE ORANGE FAMILY

### Why we benefit from ConSite?

*"ConSite has been beneficial to our business as it allows us to keep track of our machines location, monitor fuel usage and to quickly identify any operational concerns"*

**- Leigh Cockburn – Tarmac Civil Construction**

**Ask your branch how you also can benefit from ConSite.**



## WE STRIVE TO IMPROVE

### At Hitachi, we believe you deserve the best experience you can get.

For us to provide you with the best service possible, we need to understand your needs, requirements and expectations.

**HELP US IMPROVE** by providing your feedback in our Parts and Service Transactional surveys.

Alternatively, you can contact your local branch, customer representative or visit the link below with your feedback.

**[hitachicm.com.au/contact-us](http://hitachicm.com.au/contact-us)**

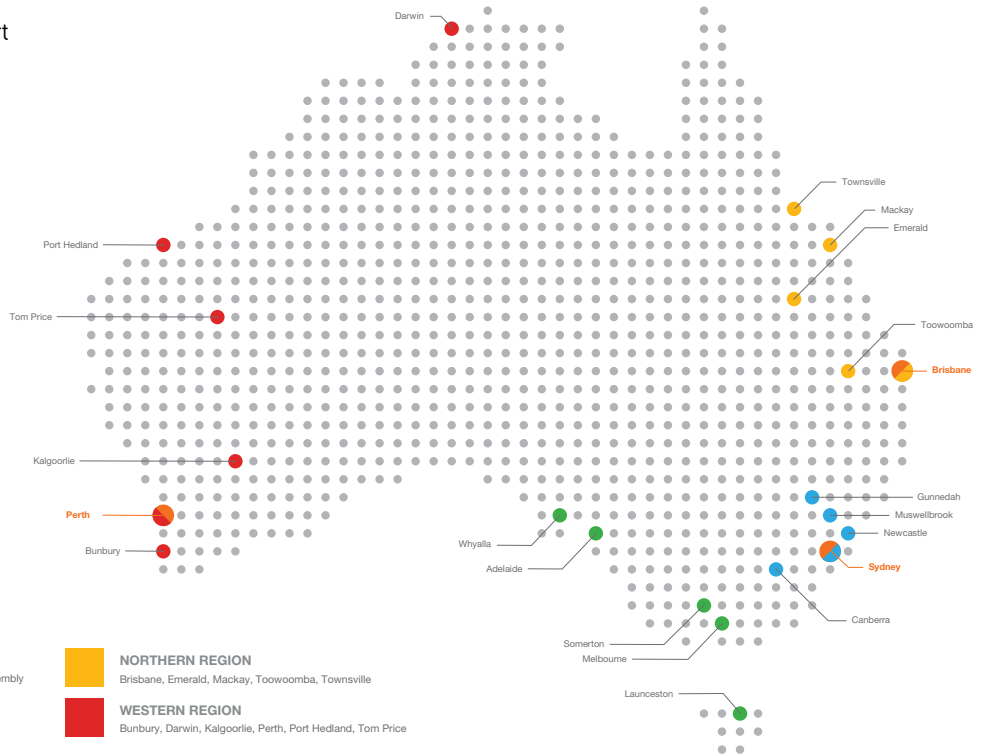
## GET IN TOUCH

Talk to our 24/7 nationwide customer service and support centre on 1300 HITACHI to facilitate breakdown management, parts dispatch or arrange a service call.

Our dedicated customer service experts are here to help you with your Hitachi and Bell machinery related sales, parts and support questions.

Alternatively, you may contact your local branch or Customer Support Representative for further support.

**[hitachicm.com.au](http://hitachicm.com.au)**



**CORPORATE SUPPORT GROUPS & REMAN FACILITIES**  
Administration, IT, HR, Product Support, Mining Support and Wenco, Reman & Assembly

**EASTERN REGION**  
Canberra, Gunnedah, Muswellbrook, Newcastle, Sydney

**SOUTHERN REGION**  
Adelaide, Launceston, Melbourne, Somerton, Whyalla

**NORTHERN REGION**  
Brisbane, Emerald, Mackay, Toowoomba, Townsville

**WESTERN REGION**  
Bunbury, Darwin, Kalgoorlie, Perth, Port Hedland, Tom Price