

**HITACHI**

Reliable solutions

# HITACHI CUSTOMER SOLUTIONS

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

- LATEST OFFERS
- SAFETY TIPS
- TECH TIPS
- CONSITE
- WHY OIL MONITORING
- WE THRIVE TO IMPROVE

**15% OFF**  
LAUNCH DISCOUNT

**Solutions  
+Plus**



**NEW RELEASE:  
SOLUTIONS PLUS ENGINE OIL & GREASE**

PRODUCT	PART #	VOLUME
ENGINE SAE 10W-40 (20L)	SPUHP104020	20L
	SPUHP1040205	205L
GEAR LS 90	SPLSG9020	20L
	SPLSG90205	205L
HT-HD NLGI2 GREASE	SPHTHD450	450gr
HEAVY DUTY PREMIX PG – (Blue)	SPPGCC00L5	5L
	SPPGCC00L20	20L
HEAVY DUTY PREMIX EG – (Yellow – Green)	SPEGCC00L5	5L
	SPEGCC00L20	20L
	SPEGCC00L5	5L
	SPEGCC00L205	20L
	SPEGCC00L1000	1000L

*T&Cs: only applicable to the Solutions Plus range detailed above. offer is not applicable in conjunction with or for incorporation into any other existing or future agreements or offers. Offer available until 30th June 2023*

**DON'T COMPROMISE ON  
SAFETY!**



**Contact your Customer Support Representative (CSR) to book an inspection and receive a 5% discount on identified parts**

**ITEMS INCLUDED**

Lights & beacons	Cabin switches
Mirrors & cameras	Cabin monitors
Handrails & steps	Seat, seat cover and seatbelt
Horn	Glasses and windshield
e-Stop bottom	Wipers/windscreen washer tank
Fuel cap	Fire extinguisher

model range includes all Hitachi CE Excavators up to 90T, Hitachi Wheel Loaders and Bell Trucks

*T&Cs: offer is not applicable in conjunction with or for incorporation into any other existing or future agreements or offers. Offer available until 30th June 2023*



**PARTS CLEARANCE**

Receive up to 80% off select parts



MODEL RANGE	PARTS AVAILABLE	
<b>B25D B30D B40D B50D</b>	Diff Head Crank Shaft	Torque Converter Cylinders
	Wheels Tailgate	Mud Guard
	Muffler Bearings And more...	Battery KIT Couplings

FIND COMPLETE LIST OF AVAILABLE PARTS THROUGH HITACHI [HERE](#)

*Offer available while stock lasts  
Applicable to select parts only. No further discount is applicable.*

**MAINTAIN YOUR UNDERCARRIAGE**

**FREE INSPECTION + 10% DISCOUNT ON IDENTIFIED PARTS**

BOOK YOUR FREE INSPECTION BY OUR TRAINED CUSTOMER SUPPORT REPRESENTATIVES (CSR) OR TECH SUPPORT REP



- ✓ Model Range: ZX85 to ZX690
- ✓ Items: Track Links, Top and Bottom Rollers, Idlers and Sprockets

**ORDER PARTS 30 DAYS AFTER THE INSPECTION VIA YOUR CSR ONLY**

**Offer available until 30th June 2023**

*T&Cs: offer is not applicable in conjunction with or for incorporation into any other existing or future agreements or offers. Inspection to be conducted by Customer Support Representatives (CSR) of Tech Support Representative. Applicable to parts orders placed within 30 days of an inspection by your CSR.*





## NEVER APPROACH OPERATING EQUIPMENT WITHOUT CONTACTING THE OPERATOR

- The operator may move the equipment unexpectedly if they are unaware of your presence.
- Equipment can suddenly swing, reverse or articulate, impacting people in blind spots.
- Only approach mobile equipment after clear contact with the operator has been established, the operator has acknowledged your presence, and the equipment has ceased operation.

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



## COOLING SYSTEM CARE DON'T LET THAT HEAT TAKE A TOLL ON YOUR MACHINE

The cooling system is a critical component of your machines health. Grass, bugs and debris taken into the cooling package can reduce the efficiency of the coolers which increases the risk of engine and hydraulic components overheating.

- Inspect machine coolers daily before you start
- Remove and clean off cooler screens as required
- Blow out coolers in between services
- Ensure fluids are topped up using recommended Hitachi genuine lubricants
- Check the condition of the radiator cap and fan blades regularly
- Check the tension and condition of belts



## YOU FIND THE ISSUE, WE'LL COVER IT - WITH 5% OFF PARTS

Download, Inspect, Report & Save

1. Download and install ConSite Shot App from your app store.
2. Perform an inspection on your machine and identify damaged parts / components
3. Save and submit your report to: 1300hitachi@hcma.com.au



- Your CSR will follow up with you.
- Order Parts in 30 days after the report date and receive a 5% discount on parts for the repair.

Offer available until 30th June 2023

T&C's: For inspections on Hitachi Construction machines (all Wheel Loader and Excavators up to 30T). Applies only to parts and components that are identified during the inspection and are valued up to \$20,000

WATCH VIDEO

DOWNLOAD MANUAL



Download and start using the free 'ConSite Shot' app today to receive your 5% discount on parts.





**DID YOU KNOW?**

**WHY OIL MONITORING?**

Why is oil monitoring important for maintenance? Knowing the oil's condition reduces machine failures caused by excessive contamination and deterioration.

It is vital to watch the oil condition on a continuous basis:

- Oxidation - Degradation of lubricating performance, clogging in various places, abnormal wear
- Abnormal viscosity - Degradation of fuel economy, oil leakage, abnormal wear
- Contamination with water - Corrosion in various places of the machine, accelerated oil deterioration
- Contamination with soot - Clogging in various places, degradation of lubricating performance
- Contamination with fuel - Degradation of lubricating performance due to dilution of the oil

Watch this [video](#) and learn more  
Contact your Customer Support Representative (CSR) to find out about your latest Oil Report.



**WE THRIVE TO IMPROVE**

**Hitachi's 24/7 Customer Support Centre is a key pillar in supporting you around the clock.**

In 2022 the centre processed between 40% - 50% of your orders per month.

[ We process: **4500 phone calls** & **14000 enquiries** p/m ]

- Parts orders
- Parts interpreting
- Machine service booking
- Fleet management services
- Breakdown callout assistance
- General enquiries.

**We continue to expand and improve your experience.**

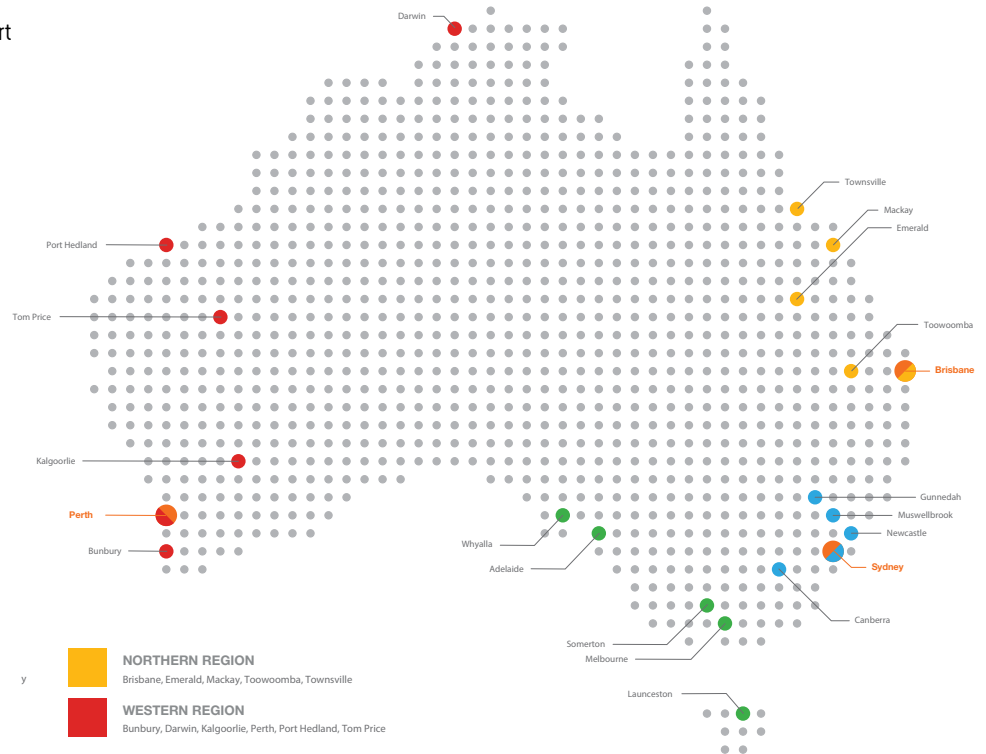
**GET IN TOUCH**

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

