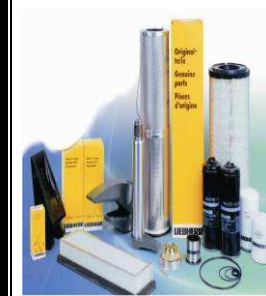




After-Sales Services



BAGNACAVALLO Headquarters:



BAGNACAVALLO Branch:

RENT Service

MODENA Branch:

RENT Service

MACERATA Branch:

RENT Service



is convinced that the design, construction and supply of machines which offer the best value in terms of technology and quality necessarily goes hand in hand with the obligation of providing best possible Assistance Services.

- ✚ For us, the client comes first – all the time.
- ✚ Thanks to our years of experience, we can offer you the best consultancy services before, during and after the purchase of a machine.
- ✚ All our workshops have experts specialised in key areas, including: applied machine studies and maintenance techniques specifically devised for your machines.
- ✚ To offer our clients round-the-clock assistance we use the most up-to-date organisational methods and the most advanced technologies.
- ✚ We only use original, immediately available spare parts, which we always keep on hand.
- ✚ We invest constantly in people and technology in our commitment to provide the Quality Assistance our clients expect from us – everywhere, anytime.
- ✚ With direct links to all our dealerships worldwide, we have constantly up-to-the-minute technical information which is vital for us and for our clients.
- ✚ We exploit to the full the resources and experience acquired by and our represented manufacturers over many years of operation.

Safety

In today's ever-changing world safety is one thing we all want!

Even you, when you need technical servicing for one of your earthmoving machines, you must find someone who can protect you against undesirable contingencies, someone who can give you the safety you have right to,

- All original and modern spare parts.
- Repairs carried out in strict accordance with latest manufacturer specifications.
- Repairs carried out to perfection by specialist technicians with in-depth knowledge of the business.
- Post-repair service verification using the right instruments on the right test benches to ensure every repair job is effective.
- The price is kept, in case you have chosen to previously agree on the overall cost of the repair.
- Maximum flexibility of payment terms.
- The workshop you go to is present today and will also be present the following year to ensure the right guarantee.
- Identical service quality across all workshops, meaning optimum machine assistance no matter the location.
- 97% of spare parts available within 24 hours of order.
- On-site intervention within 24 hours.
- All necessary assistance for complying with new legal requirements.
- The chance to obtain new machine units under our Exchange Programme.
- A range of specially-drafted agreements designed to meet the precise requirements of your project and your plant.


Assistance



Branches

Our extensive assistance network offers total geographic coverage, the best available equipment technology, and the professionalism of the mechanics and technicians who work for us – which

means our  clients are guaranteed maximum operational efficiency.

Every day,  Technicians place their experience at the service of their clients, giving them the reassurance of never having to face a problem alone.


Mobile Personnel

Our large team of mechanics and technicians work on the spot to repair and service your earthmoving machinery.

Because they operate on your worksite, our technical personnel deploy an extensive array of mobile test and service equipment to offer our clients maximum operational efficiency for all their service and repair needs ... as quickly as possible.



 mobile service units are the product of many years of experience in the field – and we also listen to the suggestions of our clients. Whatever the nature of the job or the type of machine

involved,  mobile service units are equipped to deliver assistance quickly and efficiently.

For large earthmoving machinery our mobile service units come equipped with electro-hydraulic cranes, generators and air compressors. Others, for work on small and medium machinery, are more lightly equipped and include full sets of spare parts for emergency repairs.

On every callout our mobile service units come not only with a full provision of tools but also with all the relevant technical literature on the machines to be repaired, allowing our service personnel to work according to the latest technical recommendations of the machine's manufacturers.


Service and Repair Information System

All documentation relating to diagnosis, repair procedures, technical specifications, lists of tools necessary for repairs and testing etc. is stored on CD – a single CD contains as much information as 10 kg of manuals in hardcopy format.

Using portable computers our technicians check all the relevant information on the repairs to be carried out, ensuring that repairs are executed in full alignment with the latest manufacturer improvements.

Our technicians then prepare a list of the necessary spare parts and send their order directly to the warehouse via e-mail, considerably reducing intervention times.

Test Benches

 uses engine test benches built by specialist companies to test all engines and generators before delivery.

We also use test benches for hydraulic units such as: gear boxes (power shift and automatic), torque converters, pumps, engines, hydraulic cylinders and valves.

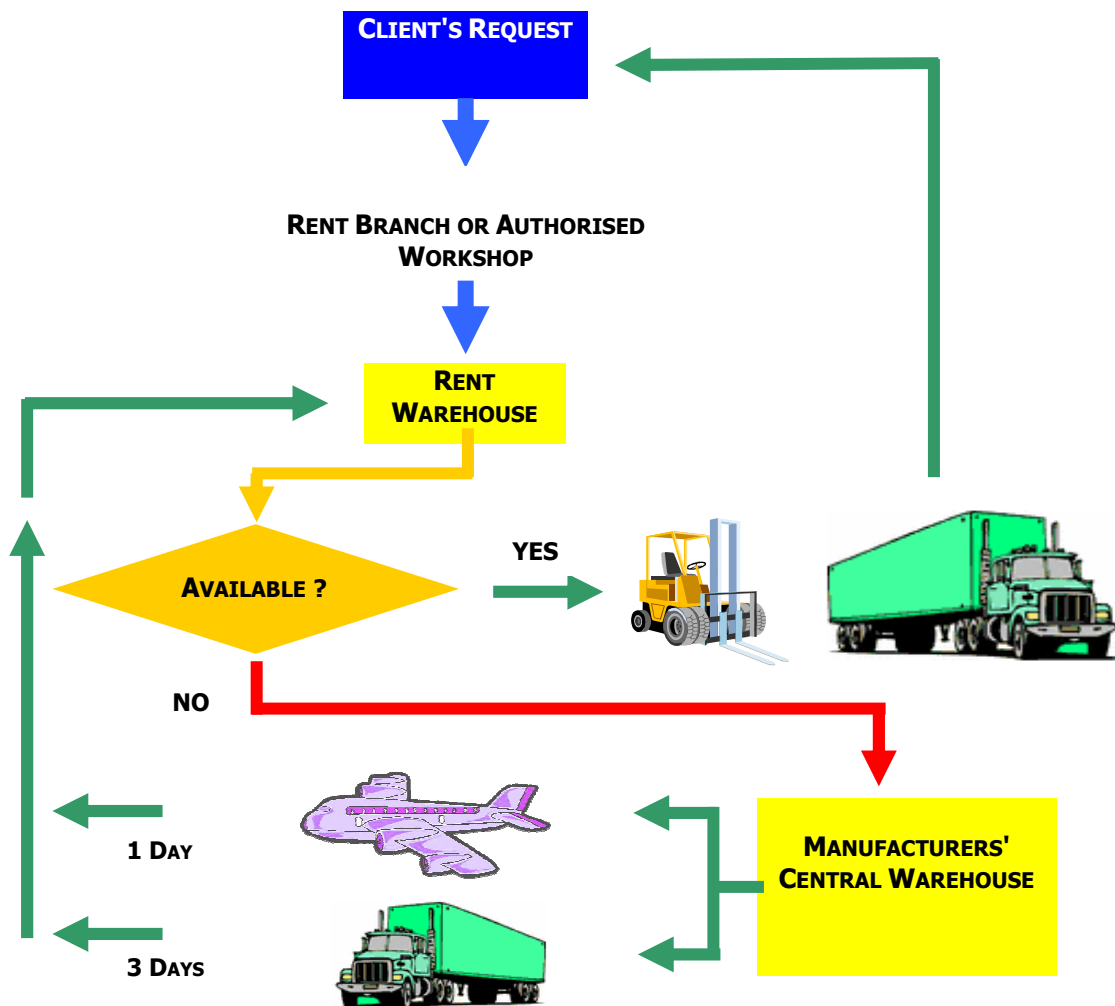
Spare Parts

What about spare parts? Are they all available? How long does it take to get them?

These are crucial questions for everyone who wants to keep their earthmoving plants in tip-top condition.

Thanks to a huge number of stock parts in our warehouses and ongoing contact with manufacturers, we can address all these concerns effectively.

If the spare parts you need are not immediately available from our stock, we order them directly from the manufacturer for delivery to our local workshop by no later than **08.00 (eight) a.m. on the morning** following your order.



In the unlikely event that the part you need is not available from one of our warehouses, we order it directly from the manufacturer and make sure it's delivered to you within **24 (twenty-four) Hours**, at no extra charge.



is able to meet these commitments thanks to an integrated supply structure and a transport fleet that every night covers the same itinerary with a single objective: to satisfy your requirements as promptly as possible.

Thanks to this organisational structure our service personnel are able to start on repairs first thing in the morning.


For us, supplying spare parts is a very simple equation. Spare parts. They're on their way.

Exchange Programme

All the machinery units included in our Exchange Programme are reconditioned using only original, latest-generation spare parts guaranteed by  and by their manufacturers.


As replacements for broken or worn units, these reconditioned units provide **90 (ninety) %** savings on repair times and up to **70 (seventy) %** savings on cost relative to the price of brand new units. Reconditioned units provided as part of our exchange programme are delivered free of additional cost, since they come complete with all the components essential for fitting the unit into the machine.

Every  workshop offers individually coded Exchange Programme Units for fast processing of orders and fitting within **24 (twenty-four) Hours**.

Like all  spare parts, our Exchange Programme Units are guaranteed for **6 (six) Months**. Before assembly, all their principal components are tested and tuned on computerized test benches to ensure they work perfectly.




Services to Guarantee Your Agreements

 is a service company which strives for improvement according to the indications of our clients.

Workshop Repairs

Professionally equipped workshops with state-of-the-art test bench technology. Technicians are continually refreshed in manufacturers' training schools. All this to supply quality repair services at fixed and negotiated prices, covered by written guarantee and complying with pre-defined delivery terms.

Work on Client Premises



Our mobile service technicians are highly trained and travel in vehicles equipped according to their mission. They are in constant contact with our head office via computer and are on call **7 (seven) days a week**. Every time a  technician arrives with his mobile workshop, he deals promptly and professionally with every kind of problem.

Spare Parts


Market research carried out with our clients confirms that availability of spare parts is a key concern for everyone.

We offer **100 (one hundred) %** availability of maintenance parts and over **94 (ninety-four) %** of repair parts from every single  office within an average of **24 (twenty-four) Hours** from the client's request – a record of which we are extremely proud. The very few parts we don't have in our central warehouse can be obtained directly from the manufacturers in less than **48 (forty-eight) Hours** thanks to a special air delivery service.

The Exchange Programme

 can supply the full range of original spare parts... but that's not all. For rapid replacement the  Exchange Programme offers fully revised and guaranteed component groups:

- Engines
- Gear boxes
- Hydraulic units
- Electrical units
- Electronic panels.

All groups have been serviced in compliance with the rigorous quality standards of both  and manufacturers.

Manufacturers' training centre

A meeting point for our technicians and for those of our clients. Machinery is becoming more technologically advanced all the time; and that's why our technical staff undergo constant training in all the theoretical and practical aspects of new machines and new technology.

Over many years the Manufacturers' Training Centre has made a vital contribution to the preparation of all our technicians.



And our clients' technical staff have also successfully trained in machine maintenance and use at the centre.

Engine Test Benches

Our partners offer test benches for engines and generators, including gas-fuelled types, with extremely high kW ratings.


These test benches are linked to computers which record engine performance parameters. All our engine guarantees are laboratory-certified. All revised, tested and guaranteed engines are provided together with a copy of the respective documentation.

Programmed Lubricants Analysis Service

All  Assistance Agreements include the Programmed Lubricants Analysis Service, which offers spectrophotometric analysis of oils to enable constant monitoring of wear in key engine components. This means problems can be detected in time to prevent serious damage and ensure maximum machine availability.  technicians take oil samples from components and perform other tasks as indicated in service agreements.


Agreements


Due to the nature of the work it performs, earthmoving machinery needs to be regularly serviced to maintain it at optimum efficiency.

 can guarantee the perfect efficiency and reliability of the machinery used by its clients thanks to a modern and qualified service network mobilizing the resources of:


- Specialist technicians
- Workshops all over the country
- Vans fully equipped for on-site repairs

- Prompt dispatch of in-stock spare parts.


Our closely integrated organizational structure means  can also offer custom service programmes designed to meet all your operational needs as effectively as possible, in the form of: our ASSISTANCE AGREEMENTS.

Our Assistance Agreements offer additional benefits which mesh with our other services to increase the total QUALITY of the ASSISTANCE SERVICE provided by  – and that means better protection for your investment.

PROGRAMMED MAINTENANCE AGREEMENTS (500 HOURS)


Our scheduled service agreements offer regular site visits by  technicians for routine maintenance and periodic checks at the intervals prescribed by manufacturers (as indicated in machinery operations and maintenance manuals).

How it is organised

Every time a machine reaches a pre-defined hours of service threshold,  sends its personnel, at your request, to replace oils and filters and carry out any additional adjustments and checks which are necessary.

What is offered

What you get with our Programmed Maintenance Agreements:



- Costs per hour, established in the agreement and valid for the duration of the agreement.
- Significant reductions in your on-site spares and replacement requirements
- Maintenance by qualified, specialist technicians – ensuring your machinery provides lasting efficiency and reliability.
- You schedule machine halts according to your own requirements.
- Service available wherever  is present
- Free scheduled lubricants inspections

How much it costs

One day of Programmed Maintenance Agreement costs less than the amount of diesel consumed in one work hour.

The costs of our Programmed Maintenance Agreements are determined at an hourly rate agreed with our clients. They include hourly labour costs for  technicians, all transfer costs, and the costs of spare parts used, which are then multiplied by the number of machine hours which have elapsed since the previous intervention.


GUARANTEED REPAIR ASSISTANCE AGREEMENT

Under the Guaranteed Repairs Assistance agreement,  Technicians operate on your worksite or in one of the  Workshops, in order to carry out repairs subsequent to breakdowns, or the breakage or dysfunction of the Power System components.

The Power System includes the following components:



- Engine
- Torque converter
- Gear box
- Differential
- Conical torque
- Final reducer
- Transmission shaft
- Rotation reducer
- Hydraulic cylinders
- Valve groups
- Oil motors
- Rotating joint
- Hydraulic pumps.

How it is organised

Our Technicians intervene at your request and, after having evaluated the entity of the problem, decide whether to carry out the repair at your worksite, to remove the component and repair it in one of the  Workshops, or to “hospitalise the machine” in one of our Workshops. The repairs are carried out, according to the procedures and the technical specifications prescribed by the constructor, by our specialist Technicians using only original spare parts or, to reduce machine halt times as much as possible, fitting Programmed Exchange groups.

What is offered

Guaranteed Repairs Assistance Agreements are the equivalent to “Insurance Coverage” against breakdowns of any entity; you are given:

- An hourly cost defined when the agreement is drawn up, and valid for the whole period of the agreement itself
- Repairs carried out by Specialist Technicians
- Assistance at special prices
- Efficiency and reliability of the machine over time
- The formal commitment on the part of  to guarantee prompt intervention and assistance
- Simplification of your administrative procedures
- Service available wherever  is present
- Free Programmed Lubricants Analysis Service

Guaranteed Fast Assistance

With this agreement  undertakes to:

- Intervene on the first working day following your call

- Make the machine available within the number of days specified in the agreement
- In the case of delay in delivery of the machine, provide for a suitable machine on free loan or to pay you an amount, specified in the agreement, as a penalty for every day's delay

How much it costs

“One day of Guaranteed Repair Assistance Agreement (up to a total of 6,000 “six thousand” / 10,000 “ten thousand” hours) costs less than the diesel fuel consumed in 2 (two) work hours”

The total amount is defined together with you when the agreement is drawn up; it includes the hourly labour cost of our Technicians, all transfer costs, and the spare parts used.

The amount will be invoiced each time, or every 1,000 hours of work.

GUARANTEED PROGRAMMED ASSISTANCE AGREEMENT

Under the Guaranteed Programmed Assistance Agreement,  Technicians intervene at your worksite or in one of the  workshops, in order to carry out repairs subsequent to breakdowns, or the breakage or dysfunction of the Power System components.

The Power System includes the following components:


- Engine
- Torque converter
- Gear box
- Differential
- Conical torque
- Final reducer
- Transmission shaft
- Rotation reducer
- Hydraulic cylinders
- Valve groups
- Oil motors
- Rotating joint
- Hydraulic pumps.

The Agreement also includes the intervention of our Technicians to carry out routine maintenance and the periodic checks after every **500 (five hundred) hours** marked up.

How it is organised



After every **500 (five hundred) work Hours**, at your request, our Technicians substitute oils and filters, and carry out all the necessary and prescribed adjustments and checks.

Furthermore, our Technicians intervene, always at your request, in the case of a breakdown and, after having evaluated the entity of the problem, decide whether to carry out the repair at your

worksite, to remove the component and repair it in one of the  workshops, or to “hospitalise the machine” in one of our Workshops. The repairs are carried out, according to the procedures and the technical specifications prescribed by the constructor, by our specialist Technicians using only original spare parts or, to reduce machine halt times as much as possible, fitting Programmed Exchange groups.

What is offered

The Guaranteed Programmed Assistance Agreements offer you:

- An hourly cost defined when the agreement is drawn up, and valid for the whole period of the agreement itself
- Elimination of the need to keep spare parts stock on your Worksite
- Maintenance and repairs carried out by Specialist Technicians
- Assistance at special prices
- Efficiency and reliability of the machine over time
- Machine halts scheduled according to your needs
- The formal commitment on the part of  to guarantee prompt intervention and assistance
- Simplification of your administrative procedures
- Service available wherever  is present
- Free Programmed Lubricants Analysis Service

Guaranteed Fast Assistance

With this agreement  undertakes to:

- Intervene with Programmed Maintenance every **500 (five hundred) hours**, agreeing with you on exactly when
- Intervene, in the case of breakdowns, breakages and dysfunctions, on the first working day following your call
- Make the machine available within the number of days specified in the agreement
- In the case of delay in delivery of the machine, provide for a suitable machine on free loan or to pay you an amount, specified in the agreement, as a penalty for every day's delay

How much it costs

“One day of Guaranteed Programmed Assistance Agreement (up to a total of 6,000 “six thousand” / 10,000 “ten thousand” hours) costs less than the diesel fuel consumed in 3 (three) work hours”


The cost will be invoiced every **500 (five hundred) hours** and the amount will depend on an hourly rate agreed on together with you when the Agreement is drawn up, and includes the hourly labour costs for our technicians, all transfer costs, and spare parts used, multiplied by the number of machine hours between the intervention in progress and the previous intervention.

GUARANTEED GLOBAL ASSISTANCE AGREEMENT

Under the Guaranteed Global Assistance Agreement,  Technicians operate on your worksite or in one of the  workshops, in order to carry out repairs and to overhaul the whole machine. The Agreement also includes the intervention of our Technicians to carry out routine maintenance and the periodic checks after every **500 (five hundred) hours** marked up.

How it is organised

After every **500 (five hundred) work Hours**, at your request, our Technicians substitute oils and filters, and carry out all the necessary and prescribed adjustments and checks.




Furthermore, our Technicians intervene, always at your request, in the case of a breakdown and, after having evaluated the entity of the problem, decide whether to carry out the repair at your worksite, to remove the component and repair it in one of the  workshops, or to “hospitalise the machine” in one of our Workshops. The repairs are carried out, according to the

procedures and the technical specifications prescribed by the constructor, by our specialist Technicians using only original spare parts or, to reduce machine halt times as much as possible, fitting Programmed Exchange groups.

Components subject to wear (wagons, lift arms, buckets, special wheel blades, etc.) are constantly checked by our Technicians. When the degree of wear reaches the levels foreseen by the technical specifications, the components are repaired using the materials indicated by the Constructor and original spare parts.

What is offered

Guaranteed Global Assistance Agreements offer you:

- An hourly cost defined when the agreement is drawn up, and valid for the whole period of the agreement itself
- Elimination of the need to keep spare parts stock on your Worksite
- Maintenance and repairs carried out by Specialist Technicians
- Global coverage of the machine
- Assistance at special prices
- Efficiency and reliability of the machine over time
- Machine halts scheduled according to your needs
- The formal commitment on the part of  to guarantee prompt intervention and assistance
- The formal commitment on the part of  to guarantee availability of the machine, or, otherwise, the payment of a penalty
- Simplification of your administrative procedures
- Service available wherever  is present
- Free Programmed Lubricants Analysis Service

Guaranteed Fast Assistance

With this agreement  undertakes to:

- Intervene with Programmed Maintenance every **500 (five hundred) Hours**, agreeing with you on exactly when
- Intervene, in the case of breakdowns, breakages and dysfunctions, on the first working day following your call
- Make the machine available within the number of days specified in the agreement
- In the case of delay in delivery of the machine, provide for a suitable machine on free loan or to pay you an amount, specified in the agreement, as a penalty for every day's delay

Availability and Penalties

With this agreement  undertakes to:

- Declare the degree of availability of the machine, defining the total hours that the machine will be out of service
- Pay the Customer a penalty for every hour in excess of the total hours of machine standstill defined in the agreement


How much it costs

“One day of Guaranteed Global Assistance Agreement (up to a total of 6,000 “six thousand” / 10,000 “ten thousand” hours) costs less than the diesel fuel consumed in 4 (four) work hours”

The charge is invoiced monthly: an hourly rate established with you when the Agreement is drawn up, including the hourly labour costs for our technicians, all transfer costs, and spare parts used, multiplied by the number of hours that the machine has actually worked each month.

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Thanking you for the interest shown in our company and our products and convinced that you will assess our proposal with utmost attention, we remain at your complete disposal for any further explanation. Our very best regards,

After-sales Manager BAGNACAVALLO	After-sales Manager MODENA	After-sales Manager MACERATA	 Chairman <i>Sales Manager - New Machines and After-sales Assistance</i>
Germano Di Tommaso	Francesco Leone	Luciano Rossi	Valerio Venturini