



EGELQUIP

TECHNICAL SUPPORT PROGRAMS

Our comprehensive Technical Support Programs on **TANA** equipment is designed to provide our clients with peace of mind when it comes to maintaining and running your equipment. Our technical programs ensure that our clients are able to carefully manage monthly servicing and maintenance costs down to the last rand.

Our programs are fully supported by EgelQuip and all parts and components are sourced from the Original Equipment Manufacturer. Our skilled team of mechanics and technicians will ensure that you're able to maintain uptime and carefully manage costs, therefore generating the highest possible profitability for your business.

**Trust us with your equipment as we're, Proven to Deliver.
We have two (2) Technical Support Programs**

SERVICEPLUS

SERVICE PLUS provides our valued clients with a comprehensive **Service Agreement**. This Technical Support Program ensures that your scheduled servicing as per OEM specifications is carried out by trained and qualified mechanics. All associated costs and incidentals are covered by the monthly service charge. This enables you as the client to carefully manage operational costs and most importantly, run an efficient and profitable operation.

Our **SERVICE PLUS** technical support program covers all of the following;

- ✓ Servicing of machine at every 250hr service interval specified by the manufacturers
- ✓ Costs of labour
- ✓ Cost of travel (within 100km radius of Johannesburg)
- ✓ Includes all oils, filters and sundry materials for each service
- ✓ Daily and ongoing monitoring of Protrack systems, alarms, operations, fuel usage, hours, efficiency tracking, machine and operator abuse
- ✓ Monthly & weekly machine performance reports
- ✓ Cutting edges and scraper bar adjustments with radiator and oil cleaner cleaning
- ✓ Ongoing operator training and best practices on the machine
- ✓ Technician available for any emergencies
- ✓ Ensuring maintenance of warranty conditions on the unit
- ✓ Weekly sites for machine inspection and/or servicing & greasing
- ✓ All labour included in cost

EgelQuip will ensure that all service items stipulated in the service package as per OEM specifications is replaced at the set interval by one of our TANA trained mechanics.

This program is mandatory during the warranty period. (12months or 2,000hours, whichever occurs first)



FULL MAINTENANCE

This Technical Support Program covers all major components and failures. For a fixed rate, EgelQuip will provide a **FULL MAINTENANCE Program** for our clients on their equipment. All major components are covered under this program. We're able to provide this to our clients on machines for up to 10 000hrs. Any component failures will be replaced under this technical support program in order to ensure that your machines are kept operational and delivering on your contracts.

If you take the **FULL MAINTENANCE Program**, EgelQuip will offer you a **Trade-In** on your current TANA machine when you buy a new unit from us, this is after the **10,000hr program**, T&C apply.

The following is covered under **FULL MAINTENANCE**

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| ✓ Engine – (all components) | ✓ Articulation Cylinders | ✓ Hydraulic Hoses |
| ✓ Gearbox | ✓ Articulation Pins | ✓ Sensors & Display Screen |
| ✓ Hydraulic Pumps | ✓ Radiator | ✓ Labour |
| ✓ Auxiliary pumps | ✓ Batteries | ✓ Travel |
| ✓ Hydraulic Motor | ✓ Oil Pump | ✓ Any lifting on site |
| ✓ Joysticks | ✓ Oil Cooler | ✓ Transport (within 100km's of our head office) |
| ✓ Wiper Motor | ✓ Injectors | ✓ Sundry and Incidentals |
| ✓ Hydraulic Cylinder | | |

**For more information, please feel free to contact us at
info@egelquip.com or call us on**