

KOMATSU

FREQUENTLY ASKED QUESTIONS

KOMATSU WARRANTY PRO



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What is Komatsu Warranty Pro?

Komatsu Warranty Pro is the extended warranty program that Komatsu offers to keep your business moving forward. This after-sales service has an exclusive coverage designed to provide you with a high level of protection to support your operation and productivity.

What is the focus of the Extended Warranty?

The Komatsu Warranty Pro program aims at expanding (*) equipment warranty beyond the 12-month standard warranty, through two plans.

(*) *Applicable according to the list of models declared in the Extended Warranty Policy.*

To what models does it apply?

The Extended Warranty applies to Komatsu (*) equipment manufactured by the OEMs in Japan, Brazil and the United States. It can be purchased for new machines and for machines within the standard warranty period (up to 11 months from delivery to the Customer).

Equipment type	Small-sized equipment	Medium-sized equipment	Large-sized equipment
Bulldozer	D31 – D39	D51 – D85	D155 – D475
Wheel loader	WA150	WA200 – WA480	WA500 – WA900 (**) WA1200
Wheel dozer			WD600 – WD900
Excavator	PC130 – PC160	PC200 – PC550	PC600 – PC2000
Off-highway truck			HD325 – HD785 (**) HD1500
Articulated dump truck		HM250 – HM300	HM300 – HM400
Motor grader		GD511 – GD825	

(*) *Applicable according to the list of models declared in the Extended Warranty Policy.*

(**) *Do not include extended warranty of Cummins engine*

Who can commercialize this new product?

All Official Komatsu Distributors in Latin America.

What is the period for Extended Warranty?

24 months (*)		36 months (*)			48 months (*)			60 months (*)	
4,000 h	6,000 h	6,000 h	8,000 h	10,000 h	8,000 h	10,000 h	12,000 h	10,000 h	12,000 h

(*) *12 months of the standard warranty included.*

Are there different plans under the Extended Warranty?

Yes, there are two plans with different coverage:

PTP: Power Train Pro (Extended Warranty for the Power Train).

EWP: Extended Warranty Pro.

What is the coverage in each Extended Warranty plan?

Components of:	PTP aplicability	EWP aplicability
Diesel engine	X	X
Power Train	X	X
Hydraulic system	X	X
Parts for hybrid machines	X	X
Hydraulic cylinders		X
Structure		X
Cooling system		X
Parts of Tier IV system		X

Since when can Extended Warranty be acquired?

The Extended Warranty can be sold and acquired since April 1st, 2020.

Can the Extended Warranty coverage vary depending on the contracted period?

Yes, the coverage may vary depending on the contracted period. For more information, please contact your Distributor.

If a Customer requests an Extended Warranty that includes the frame (Extended Warranty Pro), how will this warranty be applied in the event of structural damage involving part or frame replacement?

As described in the Komatsu Holding South America's Extended Warranty Policy, the claim is entered and the repair or replacement of the structural component will be subject to approval.

Can I buy an Extended Warranty if my machine has already had a warranty problem before the 12-month period?

Yes, it is only necessary to comply with the requirements established in the Komatsu Holding South America's Extended Warranty Policy.

Is it possible to buy an Extended Warranty if the machines are maintained by my own company?

Yes, it is only necessary to comply with the requirements established in the Komatsu Holding South America's Extended Warranty Policy.

Can the Customer buy an Extended Warranty if they use non-original consumables (filter and oil)?

No, during the total warranty period (standard + extended) the equipment must only use Komatsu genuine parts and components, including lubricants and filters. If Komatsu lubricants are not distributed in the local market, lubricants to be used must be from other brands authorized by Komatsu via formal letter. This authorization must be requested from the Komatsu Holding South America Product Support team.

If a machine is for production and presents a failure of Komatsu's responsibility, does the Extended Warranty cover the cost of a replacement machine?

No, this only applies when OEM campaigns of type A1 and A2 (Safety Campaigns) are carried out, where the communication letter indicates that the cost of a replacement machine is part of the campaign.

Can the Customer repair a failure under warranty and then invoice such work to the Distributor (labor, components, etc.)?

No, it is the Distributor who must carry out the repair or change of parts in the event of a failure covered by the warranty. Review the Warranty Policy section in the Komatsu Holding South America's Construction SPPM.

If during the standard warranty period the Customer signs a service contract with the local Distributor, can the Customer obtain an Extended Warranty free of cost?

Yes, this is feasible if the machine meets the requirements indicated in the Komatsu Holding South America's Extended Warranty Program. This is also subject to the type of service contract and the rules stated by the Aftermarket team of Komatsu Holding South America.

Are the Extended Warranties valid for mining equipment from Komatsu?

The scope is defined for the models described in the Komatsu Holding South America's Extended Warranties Program.