

HITACHI

Reliable Solutions

# HITACHI CUSTOMER SOLUTIONS



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

- LATEST OFFERS
- SAFETY TIPS
- TECH TIPS
- CONSITE
- WE THRIVE TO IMPROVE

HITACHI

BELL

ConSol

24/7 1300 HITACHI  
HCMA.COM.AU

# EXTEND THE LIFE OF YOUR TRUCK.



**SLASH 10% OFF PARTS FOR YOUR NEXT BIG FIX WITH HITACHI!**

**Offer Includes: Axles, Differentials, Final Drives, Suspension Systems, Wet Disk Brakes, Transmissions and Transfer Boxes.**

Contact your Customer Support Representative (CSR) or Hitachi Branch to receive a quote.

*T&Cs: purchase minimum \$10K parts on a service job via Hitachi. Service jobs should cover at least one of the components in this offer. Offer available until 31<sup>st</sup> AUG 2024.*

# GET DIG DEEPER. SAVE BIGGER!



**UP TO 73% SAVINGS**

**FREE SET OF TEETH WITH EVERY COMPLETE SET OF ADAPTORS & HARDWARE!**

MODEL RANGE	ADAPTOR #	QUANTITY
1.7-3.8T	MA02FM	3
4-6T	MA03	4
7-8T	MA04	4
13-16T	MA07	5
20-22.5T	HA32-142S	5
25-30T	HA40-154S	5
35-36T	HA40-154S	5
50T	HA40-154S	5
70 - 90T	HA40-154S	5

*T&Cs: offer is not applicable in conjunction with or for incorporation into any other existing or future agreements or offers. Offer includes Standard / General Purpose teeth only. Offer available until 31<sup>st</sup> AUG 2024.*

# FREE CHECKUP WITH LASTING BENEFITS.



**FREE UNDERCARRIAGE APPRAISAL BY TRAINED EXPERTS & SAVE 10% ON REPAIR PARTS**

- ✓ PREDICT YOUR MAINTENANCE
- ✓ PREVENT DOWNTIME
- ✓ PLAN YOUR COST IN ADVANCE
- ✓ SAVE 10% ON REPAIR PARTS

**Contact your Hitachi branch or Customer Support Representative (CSR) to find out more.**

*Offer applies to Hitachi Construction Class machines only. Discount applies to orders followed by an Undercarriage Appraisal by CSRs within 30 days. Offer available until 31<sup>st</sup> AUG 2024.*

# LIFT YOUR GAME WITH HYDRAULIC CYLINDER SERVICE.



**GET 5% OFF REMAN PARTS OR 10% OFF PARTS WHEN PERFORMED BY HITACHI**

## BUY REMAN HYDRAULIC CYLINDER

- Arm Cylinder
- Boom Cylinder
- Bucket Cylinder

Product Coverage:

**ZX200 – ZX890**

**Contact your Hitachi branch or Customer Support Representative (CSR) to find out more.**

*T&Cs: Offer strictly applies to select model range, offer is not applicable in conjunction with or for incorporation into any other existing or future agreements or offers. Offer available until 31<sup>st</sup> AUG 2024.*





## ALWAYS ENSURE FALL PROTECTION IS IN PLACE & UTILISED WHEN WORKING AT HEIGHT.

- Adequate protection must be in place to prevent a fall from one level to another.
- Where there is a risk of fall present, consideration needs to be given to:
  - Providing a fall prevention device, or
  - Providing a work positioning system, or
  - Providing a fall arrest system.
- When using a harness as the primary means of fall arrest, a documented recovery plan must be in place.
- Recovery systems must be readily available whilst work at height is being undertaken.



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



## OIL MONITORING

**Knowing the oil condition is essential for reducing component failures, and continuous monitoring is vital for maintaining optimal performance.**

- If oil deteriorates, components will be affected. If a component failure occurs, the oil will further deteriorate.
- In other words, component failures can be detected in their early stages by monitoring the condition of oil.
- It is possible to extend the life of your machine and its components by keeping oil at a good condition by monitoring it with regular oil sampling and doing proper maintenance

WATCH THIS VIDEO TO LEARN MORE.



**CONTACT YOUR CUSTOMER SUPPORT REPRESENTATIVE (CSR), TECH SUPPORT REP OR YOUR HITACHI BRANCH FOR FURTHER SUPPORT.**

# ELEVATE YOUR PERFORMANCE IN 2024.

**CONSITE IS FREE. EMPOWERING YOU TO ENJOY THE FREEDOM OF BEING IN CHARGE.**



## FREE MERCHANDISE FOR USING A FREE SERVICE.

Empower yourself with control and connectivity without a cost. Use ConSite Services or Applications in (June - August) 2024 for a chance to be one of the three lucky winners for a Hitachi merchandise pack.

**To get into the draw simply perform one of the following:**

- Access Global eService Owners Site
- Log In to ConSite Pocket
- Perform a ConSite Shot inspection on one of your machines
- Review monthly ConSite Reports
- Review ConSite Oil results
- Access ConSite ISF



Download ConSite Pocket and ConSite Shot from your app store:



# WE THRIVE TO IMPROVE.



**HELP US IMPROVE BY PROVIDING FEEDBACK ON OUR SURVEYS.**

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

We seek customers' input through transactional surveys.

You may also contact your branch, customer representative or visit the link below to provide feedback.

### OUR PROMISE

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

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



# SECURE YOUR INVESTMENT & UNLOCK SAVINGS FROM DAY 1

**ENJOY UP TO 17.5% DISCOUNTS: PARTS, LABOUR + MORE!**

Sign up with Consol Premium Service Agreement with your next Hitachi Construction Machine purchase enjoy up to:

**17.5% Discounts On Parts & 8% Discounts On Labour**

+ **Free 1 Year Extra Power Train Warranty**

+ **Finance Your Service with Your New Hitachi Machine**



**Contact your Hitachi sales representative or scan QR code to find out more.**

## 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

