

HIAB PROCARE™ SERVICE AGREEMENTS



DELIVER AS PROMISED

Regular maintenance is proven to reduce downtime, increase operational efficiency and safety, and reduce expensive repair work.

With Hiab ProCare™, our aim is to keep you moving so that you can deliver as promised, every time. ProCare tailored service agreements offer the highest level of service and make the ownership of our equipment a hassle-free experience.



From repair to reliability

With Hiab ProCare™ we take ownership of the preventive maintenance of your equipment. Hiab ProCare™ is a flexible, multilevel service offering to secure safe operation and maximum uptime. With scheduled and predictive maintenance, your equipment retains the high quality you invested in from the start. Each piece of equipment receives professional care via our global network of professional service technicians. The high-quality standards and original spare parts included in ProCare ensure lowest lifetime service cost and highest re-sell value for your machine – for total peace of mind.

Hiab ProCare™ is available in three service levels: Inspection, Essentials and Total Repair and Maintenance (R&M). Read more about what is included on each level on page 4.



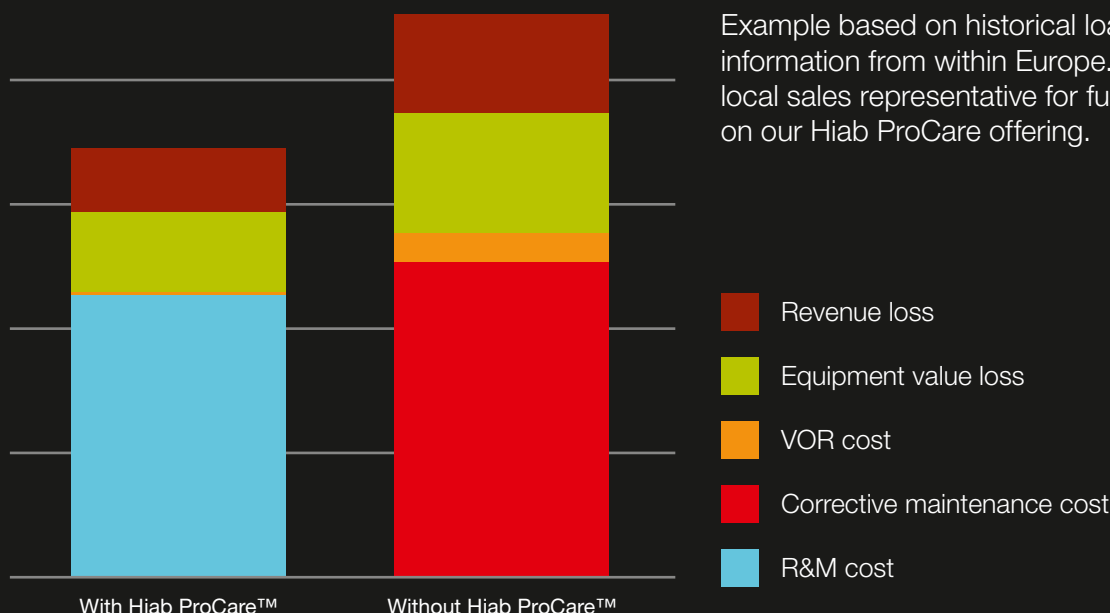
ENJOY PEACE OF MIND

A quality investment needs to be met with quality maintenance to ensure ultimate efficiency and highest lifetime value of your Hiab equipment. With Hiab ProCare™, you are guaranteed a predetermined cost, even if faced with unexpected repairs. Let us manage and execute all maintenance and related administration so that you can focus on your core business.

In the diagram below, you can see an example how your total cost of ownership can be reduced by signing a Hiab ProCare™ agreement:

- With Hiab ProCare™ you reduce the cost of unexpected standstill and corrective repairs
- Higher uptime and reliability means you are able to deliver on your customer promises, resulting in total customer satisfaction and higher profits
- Higher residual value of equipment due to fully recorded service history

5 year total cost comparison



THE HIAB PROCARE™

MULTILEVEL OFFERING

Available on several levels, Hiab ProCare™ keeps you moving forward to deliver as promised. We will work with you to schedule in inspections, preventive maintenance and more, allowing you to focus on your core business.

Simply choose the level of service agreement that is right for your business (see table below). Whichever level you choose, rest assured your equipment is cared for with the expertise only Hiab can offer. Need total peace of mind? Choose Total R&M (see next page). One fixed cost covers what you need to avoid costly breakdowns and unexpected downtime. All you need to do is fuel and operate.



INSPECTION – the certificates of function you need

Make it simpler and easier on yourself to comply with inspection regulations for your equipment. With our thorough Inspection service agreement, timed to fit both your inspection and your work schedules, we get you back on the road fast.

- Extensive protocol with over 100 checkpoints
- Annual visual and functional checks
- Regular safety checks
- Compliance with all local and national legislative requirements

ESSENTIALS – basic service that is easy to plan

Put your preventive maintenance planning in our hands and avoid unexpected costs and downtime. In addition to inspections, our Essentials service agreement includes preventive yearly maintenance to keep your equipment running as it should.

- Inspections
- Filter replacement
- Oil replacement, greasing all grease points
- Checking for worn out or damaged parts
- Performing general adjustments

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. Hiab ProCare™ contract conditions may vary between markets.

TOTAL R&M – JUST KEEP GOING

Forget untimely breakdowns and focus on preventing them from ever happening. A Total R&M contract means one fixed cost that covers everything you need to minimize the risk of breakdowns and offers peace of mind and financial confidence to its owner.

Total R&M includes preventive and corrective repairs, including wear, tear parts and labour, provided by skilled engineers who deliver the best service and experience, labour included. With structured, consistent and planned maintenance and repairs throughout your equipment's lifecycle we ensure maximum uptime. Reliable maintenance history and full legal compliance mean that you just can keep going.

A Total R&M contract normally runs for 5 years and includes:

- Comprehensive/extensive inspections with a pre-defined schedule, to identify potential issues before they become costly repairs
- Full preventive maintenance following Hiab official maintenance programs, with Hiab original parts and authorised service technicians
- In case of component failures: fast response time, diagnostics/troubleshooting and repair services with Hiab original parts and authorised service technicians
- Replacement of wear and tear items as required



WELL-CONNECTED MEANS WELL-PREPARED

In addition to delivering class-leading load handling equipment and services, Hiab also offers a range of Connected Services to further enhance your productivity, efficiency and safety.

Discover how easy it is to stay in constant contact with equipment and stay one step ahead of needed maintenance.



Connect your fleet to stay one step ahead

HiConnect™ is a connected service that allows you to receive real-time data about your Hiab equipment's operation and condition via web-based dashboards. Offering easy access to all vital data it helps you take your performance to the next level, while avoiding unnecessary downtime and improving safety.

- Be in control of your critical actions
- Optimize your fleet based on real-time facts from its utilization
- Minimize accidents and unsafe equipment use
- Gain easier and more proactive access to service
- Understand your operators for more effective training

Merge with Hiab ProCare™ for maximum value

For truly smarter business, merge real-time status of your equipment with professional, planned and predictive maintenance by Hiab ProCare™. As your connected equipment collects usage data over time, our ProCare team can assess and adjust your planned and predictive maintenance accordingly. Tailoring service to your equipment and actual usage means we can achieve maximum uptime for your unique operation.



HIAB SERVICES – ALWAYS THERE FOR YOU

When you invest in Hiab equipment, you invest in quality performance to safely and efficiently fulfill your commitments to your customers – every single day.

With Hiab Services, we are here for you throughout your equipment lifecycle, giving the uptime and reliability you need to deliver as promised. From the moment of installation, we can ensure that your Hiab

equipment keeps its original performance – delivering always to your expectations. With the latest tools, connectivity and wide network of experts, we support you whenever and wherever you need us.

To see how Hiab Procure can work for you, please contact your local Hiab office in your country. For contact details, go to www.hiab.com

BUILT TO PERFORM

Hiab is the world's leading provider of on-road load-handling equipment, intelligent services and digitally connected solutions. Hiab's offering encompasses class-leading load handling equipment including HIAB loader cranes, LOGLIFT and JONSERED forestry and recycling cranes, MOFFETT truck-mounted forklifts, MULTILIFT demountables, and tail lifts under ZEPRO, DEL, and WALTCO brands. As the industry pioneer, our commitment is to increase efficiency in our customers' businesses and to shape the future of intelligent load handling.

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Hiab is part of Cargotec Corporation.

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