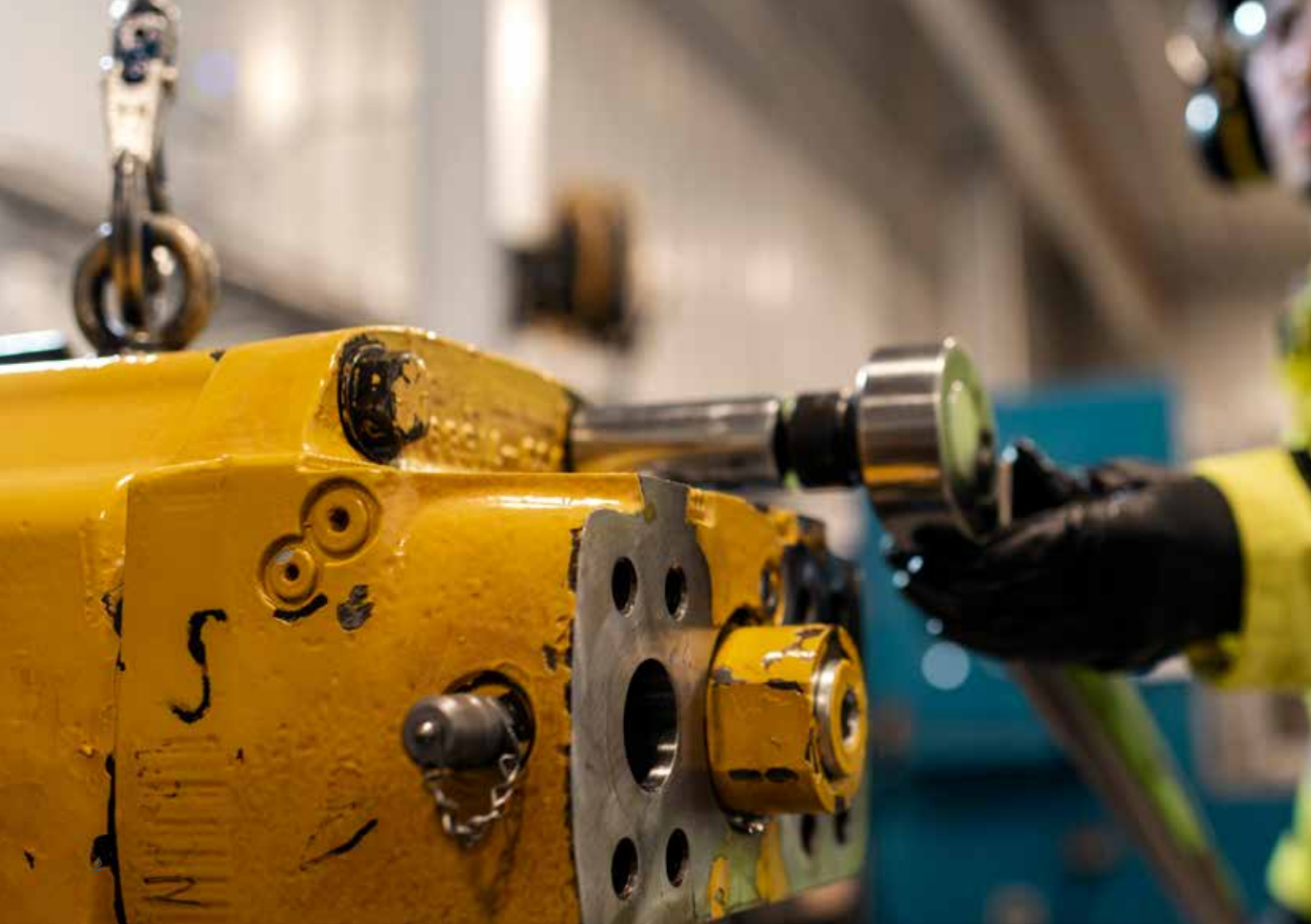


Reman Program handbook







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Introduction

Our service offerings are designed to provide custom levels of support in order to meet or exceed your expectations.

When it comes specifically to major components, we offer a variety of service options to support your equipment maintenance needs.

Epiroc major component services include:

1. New original manufactured component as a spare part.
2. Global Reman Program component.
3. Local service exchange programs for major components.
4. Local repair and return of major components.



Service offering

1	New original manufactured component.
2	Global Reman Program.
3	Local service exchange.
4	Local repair and return.

Service description

This is a new product developed by the original manufacturer of the major component (ie. Epiroc, Atlas Copco, Dana, Kessler, Allison, Okubo).

Remanufactured in our custom Epiroc Remanufacturing Centers with the highest quality materials and longest overall life expectancy.

Rebuilt service exchange components available from authorized local Epiroc Customer Centers.

Repair and return of major components available from authorized local Epiroc Customer Centers.



Pricing

Fair market price.

Lower cost (approx. 30%) vs. buying new component.

Local market-driven variable price.

Local market-driven variable price.



Core

Customer-owned core.

Epiroc-owned core: return of product is a condition of sale and subject to additional core cost if not returned.

Epiroc-owned core.

Customer-owned core.



Warranty

6 months or 1 000 hrs of operation.

6 months or 1 000 hrs of operation with extended warranty option.

Local warranty conditions.

Local warranty conditions.

The Reman Program



Program advantages

The Reman Program is an alternative to new components, local service exchange programs and repair and return service. It is an exchange-related sales transaction whereby the customer is required to return a used core to the Customer Center in exchange for a remanufactured component.

The Reman Program can play a key role in making machine lifecycle costs competitive. The program offers customers a lower cost option to purchasing new components, while maintaining the highest availability and reliability.

Reman Program components are upgraded in state-of-the-art purpose built facilities to include the latest OEM engineered improvements. Once remanufactured to the highest standards, components are custom tested to ensure the highest degree of product quality and longevity.

The Reman Program improves component design and increases service life by using the continuous improvement data feedback loop program on each used component to identify opportunities for improvement. Through this program, we achieve the desired result of improved component reliability and forecasted predictability, which results in custom component availability stocking.

The key elements of the Reman Program are:

- Compatibility of the fleet to the program.
- Participation from all stakeholders.
- Continuous forecasting requirements loop.
- Commitment to use the program resources and forecasted components.
- Data share commitment for quality improvements.
- 100% core return to the Reman Program.
- 100% stock availability on approved forecasted components.

How it works

The Reman Program is designed to have a high level of interaction with customers and their machine operating fleet. This is a commitment to work together with you and achieve results tailored to your needs to help elevate your operations.

This program requires many levels of interaction, and as of today, not all markets are set up for it. Part of signing up for the program will be to analyze this possibility and get correct processes in place (if not already existing).

If your organization can benefit from this collaborative relationship, our team will work together with you to ensure operational success!

Our collaborative process means together we will do it right!

Registering

It all begins with the registration process via our program registry. To inquire about the program, please reach out to your local Customer Center representative to confirm

availability in your market today. We can offer several options to support you with major components in different markets. Once you are successfully registered into the program, key stakeholders will need to be appointed before we can begin the journey. Once they are established, we can move forward with team meetings among the following:

1. Epiroc Key Account Program Manager from the local Customer Center.
2. Customer key contact responsible for the program at site.
3. Reman Program Communication Specialist.

Finding compatible components for your machine serial numbers

Reman Program components replicate the original component that was installed at the factory. With the help of your local Epiroc Customer Center, the machine is configured to original specifications, which guarantees you receive exactly the component your operation requires.

To streamline the process, we have available reference materials from our electronic or printed versions of the parts manuals in Epiroc DocMine, which demonstrates the compatibility of each component against the original number.

If you do not find a compatible number, rest assured you can reach out to your

Epiroc site representative to find a solution and receive additional support.

The Reman Program team is always available to assist and confirm compatibility.

Once you register and begin the journey with us, the Reman Program team will do most of the work to set up the program, identify the fleet, find compatible component matches and even identify the gaps.

This is how we move to the forecasting segment of the program.



Forecasting your fleet requirements

Information is the foundation of the Reman Program. We work together with you to ensure we have the correct information to support you in the best way possible.

This requires an investment in collaboration between Epiroc sales personnel, you the customer, and the Reman Program team.

The investment pays off in the readily available stock of components your fleet requires to meet production goals.

By working together, using tooling supplied by the Reman Program team, we can guarantee availability.

To the right: The procedure once registered and qualified for the program.



Customer contacts local Epiroc Customer Center to express interest in the program and their willingness to participate.



Epiroc will initiate the enrollment process.



Epiroc will prepare customer proposal based on customer fleet and specific requirements.



Customer and Epiroc collaborate in team meetings to capture the needs of a specific fleet 1-3 years into the future.



Program agreement is finalized and approved by all parties.



Collaborating to communicate future needs becomes an ongoing commitment.

Stocking strategy and availability

Working capital is important in any operation and managing inventory is vital to our shared success. The key is to have the right levels of inventory at the right time. We are committed to support you as a Reman Program customer by providing components as soon as they are required.

- Reman components are in stock and available today via our Distribution Centers.
- Stocking locations will be added as the program expands across the world based on forecasted demand.
- Stocking is possible in any global or regional Distribution Center (demand driven by the program).
- In order to maintain a high level of availability to forecasted demand, major component inventory is reserved for Reman Program members first. All other orders are subject to additional inventory availability.
- Global breakdown orders will be filled with full program assortment from non-registered customers with program manager approvals.





Epiroc
remanufactured parts

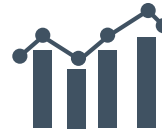
Sales process

The sales process for a Reman Program component differs from an everyday parts sale because of the terms and conditions of the Reman Program exchange. The success of the program relies heavily on Epiroc working together as a team with customers. Through this collaboration, customers will experience all the key benefits of the program.

Some key benefits are:

1. Lower cost (approx. 30%) vs. buying new component and improved operational and TCO cost savings.
2. Guaranteed availability of Reman components for customers signed up for the Reman Program.
3. Quality "same as new".
4. Improved component life cycle based on historical master data.
5. Warranty "same as new".
6. Reduced environmental impact by reuse of core.
7. Remanufactured components supplied in engineered containers, which are safe for the environment and the individuals using it.
8. Improve relationship building by working in a goal-oriented program partnership with customers.

Start by signing up for the program via your local Epiroc representative.



Participate in collaborative forecasting and commit to working as a partner to ensure the program delivers above all expectations.



Provide Epiroc with a purchase order at the full quoted price for each Reman Program component required for maintenance.



Agree that the cost is subject to additional charges if a core is not returned within a mutually agreed upon time period.



Commit to retrieving important master data* This will allow the Re-man team to identify specific failure types and indirectly improve component life cycle.



Register the component with all the agreed documentation to qualify for extended warranty.



Return the core in its provided Epiroc shipping container to your designated Epiroc unit.

*Equipment serial number, equipment hours, the time the component was removed from the equipment and the reason for the removal.

Core recycling program

The program cores are the property of Epiroc Reman Centers and are not included in the sale of the Reman component. A valid core must be returned to the Customer Center within a maximum of 30 days of the date of purchase unless other terms are approved during your program specific induction.

Note: The preferred core charge or credit method will be agreed upon during the Reman Program induction.



Before recycling



After recycling



Reman component core tracking



Region	Status	Count
Region 1	Status 1	Count 1
Region 2	Status 2	Count 2
Region 3	Status 3	Count 3
Region 4	Status 4	Count 4
Region 5	Status 5	Count 5

Region	Status	Count
Region 1	Status 1	Count 1
Region 2	Status 2	Count 2
Region 3	Status 3	Count 3
Region 4	Status 4	Count 4
Region 5	Status 5	Count 5

Core recycling program

Our Reman Program is a sustainable solution that is beneficial for the environment, with a core return process and continuous life cycle improvement management.



A valid core must be returned to the Customer Center within a maximum 30 days.



This will be followed by the agreed upon core charge or credit method.



The final step of the Reman Program sales transaction is returning a core (freight prepaid) to Epiroc, locally.



This ends your obligations under the terms and conditions of sale for a Reman Program component.



Epiroc returns the used core at our expense to one of our global Remanufacturing Centers. Once received, a final notification of core acceptance will be provided.



The core and its parts will then be recycled into newly remanufactured program components.



Core tracking is a key aspect of the Reman Program and is monitored diligently. You can expect to receive notifications from us asking for core status.



This is our way to communicate and work with you to ensure the success of the program.

Program terms and conditions

Note: General terms of sale from your local Customer Center will be included in the program induction documents.

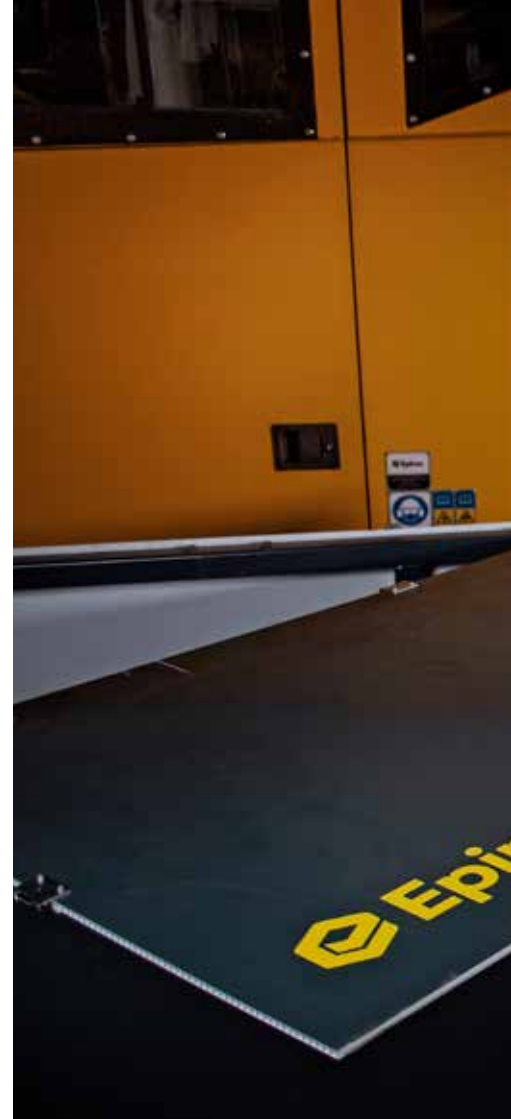
Equipment working environment, application, and operation

The Reman Program relies on you as the customer to use the equipment for its intended purpose within the parameters outlined in the original equipment's operation and maintenance manuals. Machine application directly affects the calculated lifecycle of a component. The life of a Reman component varies depending on factors such as the environment and operating conditions, duty cycle and load factor.

Equipment maintenance responsibilities

- All components must be installed and maintained by qualified personnel in accordance with specifications stated in the operation and maintenance manuals. Equipment must be maintained and repaired using genuine Epiroc spare parts and components.

- All systems or parts connected to the component either mechanically or hydraulically must be properly serviced and/or replaced during a new Reman component installation.
- All oil-filled components must follow the OEM oil sample regimen at recommended intervals. The equipment's hydraulic oil should be sampled according to ISO cleanliness standards. The customer must make sampling reports available to Epiroc upon request. Lubricants and grease must meet the specifications outlined in the operation and maintenance manual.





Warranty

Your local Epiroc representative will resolve any issues in an efficient and professional manner, while responding promptly to remedy unforeseen challenges.

All claims and product challenges are handled with the outmost urgency. We will prioritize the ongoing productivity of your equipment and will address warranty concerns without disrupting operations. Our team will remain available to offer support and guidance throughout the entirety of the process to guarantee operational stability.

Warranty for Reman components generally follows the same procedure as parts and machines. A warranty claim is required and claims are handled via Warranty On-Line (WOL). For a claim subject to warranty, you are obliged to:

- Immediately communicate with your local Epiroc representative for problem resolution and provide as many details as possible and retain all failed parts and information.
- Epiroc Customer Centers will have direct communication with the Global Reman Program team.
- Allow our global field technical group the opportunity to review your request and determine corrective actions. This could include field technicians visiting your site in an urgent matter.
- Understand that technician field investigations can require you to be responsible for the cost if the resolution is not warrantable.
- Submit a purchase order subject to warranty if a component needs to be replaced. A replaced Reman component will be supplied with high priority.
- Tag the core stating the warranty request and referencing the original Reman purchase order number.
- Fill in the failure return report complete with master data.
- Return the core to the nearest Epiroc unit (freight prepaid) within seven (7) days of the component failure.
- Once the warranty claim is concluded, we will supply a detailed report explaining the result of the investigation and conclusion. If you have purchased a replacement component, a credit will be applied based on the conclusion. In the event that a warranty claim is denied, no credits will be applied on the replacement component and the core will remain the property of Epiroc.

Extended warranty for Reman Program participants

Full participating members of the program will be entitled to an extended 6 months warranty above the standard.

- Within our core tracking process, the Reman Program will initiate a customer interactive warranty registration to all individual component sales.
- Registration of the component will qualify the customer to additional warranty extended up to 12 months from the date of purchase.
- Refer to local Epiroc Customer Center warranty terms and condition.



United in performance. Inspired by innovation.

Performance unites us, innovation inspires us, and commitment drives us to keep moving forward. Count on Epiroc to deliver the solutions you need to succeed today and the technology to lead tomorrow.

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