

**HITACHI**

Reliable solutions

# HITACHI EXTENDED LIFE PROGRAM



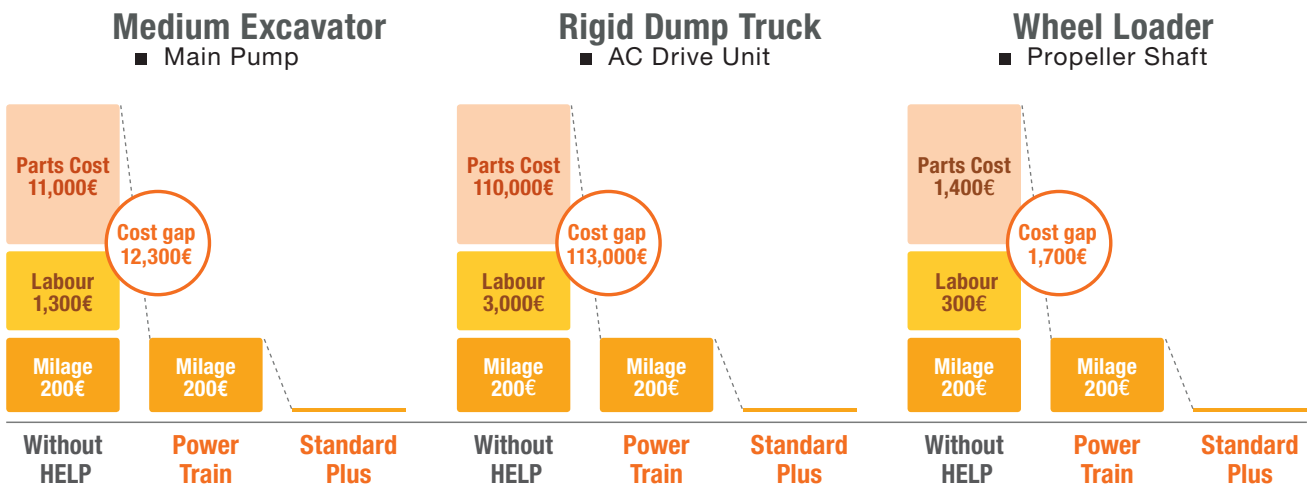
All new Hitachi equipment has our comprehensive manufacturer's warranty. These days however, equipment owners feel they need more protection due to severe conditions on the job, or to minimize unpredictable equipment repair costs. To meet these customer demands, Hitachi provides a unique extended warranty program called Hitachi Extended Life Program, or HELP.



## Benefits of HELP

- Predictable expenses to maintain a machine. Unexpected repairs will not influence the customers' financial plans.
- Repairs are done by an authorized Hitachi dealer using Hitachi genuine parts.
- Problems can be found and prevented from developing at early stage through periodical inspections. Finally, machine downtime can be reduced.
- Specific maintenance, repair and oil analysis records are kept for individual machines. The records could be used to evaluate and increase the machine's resale value.

## Cost Simulation



\*See chapter "Conditions" for details.

\*Milage is not covered by Power Train.

# Warranty Package



## STANDARD PLUS

This program extends the standard warranty term. Components covered are the same as the standard warranty.



## POWER TRAIN

Main components of the drive system are covered at reasonable prices.

# Covered Items

Covered items differ according to the warranty plan and machine model.

	Excavator		Wheel Loader		Rigid Dump Truck	
	Standard Plus	Power Train	Standard Plus	Power Train	Standard Plus	Power Train
<b>ENGINE</b>						
Cylinder head/block	●*1	●*1	●*1	●*1		
Cam/Crank shaft	●*1	●*1	●*1	●*1		
Rocker arm	●*1	●*1	●*1	●*1		
Conrod	●*1	●*1	●*1	●*1		
Timing gear/case	●*1	●*1	●*1	●*1		
Fan	●		●		●	
Radiator	●		●		●	
<b>STRUCTURE</b>						
Swing bearing	●	●	—	—	—	—
Frame	●	●*2	●		●	
Cover panel	●		●		—	—
Tank	●		●		●	
<b>HYDRAULIC COMPONENTS</b>						
Valve	●		●		●	
Cylinder	●	●	●	●	●	
Main pump	●	●	●	●	—	—
HST pump	—	—	●	●	—	—
HST motor	—	—	●	●	—	—
Torque converter	—	—	●	●	—	—
Control valve	●	●	●	●	●	
Hyd. oil cooler	●		●		●	
Center joint	●	●	—	—	—	—
Swing/Travel motor	●	●	—	—	—	—
Swing/Travel device	●	●	—	—	—	—
<b>FRONT ATTACHMENT</b>						
Arm	●	●*2	●		—	—
Boom	●	●*2	—	—	—	—
Front link	●		●		—	—
<b>AC DRIVE SYSTEM</b>						
Traction motor	—	—	—	—	●	●
Traction alternator	—	—	—	—	●	●
Control cabinet; Major	—	—	—	—	●	●
Control cabinet; Auxiliary	—	—	—	—	●	
Grid box	—	—	—	—	●	●
<b>OTHER</b>						
Transmission	●	●	●	●	●	●
Drive/Propeller shaft	●	●	●	●	●	
Axles	●*3	●*3	●	●	●	●*4
Controller	●		●		●	
Main harness	●		●		●	
Air conditioner	●		●		●	
Final drive	—	—	—	—	●	●

\*1For the machines with weight of 120 tons and over with CUMMINS and DETROIT DIESEL, extended engine warranty needs to be requested to the engine manufacture.

\*2Applicable to the machines with weight of 50 tons and over.

\*3Applicable to wheel type.

\*4Only rear axle is covered.

\* These items in this table are part of covered items. For more information, please contact your nearest Hitachi dealer.

# STANDARD PLUS



## Widest Coverage Suited for Extensively Operated Machines

Standard Plus covers the same components as standard warranty.

A customer has flexibility to extend hours and years of coverage to minimize the risk of unexpected failure.

### Recommendation

Category	
Mini Excavator	★ ★ ★
Small / Medium / Large Excavator	★ ★ ★
Giant Excavator	★ ★ ★
Compact Wheel Loader	★ ★ ★
Medium and Large Wheel Loader	★ ★ ★
Rigid Dump Truck	★ ★ ★
Application	
Construction	★ ★ ★
Demolition	★ ★ ★
Mining and quarrying	★ ★ ★
Material Handling	★ ★ ★
Recycle	★ ★ ★
Forestry	★ ★ ★



### Case Study

#### Customer Information

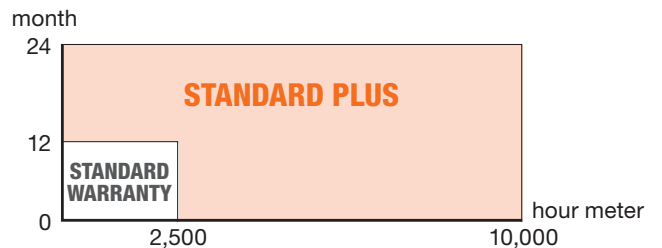
Industry Segment: Mining

#### Machine Information

Machine Model: EH1700-3

#### Operating Environment

The machine is mainly working for the transportation of soil/rock requiring high operation and high load for a long period. Unexpected costs, from sudden downtime need to be prevented.



When a customer purchases the 24 months / 10,000 hours Standard Plus, the warranty is effective from the date of delivery to 24 months after or till the hour meter value reaches up to 10,000 hours.

# POWER TRAIN



## Main Components Coverage, Attractive Price Suited for Less Extensively Operated Machines

Power Train covers major components like hydraulic cylinders, main pumps, swing bearing, travel motors, swing motors, control valves, etc.

Please refer to the table on the page 3 for the components that are covered by this program.

### Recommendation

Category	
Mini Excavator	★ ★ ★
Small / Medium / Large Excavator	★ ★ ★
Giant Excavator	★ ★ ★
Compact Wheel Loader	★ ★ ★
Medium and Large Wheel Loader	★ ★ ★
Rigid Dump Truck	★ ★ ★
Application	
Construction	★ ★ ★
Demolition	★ ★ ★
Mining and quarrying	★ ★ ★
Material Handling	★ ★ ★
Recycle	★ ★ ★
Forestry	★ ★ ★



### Case Study

#### Customer Information

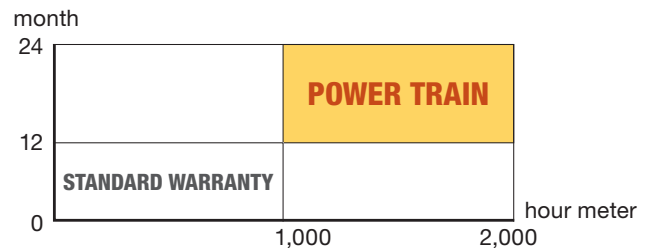
Industry Segment: Construction

#### Machine Information

Machine Model: ZX14-3

#### Operating Environment

The machine is mainly working with relatively lower load such as sewage digging work.



Power Train warranty starts whenever standard warranty is over, so when a customer chooses the 12 months / 1,000 hours Power Train, the Power Train coverage is effective after the expiration of standard warranty (12 months / 1,000 hours) to 24 months from the date of delivery or up to the hour meter value of 2,000 hours.

# STANDARD PLUS + POWER TRAIN

## Tailor-Made Warranty Plan

We provide a combination of Standard Plus and Power Train. Customer can choose tailor-made warranty plan for his operation schedule. The combination of Standard Plus and Power Train allows for an affordable extended warranty. Power Train starts when Standard Plus has expired. This plan is recommended for machines operating at a high rate and requiring an additional warranty after the standard warranty is expired.

## Recommendation

Category	
Mini Excavator	★ ★ ★
Small / Medium / Large Excavator	★ ★ ★
Giant Excavator	★ ★ ★
Compact Wheel Loader	★ ★ ★
Medium and Large Wheel Loader	★ ★ ★
Rigid Dump Truck	★ ★ ★
Application	
Construction	★ ★ ★
Demolition	★ ★ ★
Mining and quarrying	★ ★ ★
Material Handling	★ ★ ★
Recycle	★ ★ ★
Forestry	★ ★ ★



## Case Study

### Customer Information

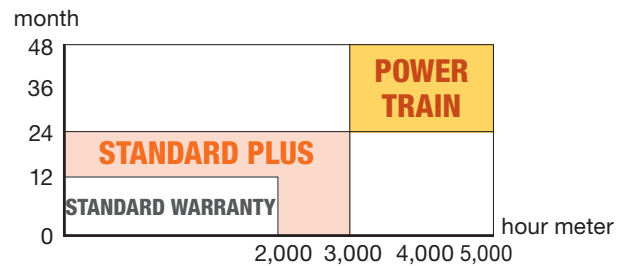
Industry Segment: Quarrying

### Machine Information

Machine Model: ZX670LCH-3

### Operating Environment

The machine is mainly working for quarry. Heavy load is applied to the hydraulic components and the structures such as arm or boom.



When a customer purchases the 24 months / 3,000 hours Standard Plus and the 24 months / 2,000 hours Power Train, Standard Plus coverage is effective from the date of delivery to 24 months after or up to 3,000 hours of the hour meter value (Standard Plus). In addition to this, the Power Train coverage is effective from 24 months after the date of delivery or 3,000 hours to 48 months after the date of delivery or up to 5,000 hours.

# Conditions

## Application Period

HELP can be purchased anytime within 360 days after delivery of the machine to the customer. HELP has 4 different price settings based on the elapsed time in days and the hour meter value. For the lowest price, Hitachi recommends for the customers to purchase HELP soon after the delivery and before 500 hours.

## Maximum Warranty Period (from the date of delivery)

Mini Excavator (Smaller than 6.9 ton)	36 months / 4,000 hours
Small / Medium / Large Excavator (7 to 99 ton)	48 months / 8,000 hours
Giant Excavator (100 ton and over)	60 months / 10,000 hours
Compact Wheel Loader (Smaller than 125 HP)	36 months / 4,000 hours
Medium and Large Wheel Loader (125 HP and over)	48 months / 8,000 hours
Rigid Dump Truck	60 months / 10,000 hours

\*HELP can be applied to all new Hitachi equipment. Also HELP can be applied to the factory modified machine such as demolition machine and long front with premium.

## Supplementary Information

### HELP Included

- Warranty for major components and structure listed in the “Covered Items.”
- Oil sampling kit and analysis cost for every 500 hours.

### HELP Precluded

- Reimbursement for mileage of Power Train, freight and other miscellaneous costs for field repairs.
- Premiums charged for overtime labour.
- Transportation cost of machines.
- Small repairs.
- Service parts and wear parts such as ground engaging parts, lamp, fuse, battery, V-belt, tires, tube, filter elements, electric wiring, wiper blades, seals, brake linings, diodes, glass products, oil, grease and grease nipples, etc.
- Depreciation and normal wear (Problems with normal wear, rust, vibration, noises and color fade-out.)
- Attachments not supplied by Hitachi.
- Damage caused by use of attachments not supplied by Hitachi.
- Damage caused by a specification deviation not authorized by Hitachi.
- Damage caused by incorrect operation, overloading or usage of the machine in the condition exceeded the machine specifications.
- Defects resulting from misuse, negligence, lack of proper maintenance, lack of protection during storage, subsequent damage, modifications, collision or other accident, vandalism, fire or other causalities, the elements or force majeure, or any repairs not done by authorized Hitachi dealer.
- Damage caused by use of non Hitachi genuine parts or the use of fuels, oils, grease or other required lubricants or fluids that do not meet Hitachi specifications.
- Damage caused by a part stocked under bad condition and maintenance.
- Damage caused by improper machine storage maintenance.
- Problem caused by improper haul road maintenance (Rigid Dump Trucks only)

### Customer's Duty

- Perform required maintenance and check in accordance with applicable operator's manual, care and clean.
- Only Hitachi genuine parts and oil shall be used for regular maintenance and repair.
- Arrange scheduled oil sampling. (Oil sampling kit and analysis cost included.  
Oil sampling work and shipping cost precluded.)
- Perform regular visual inspection.
- Authorize the Hitachi dealer to handle all of the regular maintenance, repair and overhaul.

In case a customer prefers to conduct maintenance and oil sampling by himself, the customer shall have proper commercial training and instruction from authorized Hitachi dealer. The problems caused by any improper installation and / or improper oil sampling and /or improper inspection shall be covered by the customers.

### Additional Note

For the details of HELP, please contact to your nearest Hitachi dealer.

This document is for informational purpose only. The customer may not derive any rights from it. In a case of conflict between provisions of this document and a contract concluded by a customer with a Hitachi dealer, the provisions of the contract shall prevail.



