

A close-up photograph of a worker in a red uniform and white hard hat, wearing safety glasses and gloves, focused on a task. The worker is wearing a white hard hat with the KALMAR logo. The background is a blurred industrial setting with blue and green elements. The text is overlaid on the image in white.

Kalmar Care

Making sure your
business never stops

Service contracts for material handling





Everything running at maximal efficiency

We know you're in a business where it's crucial that everything is as efficient as it can be. Every little detail, every second of your operations. Unexpected delays can be disastrous, while every gain in efficiency and reliability can make

a huge difference to your business. This is why we've developed an offering to make sure your business never stops: a single solution that meets all your servicing and support needs. It's called Kalmar Care.

With Kalmar Care, we manage and provide service and support for your equipment, including machines of any other brand. The offering is scalable, and it optimises

spare parts and supply chain management. You get guaranteed availability, reduced risk, and a flexible and skilled service partner.

Safety first

Because injuries and material damage have severe consequences, we put safety at the top of our agenda. Regular inspections by our experts reveal hidden failures, and thanks to planned and constant care, your machines are always in safe operational condition. Kalmar Care also provides training for drivers about how to safely and economically operate equipment.

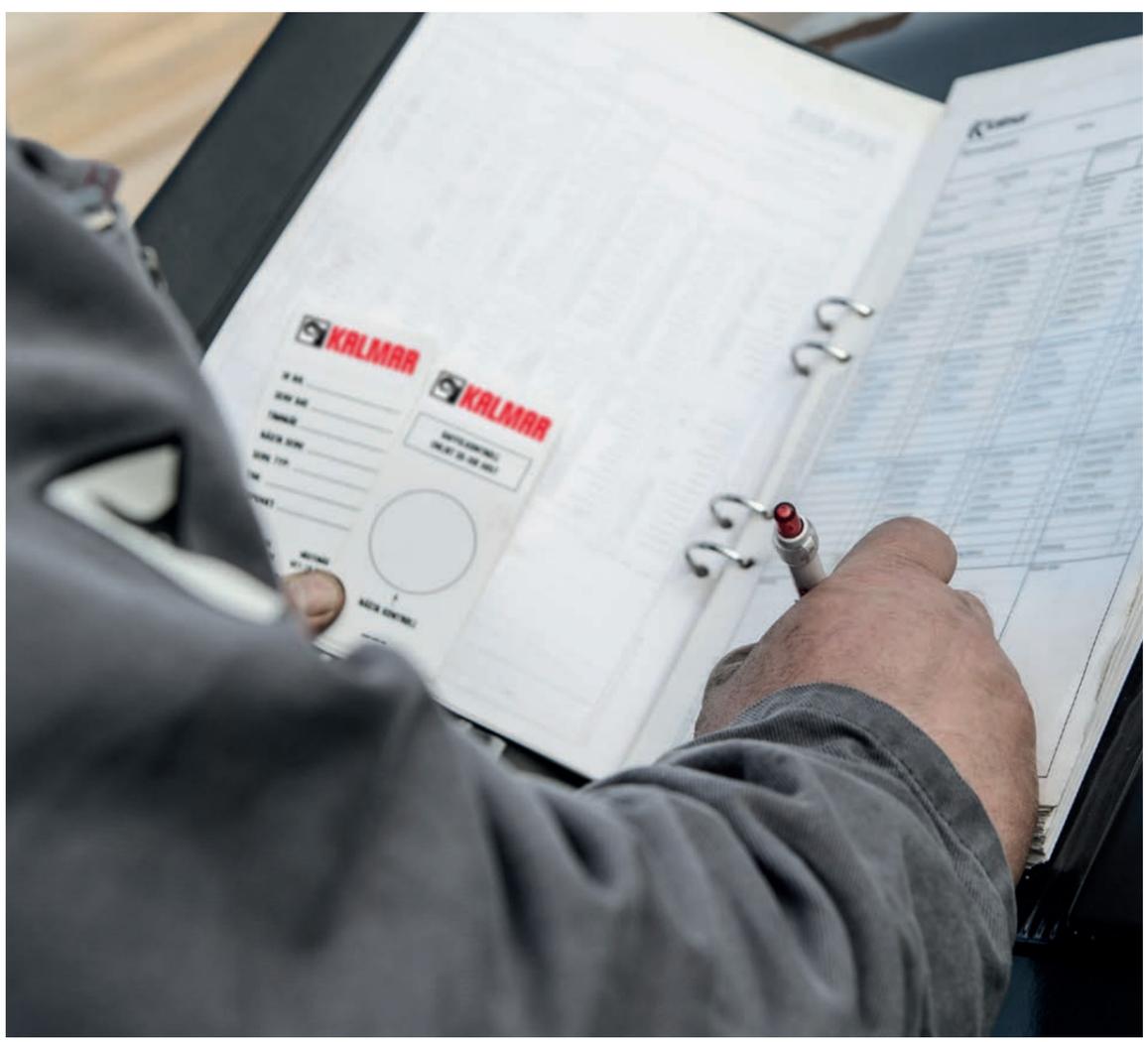




Better financial predictability, better business decisions

Today financial predictability and cost control are essential for successful business management. Kalmar Care service contracts offer you greater control of your maintenance-related costs. This allows you to increase the transparency of internal costs and reduce tied-in capital. For example, you don't need spare parts stock. In addition, rental and leasing of equipment are attractive alternatives to buying, since you

don't need to make a large investment that ties up capital. And you can forget about the complicated process of finding just the right service setup. To make it easy for you, Kalmar Care includes four types of service contracts, and six different modules with a range of services that build the content of the contract. Together we can make a contract tailored to meet your needs.



The four flexible types of service contracts

<p>Kalmar Support Care</p> <p>We support your maintenance processes on demand.</p> <ul style="list-style-type: none"> • Availability of competent people with the right tools and parts • Addition of skills to existing maintenance organisation 	<p>Kalmar Essential Care</p> <p>We perform your agreed maintenance tasks proactively.</p> <ul style="list-style-type: none"> • Availability of competent people with the right tools and parts • Higher degree of financial predictability • Reduced operational risk to customer • Improved availability of machines 	<p>Kalmar Complete Care</p> <p>We meet your complete maintenance requirements.</p> <ul style="list-style-type: none"> • Improved predictive maintenance • Low operational risk to customer • Reduced equipment downtime • Reduced total cost of operation • Increased operational predictability 	<p>Kalmar Optimal Care</p> <p>We optimise your business performance.</p> <ul style="list-style-type: none"> • Guaranteed availability • Reduced tied-in capital • Improved business performance • Increased peace of mind
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Making sure the service contract covers everything you need

Each contract type is built on service modules that are selected to fit the needs of your business.

Financial services

Provides you with the flexibility to adjust your fleet and gives you predictability of equipment costs, as an alternative to purchasing.

- Rental and leasing

Technical services

Keeps your equipment at peak operating levels as required by your business, and minimises breakdowns and unnecessary downtime.

- Inspections
- Corrective maintenance
- Preventive maintenance
- Component replacement and overhaul

Availability management

Professional management services that improve the efficiency of your equipment utilisation.

- Maintenance planning

Spare parts management

Full-scale spare part management – from inventory and logistics management to capital item financing.

- Inventory management
- Capital item management and financing
- Logistics management

Training

We provide training programmes that improve the competence of your operators, so you can maximise the return on your equipment.

- Technical training
- Operations training

Operations

We provide you with skilled operations personnel (drivers, for example) so your staff can focus on their day-to-day tasks.

Build your contract

Possible service options in each contract type.*

	Support Care	Essential Care	Complete Care	Optimal Care
Financial services				
Rental and Leasing	•	•	•	•
Technical services				
Inspections	•	•	•	•
Preventive maintenance		•	•	•
Corrective maintenance			•	•
Component replacement and overhaul			•	•
Availability management				
Maintenance planning	•	•	•	•
Spare parts management				
Inventory management	•	•	•	•
Capital item management and financing				•
Logistics management			•	•
Training				
Technical training	•	•	•	•
Operations training	•	•	•	•
Operations				
Operations personnel				•
Business model				
Time and material	•			
Fixed or performance-based fee		•	•	•
Agreed product performance			•	•
Agreed fleet / business performance				•

• = Mandatory • = Optional Blank = not available

*Local offering varies

Resources and reliability



1,500 staff
100 countries
1,000 customers
5,800 machines
of different
brands



Kalmar Care staff are on hand, no matter where you are. We are 1,500 dedicated and skilled service and support people in 100 countries. Just imagine the experience we gain by servicing around 5,800 machines globally. Currently, over 1,000 customers trust us with the service and support of Kalmar machines as well as other brands.



**Guaranteed
availability**

**Improved
safety**

**Better
financial
predictability**



We work hard for your success

We support customers in demanding businesses such as wood and paper, steel, automotive, transport and logistics, as well as other heavy industry. Our goal is to always make sure that their business never stops. Our service personnel are at the heart of our offering, and this is what they say:

“ Our customers’ businesses can be 24/7 operations, and our support offering has to be aligned. For example, I’ve been called to service machines to ensure a freight train could leave fully loaded, avoiding costly penalties for our customer.”

“ 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.”



Wood industry



Steel industry



Paper industry



Automotive industry



Transport and logistics



Other heavy industry

How can we make sure your business never stops?

Go to www.kalmarglobal.com/kalmarcare and contact our sales team. We are there for you.



Kalmar offers the widest range of cargo handling solutions and services to heavy industry, distribution centres and ports. Kalmar is the forerunner in terminal automation and in energy-efficient container handling, with one in four container movements around the globe being handled by a Kalmar solution. Kalmar improves the efficiency of every move. www.kalmarglobal.com. Kalmar Care is the service offer to customers using Kalmar equipment as well as other brands. We provide service and support based on extensive knowledge about the industry and your business.

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