



Komatsu Care Programs

Maintenance and Repair



Importance of maintenance and repair

With so much at risk, today’s most savvy contractors know that a planned maintenance and repair program more than pays for itself over time. That’s why so many contractors rely on Komatsu distributors to keep their equipment in peak operating condition and provide regular maintenance.



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Komatsu Maintenance and Repair Programs



Komatsu Care

Komatsu Care Plus

Komatsu Care Plus II

Advantage Coverage

3 Years , 2,000 Hours	Available past 10,000 Hours	Available up to 10,000 Hours	Available up to 10,000 Hours
Complimentary Scheduled Maintenance <ul style="list-style-type: none"> • Automatic scheduling • Maintenance parts and fluids • Travel and labor included • KOWA oil analysis • 50 point inspection • Service record history • Eligible for Komatsu Care Certified 	Scheduled Maintenance <ul style="list-style-type: none"> • Automatic scheduling • Maintenance parts and fluids • Travel and labor included • KOWA oil analysis • 50 point inspection • Service record history • Major component assurance • 100% Core guarantee • Special financing • Eligible for Komatsu Care Certified 	Scheduled Maintenance and Repair <ul style="list-style-type: none"> • Automatic scheduling • Maintenance parts and fluids • Travel and labor included • Genuine Parts • KOWA Oil analysis • 50 Point inspection • Service record history • Comprehensive repair coverage • Diagnostics included • Competitive pricing • Special financing • Eligible for Komatsu Care Certified 	Extended Warranty <ul style="list-style-type: none"> • Customizable repair coverage • Powertrain — powertrain components only • Powertrain Plus — powertrain and hydraulic systems • Premier — comprehensive machine coverage • Travel and labor included • Genuine Parts • Diagnostics included • Service record history • Special financing

Program Coverage

At Komatsu we know that buying the right iron is only the first half of buying the right solution. That is why we are committed to building all of our programs with the quality you have come to expect from Komatsu. Have peace of mind knowing that your equipment can be serviced by any Komatsu distributor across the nation with our guarantees of certified labor and genuine parts to empower your machine's long term performance.

Aftermarket segment	Coverage	Komatsu Care	Komatsu Care Plus	Komatsu Care Plus II	Advantage Coverage
Scheduled preventative maintenance	Engine oil and filters	●	●	●	
	Fuel filters and breathers	●	●	●	
	KCCV and def filters	●	●	●	
	Engine coolant		●	●	
	Air cleaner filters		●	●	
	Cab recirculation air filters	●	●	●	
	Transmission oil, filters, and strainers	●	●	●	
	Hydraulic oil, filters, and strainer	●	●	●	
	Powertrain oil	●	●	●	
	Certified labor	●	●	●	
	Periodic oil samples	●	●	●	
	50 Pt inspection	●	●	●	
	Travel	●	●	●	
Equipment repairs	Powertrain				●
	Powertrain and hydraulics				●
	Premier			●	●
	Genuine Parts			●	●
	Diagnostics			●	●
	Certified labor			●	●
	Travel			●	●
Added value	Complimentary	●			
	National coverage	●	●	●	●
	Service record retention	●	●	●	●
	Komatsu Care Certified eligibility	●	●	●	
	My Komatsu management	●	●	●	●
	Komatsu financing		●	●	●
	Competitive bundle pricing			●	
	100% Core guarantee		●		
	Major component assurance		●		

Komatsu Care

Complimentary scheduled maintenance

What is Komatsu Care?

Komatsu Care is a complete service and advanced product support solution that Komatsu and our distributors provide to our customers. Komatsu Care features our exclusive complimentary scheduled maintenance program designed to keep your machines running longer.



What's included?

- **3 years/2,000 hours**
- Lower your current cost of ownership
- Genuine parts and certified labor
- 50 Point inspection by certified technicians
- Regular oil samples (KOWA)
- Eligible for Komatsu Care certification
- Standard on all Tier 4 construction equipment
- Improvements in equipment uptime and reliability
- Continuous maintenance support with Komtrax remote monitoring system
- Two Komatsu Diesel Particulate Filter (KDPF) exchanges included for 5 years/ 9,000 hours
- Two Komatsu Selective Catalytic Reduction (SCR) maintenance services included for 5 years/9,000 hours

Komatsu Care Plus

Scheduled maintenance

What is Komatsu Care Plus?

Komatsu Care Plus is a continuation of the Komatsu Care offering including added benefits like: Major component assurance, 100% core guarantee, and special financing.



What's Included?

- Available during any machine hour
- Fixed maintenance and repair cost
- National coverage
- Automatic maintenance scheduling
- Genuine parts and certified labor
- 50 Point inspection by certified technicians
- Regular oil samples (KOWA)
- Service record history
- Eligible for Komatsu Care certification
- Travel included
- Transferable with machine
- Current Tier 4 production models
- Advanced data analytics with My Komatsu
- Special financing
- 100% core guarantee-you will receive 100% core credit value when machine is covered under program coverage (up to 10,000 hours)
- 10,000 hour major component assurance — proration of any major component that fails within program coverage (up to 10,00 hours)
- Available on new machines or machines already in the field

Komatsu Care Plus II

Scheduled maintenance and repair

What is Komatsu Care Plus II?

Komatsu Care Plus II includes everything in Komatsu Care Plus bundled with a comprehensive repair coverage. This program allows you to fix the majority of your equipment's operating cost while minimizing downtime and maintaining proper repairs. Komatsu Care Plus II must be purchased within 12 months of machine purchase.



What's included?

- Available up to 10,000 hours
- Fixed maintenance and repair cost
- National coverage
- Automatic maintenance scheduling
- Genuine parts and certified labor
- 50 Point inspection by certified technicians
- Regular oil samples (KOWA)
- Service record history
- Eligible for Komatsu Care certification
- Travel included
- Transferable with machine
- Current Tier 4 production models
- Advanced data analytics with My Komatsu
- Special financing
- OEM support
- Diagnostics included
- Premier total repair coverage

Advantage Coverage

Extended repair coverage

What is Advantage Coverage?

With Komatsu Advantage extended coverage, your equipment is protected if a covered component fails due to a defect in material or workmanship and assures that repairs are made by Komatsu-trained experts using genuine Komatsu parts.

What are the coverage options?

Powertrain

Powertrain coverage from Komatsu ensures that your machine's powertrain is covered from expensive repairs.

Powertrain Plus

Powertrain Plus offers coverage on all powertrain components plus hydraulic system coverage to keep your machine running strong.

Premier

Premier is our most comprehensive machine coverage option available. Bumper to bumper, Komatsu has you covered.



Covered Items	PT	PT+	Premier
Suspension			
Electronic control module			●
Suspension cylinders and control valves			●
Suspension control arm assemblies			●
Senders, solenoids and sensors			●
Pipes, tubes, clamps, valves and hoses			●
Electrical system			
Gauges and instruments			●
Wiring harnesses			●
Switches			●
Relays and circuit breakers			●
Start switch			●
Fuse/circuit breaker panel and circuit board			●
Monitor panels			●
Komtrax, VHMS and PLM (payload meter)			●
Electronic controllers			●
Air intake heaters and glow plugs			●
Senders, solenoids and sensors			●
Frames, structures and linkages			
Boom/arm			●
Bell crank and Z bar on wheel loaders			●
Carbody			●
Steel frame (front, rear, sub)/revolving frame			●
Steel of outrigger on backhoe loaders			●
Motor grader circle			●
Undercarriage related parts			
Bogie assemblies			●
Equalizer bar			●
H.I.C. assemblies			●
Pivot shaft assembly			●
Recoil springs			●
Track adjusters			●
Track roller frame			●
Hybrid systems			
Capacitor/inverter	●	●	●
Generator/motor	●	●	●
Hybrid controller	●	●	●
Lubrication pump	●	●	●
Radiator	●	●	●
Swing motor			●
Water pump	●	●	●
Wiring harness	●	●	●
Intelligent Machine Control system			
GNSS and GPS antenna(s), GNSS receiver/controller, GNSS			●
Control box and ICT controller			●
IB monitor			●
Sensors and encoders			●
Engine and related parts			
Engine assembly internal components	●	●	●
Engine oil related			
Cooler	●	●	●
Engine filter mount	●	●	●
Remote make-up oil tanks		●	●
Remote mounted oil filtration system		●	●
Valves	●	●	●
Hose clamps and hoses			●

Covered Items	PT	PT+	Premier
Air intake and exhaust related			
Air cleaner housing and after coolers			●
Inter coolers			●
Turbo charger	●	●	●
Intake and exhaust manifolds	●	●	●
EGR valve and cooler	●	●	●
Mufflers			●
Senders, solenoids and sensors	●	●	●
Pipes, tubes, clamps, hoses			●
Fuel related			
Fuel tank assembly and mounting			●
Fuel filter mounts	●	●	●
Fuel transfer, auxiliary, lift and injection pumps	●	●	●
Fuel coolers	●	●	●
Injectors	●	●	●
Fuel manifolds/valves	●	●	●
Senders, solenoids and sensors	●	●	●
Pipes, tubes, clamps and hoses			●
Engine mounted components			
AC compressor/condenser			●
Alternator and starter	●	●	●
Damper and vibration damper	●	●	●
Power take off	●	●	●
Belt tensioner	●	●	●
Flywheel and flywheel housing	●	●	●
Heat shielding and framework			●
Engine electrical components			
Senders, solenoids and sensors	●	●	●
Electronic control modules	●	●	●
Engine wiring harness	●	●	●
Aftertreatment system			
KDPF assembly			●
HC and DEF dosing nozzles			●
SCR assembly			●
KCCV assembly			●
Senders, solenoids and sensors			●
Pipes, tubes, clamps and hoses			●
DEF mixing tube			●
Other DEF system related			
Tank			●
Heater, pump and tank heater valve			●
Pump controller			●
Senders, solenoids and sensors			●
Pipes, tubes, clamps and hoses			●
Power transmitting system			
Transmission	●	●	●
Transmission and torque converters	●	●	●
Torque flow assembly/power module	●	●	●
Hydrostatic pumps and motors	●	●	●
Control and PPC valves	●	●	●
Oil coolers, tanks and reservoirs	●	●	●
Oil filter mount	●	●	●
Electronic control module	●	●	●
Senders, solenoids and sensors	●	●	●
Steering and transfer cases	●	●	●
Damper	●	●	●
Swing gear box	●	●	●
Pipes, tubes, clamps and hoses			●

Covered Items	PT	PT+	Premier
Drive line			
Axles and axle housings	●	●	●
Axle mounting and oscillation	●	●	●
Differentials and final drives	●	●	●
Wheel/rim			●
Valves	●	●	●
Pipes, tubes, clamps and hoses			●
Steering (eligibility under the PT coverage type applies to track machines only)			
Steering clutch	●	●	●
Steering clutch and brake control valve	●	●	●
Steering pump and emergency steering pump	●	●	●
Steering oil cooler	●	●	●
Steering valves	●	●	●
Steering box	●	●	●
Steering linkage, column and console			●
Tie rod			●
Senders, solenoids and sensors			●
Pipes, tubes, clamps and hoses			●
Braking system			
Brake primary and secondary cylinders			●
Brake pump and emergency brake pump			●
Wet brake assemblies	●	●	●
Brake oil cooler assemblies	●	●	●
Brake oil cooler fan, pump and motor	●	●	●
Brake caliper			●
Accumulators			●
Tanks and reservoirs			●
Electronic control modules			●
Senders, solenoids and sensors			●
Pipes, tubes, clamps and hoses			●
Cooling system			
Radiator			●
Expansion tank			●
Thermostat	●	●	●
Cooling fan, fan drive and shrouding	●	●	●
Water pump	●	●	●
Senders, solenoids and sensors	●	●	●
Pipes, tubes, clamps and hoses			●
Hydraulic systems			
Non-propulsion hydraulic pumps and motors		●	●
Hydraulic cylinders		●	●
Hydraulic valve and controls		●	●
Electronic control modules		●	●
Hydraulic accumulators		●	●
Hydraulic oil coolers and cooling fans		●	●
Swivels (rotary manifolds)		●	●
Swing motor		●	●
Hydraulic oil filter assembly		●	●
Hydraulic tanks		●	●
Senders, solenoids and sensors		●	●
Pipes, tubes, clamps and hoses		●	●

Machine Coverage

Introducing the all new Komatsu Care Plus and Komatsu Care Plus II programs

Komatsu Care Plus and Komatsu Care Plus II can overlap with your complimentary Komatsu Care providing some additional benefits and repair coverage. With two different coverage offerings you can get what's right for you and your equipment:



Bulldozers

	Plus	Plus II
Oils		
Change coolant	●	●
Change engine oil	●	●
Change final drive oil	●	●
Change hydraulic oil	●	●
Filters		
Engine oil filters	●	●
Pre fuel filters	●	●
A/C fresh and recirculation filter	●	●
Engine air filters	●	●
Replace fuel main filter	●	●
Replace engine lube oil filter	●	●
Replace hydraulic filter	●	●
Replace HST filters	●	●
KCCV filters	●	●
DEF pump filter	●	●
Breather elements		
Replace fuel tank breather element	●	●
Replace DEF tank breather element	●	●
Replace hydraulic tank breather element	●	●
Other		
Reset monitor panel	●	●
Lubricate machine	●	●
Drain sediment from fuel tank	●	●
Clean hydraulic tank strainer	●	●
Repairs		
Engine		●
Aftertreatment system		●
Cooling system		●
Transmission/hydrostatic		●
Powertrain drive line		●
Braking system		●
Steering system		●
Hydraulic systems		●
Electrical systems		●
Frames and structural		●
Undercarriage related components		●
Intelligent machine controls		●
Genuine Parts		●
Certified labor		●
Diagnostics		●
Travel		●



Excavators

	Plus	Plus II
Oils		
Change coolant	●	●
Change engine oil	●	●
Change hydraulic oil	●	●
Change final drive oil	●	●
Change swing machinery oil	●	●
Change damper case oil	●	●
Filters		
Replace fuel pre filter	●	●
A/C fresh and recirculation air filters	●	●
Fuel main filter	●	●
Replace DEF pump filter	●	●
Replace hydraulic oil filter element	●	●
Replace KCCV filter element	●	●
Breather elements		
Replace air cleaner element	●	●
Replace hydraulic tank breather element	●	●
Replace DEF tank breather element	●	●
Other		
Reset monitor panel	●	●
Lubricate machine	●	●
Lubricate swing circle	●	●
Check swing pinion grease	●	●
Drain sediment from fuel tank	●	●
Clean hydraulic tank strainer	●	●
Repairs		
Engine		●
Aftertreatment system		●
Cooling system		●
Hydrostatic system		●
Braking system		●
Hydraulic systems		●
Electrical systems		●
Frames and structural		●
Undercarriage related components		●
Intelligent machine controls		●
Genuine Parts		●
Certified labor		●
Diagnostics		●
Travel		●

Machine Coverage

Komatsu Care Plus and Komatsu Care Plus II



Wheel loaders

	Plus	Plus II
Oils		
Change coolant	●	●
Change engine oil	●	●
Change oil in transfer case	●	●
Change hydraulic oil	●	●
Change front and rear axle oil	●	●
Filters		
Engine oil filters	●	●
Replace fuel pre filter	●	●
A/C fresh and recirculation air filters	●	●
Replace fuel main filter	●	●
Replace HST oil filter	●	●
Replace DEF pump filter	●	●
Replace KCCV filter element	●	●
Breather elements		
Check and clean fuel breather element	●	●
Replace hydraulic tank breather element	●	●
Other		
Reset monitor panel	●	●
Check and clean air cleaner	●	●
Lubricate rear axle pivot pin	●	●
Lubricate machine	●	●
Drain sediment from fuel tank	●	●
Clean transfer case strainer	●	●
Clean transfer case breather	●	●
Lubricate center hinge pin	●	●
Repairs		
Engine		●
Aftertreatment system		●
Cooling system		●
Transmission		●
Powertrain drive line		●
Braking system		●
Steering system		●
Hydraulic systems		●
Electrical systems		●
Frames and structural		●
Genuine Parts		●
Certified labor		●
Diagnostics		●
Travel		●



Motor graders

	Plus	Plus II
Oils		
Change coolant	●	●
Change engine oil	●	●
Change transmission case oil	●	●
Change final drive case oil	●	●
Change hydraulic oil	●	●
Check circle rotation gear case oil	●	●
Check tandem case oil	●	●
Filters		
Engine oil filters	●	●
Replace fuel pre filter	●	●
Replace fuel main filter	●	●
A/C fresh and recirculation filters	●	●
Replace hydraulic oil filter	●	●
Replace transmission oil filter	●	●
Replace KCCV filter	●	●
Replace DEF pump filter	●	●
Breather elements		
Replace final drive breather	●	●
Replace transmission breather	●	●
Replace DEF breather	●	●
Replace hydraulic tank breather	●	●
Other		
Reset monitor panel	●	●
Clean hydraulic tank strainer	●	●
Repairs		
Engine		●
Aftertreatment system		●
Cooling system		●
Transmission		●
Powertrain drive line		●
Braking system		●
Steering system		●
Hydraulic systems		●
Electrical systems		●
Frames and structural		●
Genuine Parts		●
Certified labor		●
Diagnostics		●
Travel		●

Machine Coverage

Komatsu Care Plus and Komatsu Care Plus II



Rigid Trucks

	Plus	Plus II
Oils		
Change engine oil	●	●
Change steering and transmission brake oil	●	●
Change rear differential oil	●	●
Change rear final drive oil	●	●
Filters		
A/C fresh and recirculation air filters	●	●
Replace engine oil filter	●	●
Replace fuel main filter	●	●
Replace fuel pre filter	●	●
Replace recirculation air filter	●	●
Replace transmission oil filters	●	●
Replace steering and hoist oil filter	●	●
Replace transmission and brake cooling oil filter	●	●
Replace KCCV filter element	●	●
Breather elements		
Solvent wash hydraulic tank breather	●	●
Solvent wash differential case breather	●	●
Other		
Reset monitor panel	●	●
Replace air filter assembly	●	●
Replace oil filters and backup ring	●	●
Solvent wash transmission strainer	●	●
Grease machine hinge points	●	●
Repairs		
Engine		●
Aftertreatment system		●
Cooling system		●
Transmission		●
Powertrain drive line		●
Braking system		●
Steering system		●
Hydraulic systems		●
Electrical systems		●
Frames and structural		●
Genuine Parts		●
Certified labor		●
Diagnostics		●
Travel		●



Articulated Trucks

	Plus	Plus II
Oils		
Drain oil from floating seal	●	●
Change engine oil	●	●
Change transmission and brake oil	●	●
Change final drive oil	●	●
Change differential case oil	●	●
Filters		
Replace engine air filters	●	●
Replace engine oil filter cartridge	●	●
A/C fresh and recirculation air filters	●	●
Replace fuel pre-filter cartridge	●	●
Replace fuel main filter	●	●
Replace transmission oil filters	●	●
Replace brake oil filter	●	●
Replace hydraulic oil filter element	●	●
Replace DEF pump filter	●	●
Replace KCCV filter element	●	●
Breather elements		
Replace fuel tank breather element	●	●
Replace DEF tank breather	●	●
Replace hydraulic tank breather element	●	●
Other		
Reset monitor panel	●	●
Drain sediment from fuel tank	●	●
Repairs		
Engine		●
Aftertreatment system		●
Cooling system		●
Transmission		●
Powertrain drive line		●
Braking system		●
Steering system		●
Hydraulic systems		●
Electrical systems		●
Frames and structural		●
Genuine Parts		●
Certified labor		●
Diagnostics		●
Travel		●

Financing Solutions

One price no hidden fees nationwide



Rates as low as

0%

3

Skips available

Why Finance your support program?

Komatsu offers aggressive financing rates for all Komatsu product support programs. Komatsu's nationwide coverage means no matter where you service your machine it will cost the same to you.

What are the finance terms?

Product support programs financed at the time of new machine sale are eligible for the most attractive rate and terms.

Product support programs financed at post machine sales are eligible for the rate of 15 months at 0% with three upfront skips available.

New machines	Machines in field
0.99% for 48 months	0% for 15 months
2.49% for 60 months	3% for 48 months

Minimum purchase \$4,000

Maximum purchase \$100,000

**Subject to credit review. Rates are subject to change without notice. Terms & Conditions apply. For more information contact your local dealer representative for seasonal finance specials.*

My Komatsu

Your fleet at your fingertips

What is My Komatsu?

Stay connected to your fleet and your business no matter where you are. My Komatsu is your online portal that provides an array of insightful information about your machine and convenient parts ordering.

Now you can monitor your Komatsu product support program in real time and have access to all your service history, program details, and current coverage.



What can My Komatsu do for you?

Program coverage

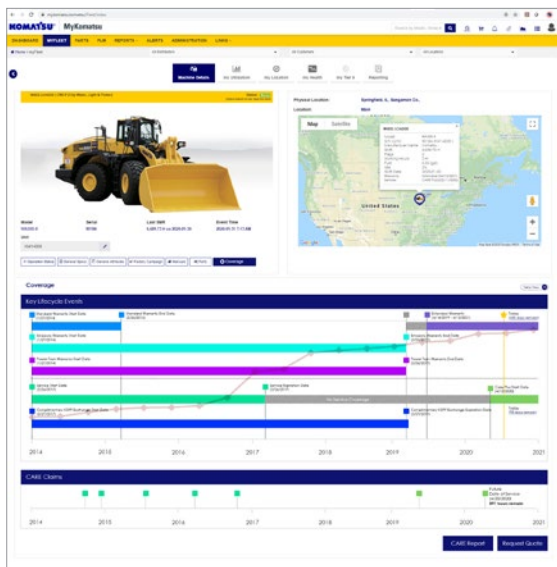
With My Komatsu you can request quotes, see your current program coverage, and have access to all your machine service records

Easily access equipment information:

Quick access to equipment manuals, parts books and informative telematics that illustrate how your equipment is being used, how much it is idling, how much fuel it is consuming and much more.

Monitor your machine health:

Monitor each machine's health condition via telematics, order parts and get them delivered directly to your jobsite.



The screenshot displays a table of machine data. The table has columns for 'Machine ID', 'Machine Name', 'Machine Type', 'Machine Status', 'Machine Location', 'Machine Age', 'Machine Hours', 'Machine Fuel', 'Machine Oil', 'Machine Water', 'Machine Air', 'Machine Filter', 'Machine Tire', 'Machine Battery', 'Machine Light', 'Machine Horn', 'Machine Alarm', 'Machine Camera', 'Machine GPS', 'Machine Telematics', 'Machine Service', 'Machine Parts', 'Machine Repairs', 'Machine Claims', 'Machine History', 'Machine Details', 'Machine Settings', 'Machine Alerts', 'Machine Notifications', 'Machine Reports', 'Machine Analytics', 'Machine Insights', 'Machine Trends', 'Machine Forecasts', 'Machine Recommendations', 'Machine Suggestions', 'Machine Tips', 'Machine Tricks', 'Machine Hacks', 'Machine Tricks', 'Machine Hacks', 'Machine Tricks', 'Machine Hacks'.

Register and login to
mykomatsu.komatsu

Komatsu Care Certified

Premium used equipment

What is Komatsu Care Certified?

In order to earn the Komatsu Care Certified seal of approval, the equipment must first qualify for the program by meeting a rigorous series of prerequisites and undergo multiple enhancement procedures. These include comprehensive repair inspection, full service routine, performance evaluation, thorough cleaning and detailing, collected work order histories, and more. For Komatsu equipment sellers, it delivers higher resale and trade-in values, and for buyers, it is peace of mind.

For Sellers

When you sell or trade in your Komatsu equipment you can receive up to 10% increased resale value.

up to 10%
higher resale values*

Our data to market history supports machines with complete service histories, genuine parts, and certified labor. Your machine might qualify for Komatsu Care Certified trade in. Our product support programs provide you the service history required to get a premium resale value.



**Up to a 10% higher residual than machines not Komatsu Care Certified.*

For Buyers

When you purchase a Komatsu Care Certified machine it includes detailed reports and full maintenance logs so you know they have been well cared for:

- Competitive financing
- Powertrain warranty
- Maintenance and repair history
- Komatsu diesel particulate filter exchange
- Komtrax performance data, fuel economy data, including fuel consumption
- Komatsu oil and wear analysis results

Which machines are eligible?

- Komatsu Care Plus machines
- Komatsu Care Plus II machines
- Only machines that have met all Komatsu Care maintenance requirements are eligible for certification:
 - 50 Point inspection every 500 hours up to 3 years / 2,000 hours
 - KOWA oil and wear analysis with no abnormal or critical indication
 - 100+ Point mechanical and diagnostic operations as well as interior and exterior appearance standards required for certification
 - Maintenance and certification performed by factory-trained technicians using genuine Komatsu parts

Useful Resources



Scan here
or click on the link below
to discover more about our
Genuine Care products



<https://www.komatsuamerica.com/service-and-support/komatsu-care-plus>

Be sure to check out our video at:

<https://youtu.be/o2ZytmPuxjA>

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