

**HITACHI**

Reliable Solutions

# HITACHI CUSTOMER SOLUTIONS

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

- LATEST OFFERS
- SAFETY TIPS
- TECH TIPS
- CONSOL SERVICE AGREEMENT
- OWNER'S SITE
- WE THRIVE TO IMPROVE

**HITACHI**

**BELL**

 **ConSol**

 **1300 HITACHI**  
HCMA.COM.AU

**UNLEASH  
POWER:  
DON'T MISS  
A START!**

**Solutions  
+plus**

**15% OFF  
BATTERIES**



PART #	Specs	Case Dimensions
4601757	12V, 75AH, 600CCA	L 260 x W 173 x H 225
4621541	12V, 75AH, 600CCA	L 260 x W 173 x H 225
4392984	12V, 90AH, 680CCA	L 306 x W 173 x H 225
58012	12V, 90AH, 770CCA	L 277 x W 175 x H 190
80026L	12V, 75AH, 600CCA	L 260 x W 173 x H 225
27HR-780HD	12V, 94AH, 780CCA	L 306 x W 173 x H 225
58039	12V, 80AH, 730CCA	L 315 x W 175 x H 175
4628452	12V, 100AH, 750CCA	L 405 x W 170 x H 231
4667134	12V, 100AH, 750CCA	L 405 x W 170 x H 231
4398687	12V, 150AH	L 507 x W 213 x H 231
5578712001	12V, 180AH	L 513 x W 224 x H 223
330122589	12V, 210AH, 1300CCA	L 510 x W 275 x H 238

T&Cs: Offer available until 30th September 2023



**RECEIVE 15% OFF G.E.T**  
WHEN YOU BUY 4 OR MORE TEETH FOR  
YOUR CONSTRUCTION SIZE MACHINE

HITACHI	COMPETITION
✓ All-steel retainer	✗ Bonded rubber and steel
✓ Suitable for wet or corrosive conditions	✗ Rubber in retainer wears out
✓ Reusable retainer	✗ New retainer every tooth change
✓ Simple Allen key installation	✗ Custom tools and pry bars

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 September 2023

**ALL YOUR FILTERS  
IN ONE PLACE!**

**FILTER TYPES**

Air, Air Housing and Pre Cleaners

Hydraulic, Hydraulic Breathers

Fuel, Bulk Fuel, Water Fuel Separators, Bulk Tank Breathers

Coolant Filtration



**SAVE TIME & MONEY:**  
Source your filters from HCA

**PREMIUM FILTERS DESIGNED FOR:**  
Service Trucks, Heavy Machinery, Fixed Plant, Light Vehicles and 4X4s (with Diesel Engines).

Further peace of mind with Hitachi or Donaldson product warranty.

CONTACT YOUR LOCAL FILTER SPECIALIST TO TAILOR A SOLUTION FOR YOUR NEEDS.

LOCATION	SPECIALIST	CONTACT
Melbourne	James Walker	0497 671 885
Adelaide	Geoff Sayers	0417 334 662
Sydney	Mitch Pratt	0427 455 619
Perth	Eddie Iemi	0407 882 531
Brisbane	Jean Pierre Arde	0418 798 238
Other Areas	Hitachi Fleet	hitachifleet@hcoma.com.au



**HITACHI**

Reliable Solutions



**HUGE SAVINGS ON LIMITED STOCK**  
RECEIVE UP TO 80% OFF SELECTED PARTS

**MODEL RANGE**

Hitachi CE Excavators  
Hitachi CE Wheel Loaders  
BELL Articulated Trucks

VIEW FULL PARTS LIST



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## ALWAYS USE CORRECTLY RATED EQUIPMENT FOR THE TASK

- All lifting equipment has a defined and rated safe capacity for work. This includes equipment such as slings, chains, magnets, jib devices, forklifts, cranes or supporting equipment such as jacks, stands, cradles etc.
- All equipment must be used in compliance with its rated safe work capacity.
- Failure to do so may result in instability or equipment failures that has the potential to result in serious injury.



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



## FIGHT THE COLD: PROTECT YOUR BATTERY'S PERFORMANCE

**Don't let cold weather drain your battery and increase wear on your starter motor. Further friction on engine crank requires a powerful battery to start the engine. Avoid missing starts by considering the following:**

- Listen to your starter, is your machine struggling to start or sounding sluggish?
- Check your battery and its connection every quarter. Look specifically for any physical damage or swelling.
- Make sure battery connections are clean and secure, without any broken or disconnected cable.
- Contact your local Hitachi Branch to order a reliable Solutions Plus battery.

**Always wear protective gloves and goggles before working near batteries.**

## THERE'S NO BETTER TIME TO LOCK YOUR COST

WITH A CONSOL PREMIUM SERVICE AGREEMENT



**SAVE UP TO 17% ON PARTS & 8% ON LABOUR**

OPTION	PARTS DISCOUNT	LABOUR DISCOUNT	FEATURE
Upfront	12.5% - 17.5%	8%	Best Savings
Monthly	7.5% - 12.5%	4%	Popular Offer - Smooth Cashflow
Capped	5%	-	Secure Cost
Parts Only	5 - 10%	-	Do It Yourself



**SAVE UP TO 5% FOR ALL OTHER PARTS & REPAIR JOBS**

*When you sign a minimum of 3 upfront or monthly agreements*



**FREE 1 YEAR EXTRA POWER TRAIN WARRANTY**

*When purchased with your new machine*

T&C's: ConSol terms and conditions apply. Mini excavators (ZX17-ZX85): up to 3 years and 2500 hour. All other Hitachi CE machines and Bell ADT: up to 3 years and 6000 hours



## OWNER'S SITE



**A FREE TOOL  
TO MANAGE YOUR FLEET**



### FUNCTION

**View machine info:** maintenance history, alarms, future maintenance intervals, locations, inspection reports, operation info, ConSite reports, Oil Diagnostic reports and parts catalogues (Consite ISF)

**Search for a specific machine or group of machines** by location and maintenance schedule

Search for **Consite reports** and **Oil Diagnostic reports**

Create **Widgets and Dashboards** for one or a group of machines

### SCAN QR CODE TO FIND OUT MORE:

Request access or contact us for further support on [Hitachifleet@hcma.com.au](mailto:Hitachifleet@hcma.com.au)



# WE STRIVE TO IMPROVE

**Total Customer Satisfaction is HCA's main priority and focus when providing customers with reliable solutions.**

This is only possible if we understand our customers' needs, requirements, and expectations.

We seek customers' input through transactional surveys.

Should you receive a survey, please help us improve by providing your feedback.

**HELP US  
IMPROVE**

### OUR PROMISE

At HCA, we are committed to providing our customers with the safest, most reliable, and best value equipment solutions in the industry.

## 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

