



COMPONENT REPAIR AND EXCHANGE PROGRAMS

Frequently Asked Questions

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Contact your local branch to enquire further
into these programs.

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Liebherr-Australia offers customers a few alternatives to purchasing brand new replacement components:

- Repair
- Exchange - Variable Price
- Exchange - Cost Cap
- Exchange - Core Return

Below are some Frequently Asked Questions that will help to provide some more information.

Q: How does the customer 'buy in' to the available programs?

A: Simply through a Purchase Order. The selected program must be referenced, and the correct price applied on the order. The price list for each program can be made available. Please contact your closest branch.

Q: Is the equivalent component rotated throughout the exchange?

A: The repair program utilizes the customer owned component. In the case of all other programs a new or remanufactured exchange component, built to the latest technical standard, is supplied.

Q: What is the Cost Capping Period?

A: The Cost capping period begins immediately following the component warranty period, and expires at the end of the nominated component lifetime. During this period, if a component fails to achieve the nominated life (subject to Core Return Criteria) the customer will be invoiced for hours achieved only.

Q: What is the Fixed Price Period?

A: The Fixed Price period begins immediately following the component Cost Capping period, and has no expiration.

Q: What is the Variable Price period?

A: The variable price period begins immediately following the component warranty period. There is no expiration.

Q: The customer has purchased a component under the Variable Price program which fails at 6,000 component hours. Can there be a replacement under Cost Cap pricing?

A: Yes, but the customer will be invoiced at full cost capped hours. The supplied component will then be covered under cost capping.

Q: If the customer selects the Variable Price program and the returned component is not economical to repair, will the customer pay to replace the component?

A: Yes. This is the nominal risk that the customer assumes under the Variable Price program. The Cost Cap program provides a guaranteed cost per hour, in which the risk is assumed by Liebherr.

Q: In the Variable Price program, why does the customer potentially pay more to upgrade the component to the latest technical standard?

A: Similar to the Cost Cap program, the latest technical standard could cost more than the previous version. In many cases, it may actually cost less. Most importantly, the customer receives a component which ensures the highest reliability and performance, and reduces overall equipment cost per hour.

