

HITACHI

Reliable Solutions

HITACHI CUSTOMER SOLUTIONS



HITACHI'S QUARTERLY PARTS & SERVICE SOLUTIONS & OFFERS:

- LATEST PARTS & SERVICE
- SAFETY TIPS
- TECH TIPS
- FREE DATA REPORT (CONSITE)
- HITACHI FLEET MANAGEMENT

HITACHI

BELL

ConSol

24/7 1300 HITACHI
HCMA.COM.AU

SAVE ON YOUR NEXT REPAIR WITH HITACHI REMAN PARTS

Additional **5% DISCOUNT** on Selected
Wheel Loader Reman Parts

**LIMITED
TIME
ONLY**

MODEL	BUCKET CYLINDER	LIFT CYLINDER	TRANSMISSION
ZW140		✓	
ZW180	✓	✓	✓
ZW220	✓	✓	✓
ZW250	✓	✓	
ZW310	✓	✓	✓
ZW370	✓		✓

Offer available until 31st DEC 2023

2000 HOURS OF RELIABILITY, **60% OFF** HITACHI GENUINE HYDRAULIC OIL



PART #	LIST PRICE	CLEARANCE PRICE
H046AP20L	\$91.40	\$32.96
H046AP200L	\$808.47	\$307.48

PRODUCT IS SUITABLE FOR:

- 2000 Hrs service interval on Mini Excavators (ZX17 to ZX65) and Wheel Loaders (ZW120, ZW140, ZW150)
- Top up oil or mid-service oil change out for all other Hitachi construction class machines

WHILE STOCK LASTS!

Offer available until 31st DEC 2023

GEAR UP FOR SUMMER: FREE MACHINE INSPECTION + 10% OFF PARTS

**HOT DEAL
FOR A COOL
SUMMER**

HOW TO SECURE THIS OFFER:

1. Book a complimentary machine inspection with your Customer Support Representative
2. Receive a detailed inspection report
3. Receive an exclusive quote for your repairs with a 10% discount on Hitachi parts
4. Secure your Savings within 30 days before your quote expires.

Contact your Hitachi branch or customer support representative to find out more

T&C's: Inspections to be performed by 31st DEC 2023. Orders to be placed by the end of February 2024. Offer applies to Hitachi Construction Class machines only, excludes Undercarriage and Reman parts. Maximum order value capped at \$20K per machine inspection.



**PARTS
CLEARANCE**

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



T&C's: Offer is not applicable in conjunction with or for incorporation into any other existing or future agreements or offers.



NEVER WORK UNDER A SUSPENDED LOAD OR MOVE ONE OVER PEOPLE

- The risk of falling objects is always present when handling loads. Objects may become unstable and fall due to, incorrect slinging/lifting/securing methods, component failure, weather conditions etc.
- Suspended loads include those carried by cranes, forklifts or any other device that relies on a source of energy to maintain suspension.
- Persons working in close proximity to suspended loads must maintain a safe distance from the suspended load at all times.
- Working under a suspended load or lifting a load over any person is dangerous and can result in serious injury, to do so is strictly prohibited.



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



BEAT THE **HEAT!**

Summer Prep Starts Now!

Inspect, Service and Chill for a Cool Construction Season

- Overheating impacts machine performance and reduces component life. Inspect your radiator, hoses and coolant level.
- A comfortable operator is an efficient one. Check your machine's A/C and airflow.
- Extended shut down during holiday season can deteriorate performance of old batteries. Check the health of your batteries and cables.
- Make sure to perform prestart inspections every day. Inspect and clean your coolers. Also check for nests, dried grass and debris to avoid a fire.
- Always carry a fire extinguisher and replace it if needed.

STAY AHEAD OF THE GAME!

LET US HELP YOU GET YOUR MACHINE READY FOR SUMMER TODAY.



FREE DATA REPORT SERVICE THAT SAVES YOU TIME & MONEY



MONTHLY REPORT

Receive Monthly Reports including:

- Detailed operation report
- Operation status compared with the regional average
- Machine efficiency report
- Analysis of operation condition & forecast milestone dates
- Temperature monitoring and trends
- Pump health and comparison report
- A summary of machine alarms, and
- Experts' Recommendations

ALARM REPORT

Receive Emergency Alarm notifications:

- Prevent downtime by receiving emergency alarms notifications via email and on your phone

Reports are accessible via Owner's Site and ConSite Pocket.

Contact us for further support

READY MORE



REQUEST ACCESS

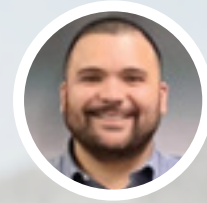


WE STRIVE TO IMPROVE

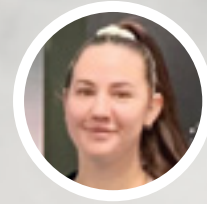
At the heart of our Customer Support Centre, Hitachi Fleet Management (HFM) plays a vital role in our commitment to better serve you. Our HFM specialists take pride in delivering proactive Equipment Management Solutions and makes a difference to you by:

- 1. Keeping You in the Loop:**
They keep a close eye on ConSite telematic reports and alarms. When items such as Emergency Alarms, ConSite Oil Alerts or Maintenance Notifications pop up, they reach out to you. Their critical feedback enables you to make decisions quickly, saving time and money.
- 2. Deliver a Seamless Service:**
Our HFM specialists take care of ConSol Parts Only agreements to ensure your parts arrive on time. Plus, they can order parts or book a service for you, making the whole process smooth and hassle-free. It is about giving you peace of mind.
- 3. Keeping In Touch:**
Our HFM specialists regularly contact our remote and smaller customers, ensuring that Hitachi is a reliable solution for every member of the Orange Family.

MEET OUR HFM SPECIALISTS:



Daniel



Andriana



Sarah

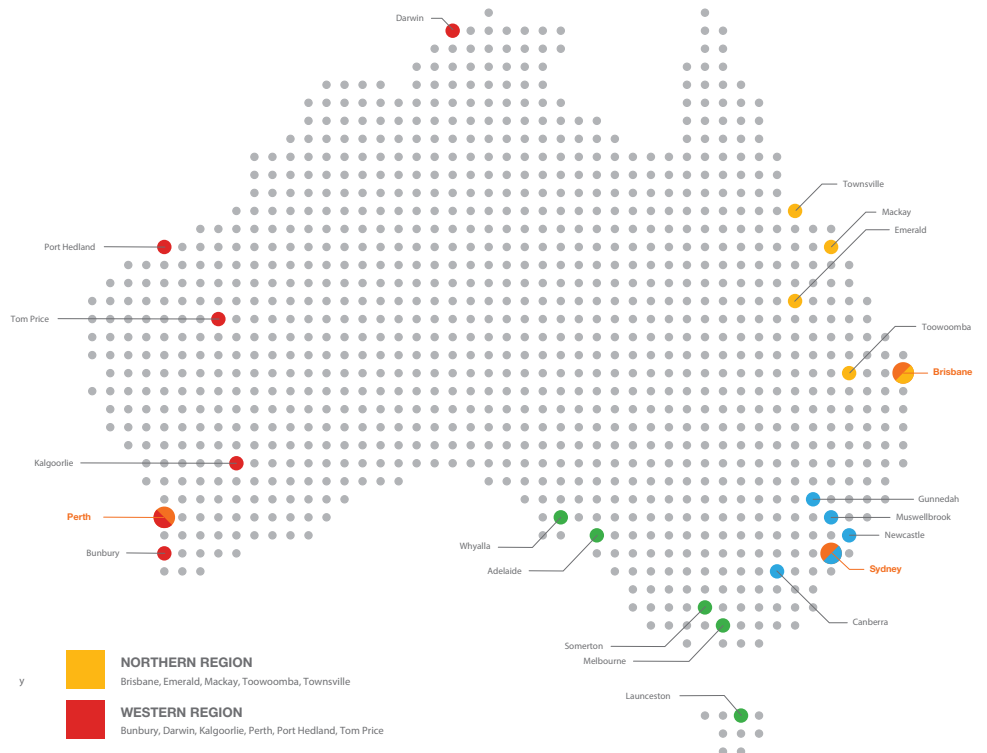
GET IN TOUCH

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



- 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