



Bobcat®

CUSTOMER GUIDE



BobCARE PM
PLANNED MAINTENANCE



One Tough Animal™

INTRODUCTION

Bobcat® products are known the world over for superior performance and reliability. To maintain that level of performance, regular planned maintenance is essential. Routine service at regular intervals is an integral part of keeping Bobcat products operating at peak efficiency.

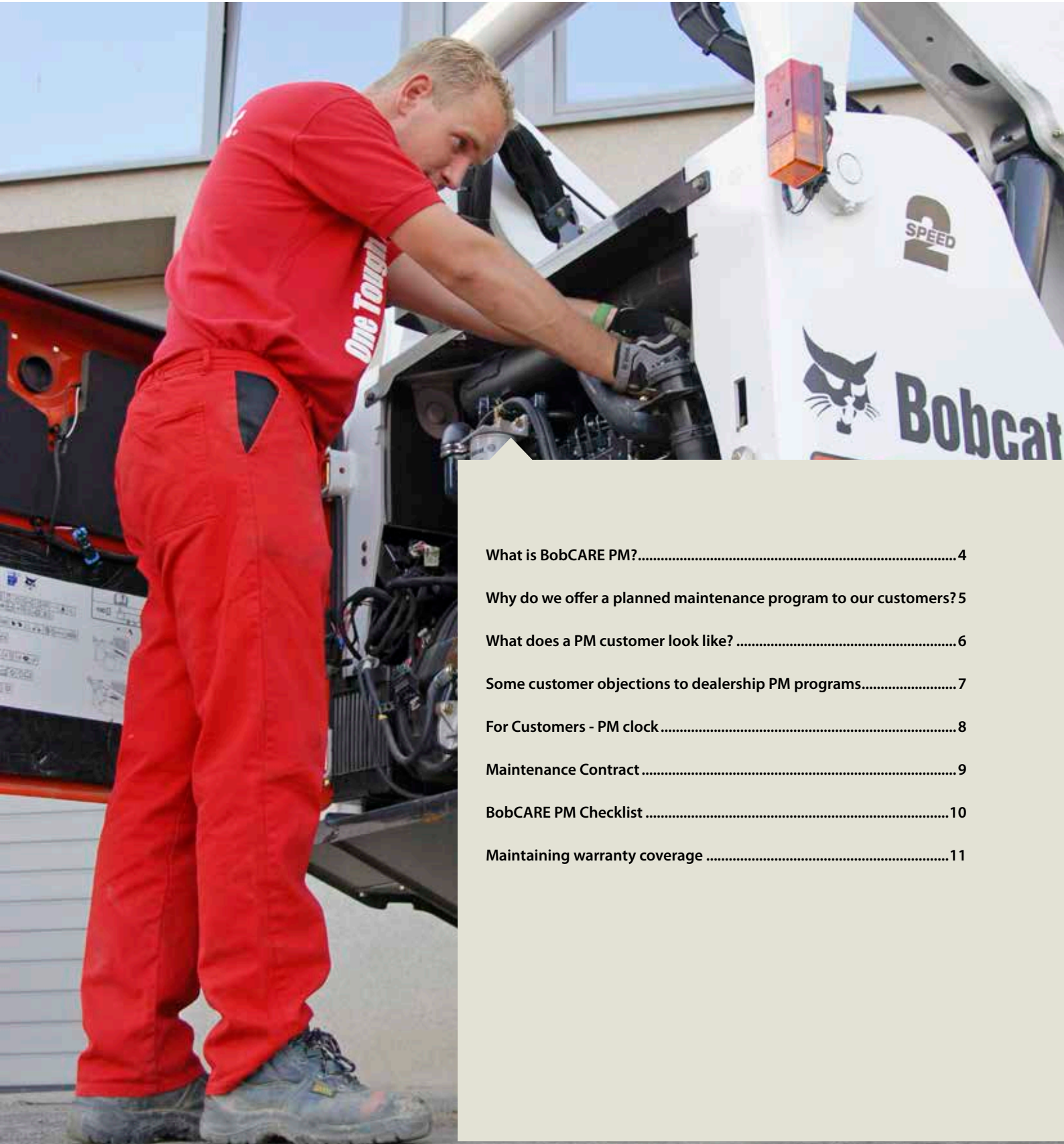


Objective

The objective of this handbook is to introduce you to this planned maintenance program, and to provide a guide to help new customers understand its benefits, objectives and terms and conditions.

This handbook will demonstrate that having your machinery covered by a planned maintenance program – whether fleet machines or individual owners – can be very beneficial to establish initially or maintain a strong relationship with your retailing/ servicing Bobcat Dealer. Can ensure your machinery maintains maximum uptime and operational performance and ensures that your machinery will be maintained by qualified Bobcat trained technicians, in accordance with the manufacturer’s instructions. Thus ensuring that when it comes to replacing the machinery, it receives the best resale value possible.





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WHAT IS BOBCARE PM?

The Bobcat BobCARE PM Planned Maintenance Program is a comprehensive scheduled maintenance program performed at regular intervals, preferably covered by a formal service contract, mutually agreed between our Bobcat dealer and you the customer. In addition to performing scheduled maintenance work to meet the published service schedule on Bobcat equipment, such as changing fluids and filters ETC ETC, a comprehensive BobCARE PM inspection report is prepared and presented to you the customer, noting any other recommended repairs or upgrades to maximize equipment up-time and performance.



Example Dealer Comment

Examples of how our dealers operate this scheme to show flexibility to their customers requirements

"We use two PM programs for our customers. Program One is a monthly program. Our visit includes travel to get to the customer and change the engine oil and filter. We complete an inspection on the equipment and advise the customer of additional service or repairs that may be needed. We make a note in our system so the next month when we run the report, it reminds us to bring the parts needed to complete the service. Program Two is every 60 days for customers who do not put a lot of hours on their machines."

Regular intervals

BobCARE PM is based on the standard intervals outlined on the machine service schedule or as referenced within the machines Operators Manual. A simple annual program is a great way for our dealers to support their customers by ensuring the machines are correctly maintained under the BobCARE PM program for customers with seasonal downtime. Customers with higher machine usage, may require service visits every three or six months. It is much easier for our dealers to initially schedule services in advance on mutually agreed time scales and terms, than rush to undertake last minute 'ad-hoc' maintenance activities. A set agreed calendar can be used, which then can be adjusted depending upon how many hours the machines actually operate.

As an example, machines in use four hours a day will need a 250-hour service about every three months, or four times a year. The second appointment would include the additional 500-hour service items and the fourth service will require the 500- and 1000-hour or annual service interval items. Machines in heavier or industrial use may require more frequent or monthly planned maintenance.

WHY DO WE OFFER A PLANNED MAINTENANCE PROGRAM TO OUR CUSTOMERS?



“Planned Maintenance has afforded us many opportunities which we did not have in the past. It generates goodwill with the customers, affords us the ability to have contact with both the customer and the unit on a more regular basis, and assists us in preventing downtime and warranty issues.”

Potential Dealer Benefits

- Permits pre-planning and enables dealer to schedule services around customers requirements
- Enables dealer to maintain on-going communications with the customer.
- Helps structure a strategic partnership with the Bobcat customer.
- BobCARE PM procedures build satisfied, repeat customers.
- Satisfied BobCARE PM customers call our dealership first when they are considering overhauls, rebuild work, rentals, new attachments and new equipment purchases.

Potential Customer Benefits

- Assures customer that service will be performed correctly, systematically and on a timely basis. Reduces concern that the owner or operator is too busy to do it himself.
- Allows for pre-planning. Customer schedules BobCARE PM maintenance when there is no demand for the use of the equipment.
- Many smaller customers do not want to support in-house service capability. They can't justify cost of in-house maintenance resources and want to hand off maintenance headaches.
- Larger customers want to focus on their primary business and not be distracted by the demands of equipment servicing procedures. Bobcat takes care of this important function for them.
- BobCARE PM planned maintenance on newly purchased or leased equipment protects residual value and improves up-time.
- BobCARE PM planned maintenance on both older and newer equipment ensures that proper maintenance gets done. It provides the customer with a watchdog on wear, increasing the reliability of the units in primary production activities.
- BobCARE PM support is applicable to all customer types: construction, landscaping, agriculture, rental, mining, forestry, environmental and industrial applications.
- BobCARE PM inspections are undertaken by Bobcat trained engineers which ensures a review of the total machine is completed on a regular basis. These inspections include the correct functionality of all safety features and systems, thus ensuring the customers machine remains in a safe working condition to perform the customer expected activities.

WHAT DOES A PM CUSTOMER LOOK LIKE?

Categories of Bobcat customers who will benefit from our Bobcat Planned Maintenance Programs:

1. Fixed locations: rental yards, industrial plants, scrap yards, recycling operations.

These customers may have no trained personnel to perform PM work. The units are relatively easy to schedule and locate. If the site has other equipment, our dealer maybe able to offer additional PM coverage on this machinery. It would reduce travel costs, as it may also be possible to draft a schedule to undertake all PM work during a single planned visit.

2. General and landscape contractors with two or three Bobcat units.

These customers are deemed to have the most need for PM support, but are sometimes the most difficult to service due to the fast turn around of the jobs and work conditions. Our dealers will ensure there is a planned communication process to organise any PM activities in-line with the customers work loads.

3. Large contractors with three or more Bobcat units.

Usually these customers will do their own PM work. However, we have found that in reality the large contractors may likely have their own maintenance teams who lubricate equipment in the field, but may not have qualified technicians to do thorough PM inspections. In addition, many large account maintenance teams are not equipped with the correct specialist diagnostic tooling to undertake all required activities involved with PM work. This situation is easily rectified by using your Bobcat Dealers service team's experience to maintain and repair your equipment whilst your own maintenance team could be utilised servicing less complicated equipment in your fleet.

4. The Be Your Own Boss customer.

This customer has built his business and reputation around Bobcat equipment. He depends on his Bobcat dealer to guide his business with services that keep his machines up and running. The BYOB customer is perhaps the best advocate for PM. He values the performance of his Bobcat product and will work with the dealer to schedule required maintenance.



SOME CUSTOMER OBJECTIONS TO DEALERSHIP PM PROGRAMS

Some customers raise objections to the concept of a PM program.

Some of the issues raised to our dealers are mentioned on this page.



Here are a few customer objections:

1. A PM program is too expensive.

Our dealers should fully review and explain all the items that make up the agreement, including the cost per hour and any different payment options that maybe available, the cost can be spread making it more affordable. A PM agreement means that maintenance will be performed on schedule and most repairs will be kept to a minimum.

2. I would have a problem scheduling PM work to be done at the dealership.

One of the primary goals of any PM agreement is making it simple and convenient for the customer. Our dealers should clarify that service/maintenance work can be done “at your place or ours;” and that your Bobcat dealer will perform the maintenance work at the convenience of the customer.

3. I already have technicians who service my equipment.

Bobcat machines are specialized pieces of equipment with intricate hydraulic, electrical and drive systems, and can't be properly maintained or repaired by technicians without special training. Bobcat service personnel are factory-trained to spot potential machine problems. In addition, most problems require special tools available only to dealer service personnel.

4. I'm too busy to worry about scheduling a PM appointment.

You don't have to worry about this, it will be the responsibility of the Bobcat dealership to keep focus on planning and tracking of planned maintenance schedules for you, and to ensure the detailed records are maintained at the dealership for each PM-serviced machine. If required, a signed copy of each inspection sheet can be mailed or sent electronically to your office which ever is most convenient. The dealer service technician will also ensure that a copy of any maintenance check sheet is either left with yourself or the driver/operator after the inspection.

FOR CUSTOMERS - PM CLOCK

PM Clock

A special PM clock built into the Bobcat machines which will automatically remind customers of any required service. Bobcat dealership service personnel are familiar with the function of the PM clock and should be more than willing to explain its use to customers. A Maintenance clock should always be activated by the Dealer on all machines to warn the customer of impending service work requirements. Our Dealers should be able to talk through the preventative maintenance documents and activities with you should this be a requirement.



MAINTENANCE CONTRACT



BOBCAT EQUIPMENT MAINTENANCE CONTRACT

This contract for Equipment Maintenance services between _____ (hereafter referred to as "Customer") and _____ (hereafter referred to as "Bobcat Distributor") is made and entered into upon the following date: ____/____/____ (hereinafter the 'Effective Date').

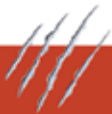
The following equipment shall be maintained in accordance with the term of this contract:

Serial Number _____
Model _____
(hereinafter referred to as the 'Equipment')

The Customer owns or has legal control of the Equipment and, under this contract, would like the Equipment to be maintained in good working order. Such required level of maintenance services will include periodic inspections that are routine along with scheduled repairs and the replacement of parts on an as needed basis. Repairs will also be made when necessary whenever the Equipment becomes inoperable unexpectedly.

The Bobcat Distributor is in the business of providing equipment maintenance services, and hereby agrees to provide the following maintenance services to Customer:

- All of the Equipment shall be inspected and serviced on a regular basis in strict accordance with the requirements as set out in the Bobcat maintenance manual as supplied by the manufacturer for each specific piece of equipment.
- The Bobcat Distributor shall respond to Customer's request for emergency repairs within ____ hours of receiving a request from the Customer.
- Bobcat Distributor shall make sure that all services that are provided under the terms of this contract are to be performed by properly trained and certified individuals.
- Bobcat Distributor also certifies that all employees that will be maintaining Equipment are legally eligible to work in this Country and that the Bobcat Distributor is in compliance with all EU Regulations and employment laws and with any additional applicable laws and regulations that are required administer the above mentioned services to the Customer.



One Tough Animal.

The Bobcat Equipment Maintenance Contract

We have introduced a simple maintenance contract for our dealer to use when offering the Bobcat BobCARE PM option to our customers. This is a simplified agreement which clarifies all the terms and conditions expected from both the customers and our dealers perspective.

The contract document allows mutually agreed flexibility relating to the machinery covered, the period of cover, payment and invoicing terms and possible transfer of the contract to another user, should the machinery be sold during the contract terms.

A full copy of this contract is included at the end of this document .



BOBCARE PM CHECKLIST

The BobCARE PM Checklist

The BobCARE PM checklist is used during maintenance and or service activities to record the work completed and to advise you the customer of the work that has been undertaken. It also allows the attending technician to record and advise you of any other work that may be required to keep your equipment up and running.

The dealer information area (A) is used to provide the customer with contact information after the service. This is valuable if a callback is required to approve additional service or repairs. The customer information area (B) is used to provide the technician with contact information and where to find the machine if the service is performed either on or off the customer's site.

The machine information area (C) is used to provide the technician with a description of the machine, machine hours and any installed options. The list of options may be important, and may require additional service parts for the scheduled maintenance.

The service checklist (D) outlines the maintenance that must be/has been performed as per the maintenance schedule. The service items (E) are covered along with the (D) item checklist items. The service items (F) are covered along with the (D) and (E) checklist items or annually. It is important to note that all service points are covered during a 1000-hour or annual service.

The engine area, walk-around, cab up, safety and operational checks (G) are performed during every BobCARE PM Service. The Item (H) covers all maintenance on the machines attachments. These will be carried out as per the instructions in the attachments Operators Manual and will be recorded on this document. It is suggested that the dealers technicians have access to all attachments utilised with the machine/s in question, to ensure that all parts of both the machine and attachments are correctly maintained at the same time. The extent of this service is impressive and important to the long life of Bobcat equipment.

A copy of these completed checksheets will always be supplied to the customer either after the works have been undertaken and/or along with any maintenance invoice.

Bobcat
BobCARE PM Service Checklist | Bobcat Loader - Small Frame

DEALER INFORMATION (A)
Company _____
Address _____
Tech Name _____
Tech Signature _____

CUSTOMER INFORMATION (B)
Name _____
Location _____
Contact Person _____
Phone Number _____
Approval Signature _____

MACHINE / WORK ORDER INFORMATION (C)
Model _____
Serial Number _____
Machine Hours _____
Installed Option _____
Work Order No _____
Date Serviced _____
Next Service Hrs _____
Service Type _____

MACHINE ATTACHMENTS (H)
Attachment Type _____ Serial Number _____
Inspection Done _____ Problems Found _____

50 / 100 HOUR SERVICE (D)
Replace:
 Engine Oil and Filter - 400 Series
Service:
 Grease Drive Coupler - 500 Series

250 HOUR (A) SERVICE (E)
Replace:
 Engine Oil & Filter - 500 Series
 Engine Fuel Filter(s)
 Air Filter(s)
Service:
 Grease All Pivot Points
 Grease Steering Shaft Zerk(s)
 Adjust Belts
 Check Air in Tires / Torque Wheel Nuts
 Check Hydraulic Oil & Engine Coolant Level
 Collect Engine/Hydraulic Oil Samples for Analysis

500 HOUR (B) SERVICE (F)
Replace:
 Hydraulic / Hydrostatic Filter
 Hydraulic Reservoir Breather Cap

1000 HOUR (C) SERVICE (F)
Replace:
 Alternator, Drive Belt(s)
 Chaincase Fluid
 Hydraulic Fluid
 Engine Coolant
Service:
 Pressure Check Cooling System
 Adjust Engine Valves / Replace Gasket

ENGINE AREA CHECKS - A / B / C (G)
 Air Intake Hoses & Connections
 Exhaust System for Leaks
 Radiator / Cooler for Debris
 Battery Electrolyte Level / Clean Cables
 Loose Bolts / Hardware
 Tailgate Latch

WALK AROUND CHECKS - A / B / C (G)
Damage, Wear, Missing Hardware, Leaks:
 Lift Arms
 Mainframe
 Bob-Tach
 Cylinders
 Rims/Tires
 Axles

CAB UP CHECKS - A / B / C (G)
 Debris Buildup
 Wear Points
 Steering Linkage, Bushings, Cams
 Drive Belt Tensioner - 400 Series

SAFETY / OPERATIONAL CHECKS - A / B / C (G)
 BICS System & Parking Brake
 Backup Alarm if equipped
 Missing or Damaged Safety Treads & Decals
 Operator Cab - Damage, Missing Hardware
 Gauges, Dash Panel, Warning Lights
 Front Auxiliary Operation
 Seat Belt, Seat Bar, Lift Arm Stop Present
 Preheat System
 Steering - Creep, Drives Straight
 Lift & Tilt Cycle Times
 Operator Handbook - Missing or damaged

Comments/Suggestions _____

If additional repairs are found, necessary customer permission will be obtained before proceeding with this work. Additional applicable results and all applicable fees will be billed at prevailing prices in per job agreement. It is recommended to record the scheduling location for the service. Inaccurate or not made available for servicing upon technician's arrival, the technician will leave and the customer will be charged for all travel time and mileage expenses.

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MAINTAINING WARRANTY COVERAGE

Maintenance should always be undertaken in-line with the manufacturers instructions to maintain the machines performance and to ensure any warranty coverage remains valid.

At every service undertaken the Inspection Check Book will be stamped and signed by the Service Engineer, after reporting machines working hours and date of the service. In case of warranty the Inspection Check Book will be proof of maintenance.

Please contact your Bobcat dealer for further information should you require clarification of any points of this program.

Bobcat offers all our customers the opportunity to take out a maintenance contract via our extensive dealer network. A copy of our maintenance contract document is shown on the following page for your reference.



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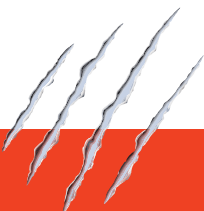
Model _____

(hereinafter referred to as the 'Equipment')

The Customer owns or has legal control of the Equipment and, under this contract, would like the Equipment to be maintained in good working order. Such required level of maintenance services will include periodic inspections that are routine along with scheduled repairs and the replacement of parts on an as needed basis. Repairs will also be made when necessary whenever the Equipment becomes inoperable unexpectedly.

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- The Bobcat Distributor shall respond to Customer's request for emergency repairs within _____ hours of receiving a request from the Customer.
- Bobcat Distributor shall make sure that all services that are provided under the terms of this contract are to be performed by properly trained and certified individuals.
- Bobcat Distributor also certifies that all employees that will be maintaining Equipment are legally eligible to work in this Country and that the Bobcat Distributor is in compliance with all EU Regulations and employment laws and with any additional applicable laws and regulations that are required administer the above mentioned services to the Customer.



1. Payment for Maintenance Works

In payment for services provided by Bobcat Distributor the Customer agrees to pay the Bobcat Distributor in accordance with one of the following options (please select one of the options):

a) An amount of EUR \ GBP \ USD_____ on the _____ day of each month for the duration of this stated contract.

This contract will start with a payment of EUR \ GBP \ USD_____ no later than ____/____/____,

OR;

b) To pay the Bobcat Distributor the invoiced amount following each maintenance job concerning the Equipment.

2. Individual Works

Customer will pay Bobcat Distributor for individual required repairs that are performed by Bobcat Distributor in accordance with the Bobcat Dealers invoice.

3. Supply of Parts

The Customer will, for the entire Term, purchase from the Bobcat Distributor all required parts, supplies and other materials that may be necessary and reasonable in order to properly maintain the Equipment in good working order.

4. Invoicing

Should Customer select option 1a): All invoices for monthly maintenance and repair fees, including all supplies and services billed, will be submitted by Bobcat Distributor or an employee of the Bobcat Distributor to the Customer no later than the _____ day of each month for the duration of this contract. Customer shall pay each invoice received within _____days of stated due date.

Should Customer select option 1b): Bobcat Distributor will invoice Customer for maintenance works completed within ___ days following completion of said works and the Customer will have ___ days within which to pay these invoiced amounts.

5. Term

This contract will commence as of the Effective Date and will continue in full force and effect for a fixed period of ___ years (hereinafter the 'Term') at which time it will expire without any further notice or action required by either party. By way of exception to the Term, should the Equipment complete more than ___ operating hours prior to expiration of the Term, this contract will automatically terminate at that time.

6. Sale of the Equipment

In the event the Customer, during the Term, decides to sell the Equipment, the Customer will ensure that its rights and obligations under this agreement are transferred to the new owner of the Equipment and that, prior to such sale, the new owner of the Equipment accepts to be bound by the terms of this contract for the Term hereof. Should the customer fail to comply with the above, the Customer will remain liable towards to Bobcat Distributor for all obligations stemming from this contract.

7. Applicable Law & Jurisdiction

This contract is ruled by _____ Law and is interpreted in accordance with its provisions, without taking into account conflict-of-law rules.

All disputes concerning the rights and obligations of the parties, the implementation or interpretation of this contract, will be settled exclusively by the Courts of _____, _____.

8. Miscellaneous provisions

- (a) If a provision of the Agreement is deemed void, illegal or inapplicable, it will be considered cancelled, while all other clauses will remain fully valid and will remain in full effect. Should the Agreement be considered as incomplete, the omission will be remedied automatically by adopting the clause that is the closest to the economic intent of this contract.
- (b) The contract represents the entire agreement between parties and cancels and replaces all negotiations, statements or prior contracts, whether written or oral.
- (c) The fact that one party does not demand the strict implementation of one of the clauses or conditions of the contract does not constitute a waiver of such clause or condition or of one of the rights under herein.
- (d) All notifications and communications will be sent to the parties to the addresses mentioned on the opening page of the contract. In the event of a change of the specified address, the party concerned must notify the other party in writing of such change, in accordance with this paragraph.
- (e) Parties agree that they can send each other invoices, receipts and statement exclusively by electronic means, including e-mails with attachments.
- (f) Except expressly otherwise agreed, the contract can only be changed or amended with the written authority of each contracting party.

In signing here below, the contracting parties confirm that they have read, understood and agree to be bounded by the terms stated herein.

_____ Date _____
Signature of the Customer

_____ Date _____
Signature of Bobcat Distributor



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