



TOTAL R&M CONTRACT

Enjoy total peace of mind

Do you want to ensure the best possible equipment performance? A Total R&M (Repair & Maintenance) contract means one fixed cost that covers everything you need to avoid breakdowns and offers peace of mind and financial confidence.

Benefits of Total R&M

- Covers all your service needs: full planned maintenance program, inspections and required equipment repairs
- Contract length 5 years, but shorter and longer contracts are available
- Full service history record of the equipment
- Helps you manage and decrease your total cost of ownership (TCO)

Planned, preventive maintenance

Planned maintenance program following Hiab's official instructions will keep your Hiab product running at the original, high level of performance and prevent any unexpected, costly repairs. All maintenance services are run by trained service technicians using original Hiab parts.

Planned maintenance program according to Hiab official instructions includes:

- Replacement of hydraulic oil and filters to ensure oil cleanliness and prevent issues in hydraulic system
- Greasing all grease points
- Inspecting equipment for worn or damaged parts
- Performing general adjustments and required software updates
- Planning, correct timing and administration of all maintenance activities.

Inspections

Total R&M also includes an inspection program of equipment:

- Full condition inspections of the equipment and comprehensive report of equipment condition; required service actions after each inspection are planned and executed by Hiab service network
- Legal certification inspections of the product (optional) – **name of local legal certificate & more detailed description added in local versions/translations**

Replacement of wear items

Total R&M includes the replacement of wear and tear items, e.g. slide pads, seals, bearings and bushings as required. The condition of wear items will be checked during all service inspections. After each inspection, Hiab will plan required replacements using original Hiab parts to help you keep up the original performance of your equipment.

Repair services

Condition inspections will also help in planning necessary repairs. If any repairs on the equipment are spotted in an inspection, Hiab will plan the services accordingly. This way we help you ensure the equipment is safe to use and guarantee the highest possible performance.

Should an unplanned failure happen, emergency repair services will make sure the equipment is functional as soon as possible. Emergency services will always be performed by qualified Hiab service network technicians on site at customer location, if necessary.

All repairs will be performed with needed diagnostics tools from Hiab to ensure speedy and high quality service resolution.

Flexible scope

Total R&M is flexible according to your needs. The standard coverage is already very comprehensive, but if you need additional services the following can be added:

- Service coverage of accessories and on truck equipment
- Service coverage of hoses (**varies by market – standard in some markets**)
- Maintenance services/planned repair services outside of normal opening hours
- Maintenance and planned repair services at customer location
- HiConnect™

Do you want to just keep going and produce as planned? Ask us about Total R&M.

See the complete Hiab ProCare™ offering →

HIAB PROCARE™ SERVICE AGREEMENTS – PRODUCE AS PLANNED

A flexible service contract designed to secure the uptime of all Hiab equipment. Scheduled and preventive maintenance using original parts help your equipment retain its high quality and reduce the risk of unexpected downtime.

Select the level of contract you need: Inspection, Essentials or Total R&M



Hiab ProCare™ multilevel offering

CONTRACT SCOPE	INSPECTION	ESSENTIALS	TOTAL R&M
Comprehensive condition inspections (including legal certification, if applicable)	■	■	■
Full preventive and planned maintenance program according to Hiab official guidelines		■	■
Wear and tear replacements			■
Repair services at Hiab workshop			■
Emergency repairs at customer location			■
All services performed by Hiab authorised service technicians and Hiab original parts	■	■	■
OPTIONAL ELEMENTS			
Maintenance services at customer location		●	●
Services of on-truck equipment and accessories			●
Services outside of normal opening hours*	●	●	●
HiConnect™ *		●	●

* Check availability with your local Hiab sales point

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