



# KALMAR CARE

Care that keeps  
your business moving.



Service

# TAILORED

to your business

No two businesses are the same, no two operations are the same. That's why we've developed Kalmar Care to meet your every service need.

With Kalmar Care you get a flexible service that's built around your business. Including the experience and knowledge of Kalmar's dedicated staff, coupled with transparency and increased predictability of costs.



## Our promise to you.

We will put our whole global service network, vast knowledge and experience of the industry at your service, to make sure your business keeps moving as planned.

## Making sure you get all the expertise you need.

We employ more than 1,500 experienced service staff around the globe. We take personal responsibility for getting the job done and making sure your business is running as efficiently as possible. We do this with commitment, passion and all the expertise we have built up over the years. After all, we're trusted to service more than 1,000 customers worldwide.



# Kalmar Care ensures **UPTIME**

## and the lifetime of your equipment investment

With Kalmar Care you can focus on your operations while we make sure that the service competencies and materials you need are always available.



### **Reduce risks.**

The safety of your operations depends on the safety of your equipment - and there is nothing more important for us at Kalmar. A regularly maintained machine using genuine parts is a safer machine.

With Kalmar Care you can be assured that your equipment is properly maintained to ensure safe operations.



### **Genuine spare parts and spare parts availability.**

Kalmar Care uses only quality genuine parts when servicing and repairing your equipment. Securing higher levels of safety, uptime and performance of your equipment.



### **Increased availability.**

Your operations should not suffer from equipment unavailability. Which is why Kalmar Care always strives to provide maximum availability of your equipment by having a proactive and skilled team of service personnel, that use only genuine parts and are focused on keeping your machine moving.



### **Cost predictability.**

Be on top of the numbers, avoid surprises and get complete predictability of your maintenance costs with Kalmar Complete Care full-service solution including all required labour, parts and lubricants needed due to normal wear and tear.



### **Peace of mind.**

With a Kalmar Care Service contract you can have complete peace of mind, knowing that your equipment is well taken care of by our professionals - enabling you to concentrate on your core business.



### **Handle peaks.**

Your business can fluctuate and handling peaks can be challenging. With Kalmar Care you can get the resources needed - when you need them. Our On-Demand Care is always there to help deal with times of extra demand or additional expertise.

Find the

# PERFECT FIT

for your business

Our offering is divided into three service models: our two customisable contracts – Essential Care and Complete Care – and our flexible solution, On Demand Care. Regardless the size of your business or the way you manage maintenance operations, we're more than happy to help you assess which model is most suitable, so you can find the perfect fit.

- Maintenance Planning
- Preventive Maintenance
- Predictive Maintenance
- Corrective Maintenance
- Preventive Spare Parts
- Corrective Spare Parts
- Lubricants
- MyKalmar
- Kalmar Insight
- Tyre Maintenance
- Battery Maintenance

	Maintenance Planning	Preventive Maintenance	Predictive Maintenance	Corrective Maintenance	Preventive Spare Parts	Corrective Spare Parts	Lubricants	MyKalmar	Kalmar Insight	Tyre Maintenance	Battery Maintenance
Essential Care	●	●				●		●	●	●	●
Complete Care	●	●	●	●	●	●	●	●	●	●	●
On Demand Care	Top-of-the-line service whenever you need it										



## Service contracts



### Essential Care

A preventive maintenance solution to keep your equipment in an optimal condition.

Essential Care includes periodic maintenance and equipment inspections to keep your equipment up and running safely. We work with you to create a solid preventative maintenance plan and proactively perform maintenance tasks accordingly.

- Ensures safety and functionality of the machine with preventive maintenance actions and inspections
- Follow-up and planning of needed preventive maintenance actions by Kalmar
- Includes parts and labour for preventive maintenance actions according to the equipment maintenance plan.



### Complete Care

A complete service solution providing peace of mind and maximum equipment uptime.

With Complete Care, our experts take care of all the required servicing for your equipment so you can focus on your operations. Complete Care provides you with preventive and corrective maintenance services to keep your equipment in top condition and maximise the value of your assets.

- Keeps equipment in top condition, maximising value of the asset
- Full-service solution including all needed services, parts, lubricants and labour for maintenance due to normal wear and tear
- Predictable maintenance costs for the contract period.

## Flexible service solution



### On Demand Care

Top-of-the-line service whenever you need it.

If you want a fully flexible solution that allows you to scale up or down service whenever you like, we have your back with On Demand Care. Whether you need urgent repairs, additional maintenance expertise, or swift troubleshooting to get to the bottom of a problem, we're here for you. Simply get in touch when you want an extra hand and pay for the work done. It's the luxury of complete flexibility without having to compromise on quality or expertise.

- Flexible access to Kalmar Care expertise
- Complement your existing service solution
- Swift troubleshooting
- Scale up and down when you need it
- No binding commitment.

We work hard  
to ensure your

# SUCCESS

We support customers in demanding businesses: port operators, logistic service providers and industrial companies. At Kalmar, we constantly invest in our technicians' capabilities to meet new challenges and requirements of the latest technologies.

**Our goal is to always support you in keeping your business moving.**

Our service personnel are at the heart of our offering, and this is what they say:


*"Customer satisfaction is our highest goal. So we offer support whenever the customer needs us."*

*"I spend a lot of time with customers to ensure my team and I understand their needs. I also need to ensure tight management control of our working processes to deliver at a high and consistent level."*

*"As the market leader, we have the best people and the best products. Our whole philosophy is ensuring we understand our customers' needs and our support is based on this."*







## Financing options.

You may choose to buy your equipment outright or consider leasing or renting your equipment. Kalmar offers a range of leasing and renting options that can give you the financial predictability you need and the option to upgrade your equipment after a fixed period. With our rental solutions you can focus on your core operations, while we perform all your service and maintenance needs required by your fleet. You just need to choose which leasing or rental package is right for your business. Kalmar can also help you with trading-in your old equipment.

No matter what your service and support needs are, make sure that you speak to your local Kalmar team first.



## Kalmar Training.

### **Enhance your skills.**

To get the most out of your machine our training centre offers a range of courses for both your technicians and operators. Operators can be taught how to drive the machine for optimum performance and minimum waste, and to learn what needs to be checked daily for optimal safety. Technicians can be educated with the knowledge they need to keep your equipment in top condition in a safe way. Courses are a mix of theory and hands-on experience.

# Digital services to keep you **MOVING**

## **Kalmar Insight.**

### **Optimise your operations with Insight.**

Kalmar Insight\* is a performance management tool for cargo handling, which gives you an easy to use overview of your fleet operations, by aggregating data from multiple sources, including equipment built by other manufacturers.

Review your entire fleet activities, schedule maintenance activities, manage driver ID & access, and integrate the data with your own IT systems. All enabling you to take action on real-time information, that will help improve your overall operations immediately. Kalmar Insight comes fitted and ready to be activated in all new Kalmar equipment, it can also be retrofitted into existing Kalmar equipment or those built by other manufacturers.

Kalmar Insight is a great complement to your selected services and will support your operation processes by enabling data driven decision making.

\*Installation costs and/or an annual subscription fee may apply.

## **MyKalmar.**

### **Keeping your cargo moving.**

The MyKalmar customer portal brings together Kalmar's digital services into one place. With a single point of access and a user-friendly design you'll benefit from greater visibility and control over your equipment information, maintenance activities, parts ordering and equipment performance - helping you improve your operational performance, safety and efficiency across your entire fleet.





Kalmar is the global leader in sustainable cargo handling for ports, terminals, distribution centers and heavy industry.

With our extensive electric portfolio and global service network, we help our customers move towards safer, more eco-efficient and productive operations. Together, we develop innovative solutions that shape the future of our industry, improving our customers' every move.

Kalmar is part of Cargotec. Cargotec's (Nasdaq Helsinki: CGCBV) sales in 2021 totalled approximately EUR 3.3 billion and it employs around 11,500 people.

[www.cargotec.com](http://www.cargotec.com)



# KALMAR

Making your every move count

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