

# ALTERNATOR

Recharges the batteries and powers the electrical system.

## Pro Tip

- Be sure to load test the battery before and after installation. Battery charge may be required.

*Good customer service is giving them what they ask for.  
Great customer service is giving them what they didn't know to ask for.*

## Probably also needs

- Installation guidelines

*Will you need the installation guidelines for your new alternator?*

## May also need

- Belt
- Pulley
- Anti-seize compound
- Batteries
- Corrosion resistance spray
- Ground Strap
- Connecting cables

*You may also need [...]*

*Would you like to add any of those to your order?*

## Wrap up / Save them some money & show you care

Always wrap up the call by mentioning the parts on special or current and upcoming Komatsu promotions.

*Would you like me to contact your PSSR to schedule a free machine inspection?*

*Is there anything else I can do for you today?*

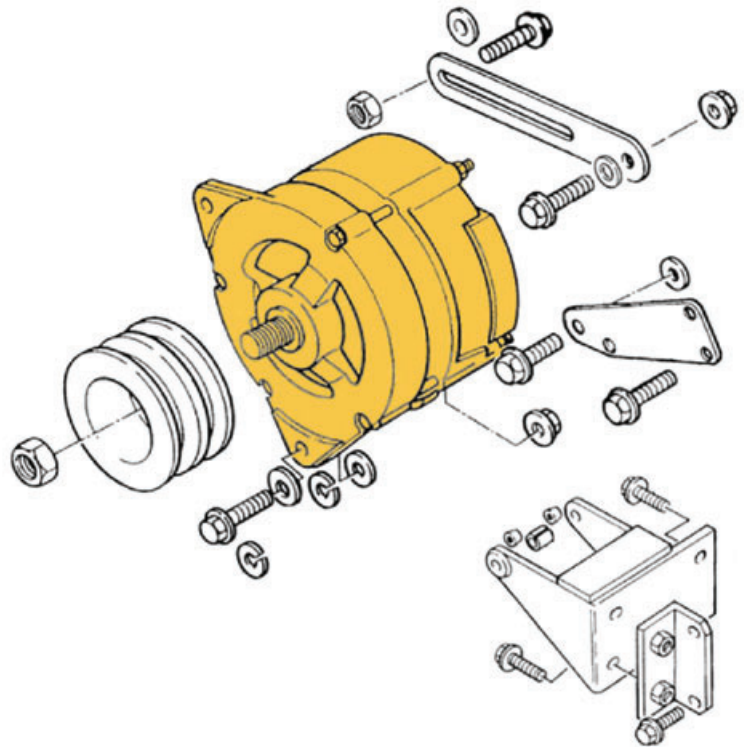
# KOMATSU®

## GENUINEPARTS

*The Difference Matters™*

*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

- Komatsu Genuine Alternators are engineered to provide a direct fit to insure high-quality performance and reliability.
- If challenged with a competitive quote, remember amperage, voltage and connection points make a measurable difference in machine performance.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

Engine > Electrical System

# BATTERY

The rechargeable unit that supplies electrical energy to the Komatsu machine.

*If applicable, ask if they intend to return the core.*

## Pro Tip

- If the battery is dead, ask if they have recently checked the alternator/starter.

*Good customer service is giving them what they ask for.  
Great customer service is giving them what they didn't know to ask for.*

## Probably also needs

- Corrosion resistant grease

*When you replace a battery, you usually also need [...]  
Would you like to add those?*

## May also need

- Main battery cables
- Battery hold downs
- Ground strap
- Terminal cleaner spray

*You may also need [...]  
Would you like to add any of those to your order?*

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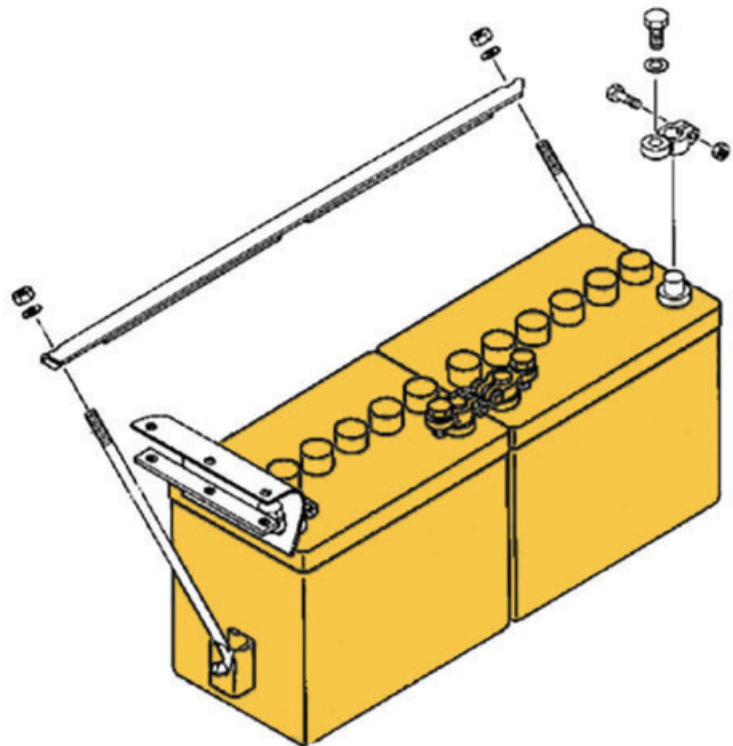
# KOMATSU®

## GENUINEPARTS

*The Difference Matters™*

*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

- Genuine Komatsu batteries have anchor loaded, full-frame grids that support harsh environments
- Deep pocket envelope separators protect against shorts



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Electrical System*

# CABIN AIR FILTERS

Filters air from outside the cab to keep dirty air from entering the cabin.

Filters internal air to remove airborne particulates.

## Good to Know

- A/C filters usually clean outside air before it enters the cab.
- Recirculating air filters clean the air already inside the cab.

*Good customer service is giving them what they ask for.  
Great customer service is giving them what they didn't know to ask for.*

## May also need

- Windshield wiper blades
- Seat belts

*How are you doing with [...]?  
Do you need to add any of those to your order today?*

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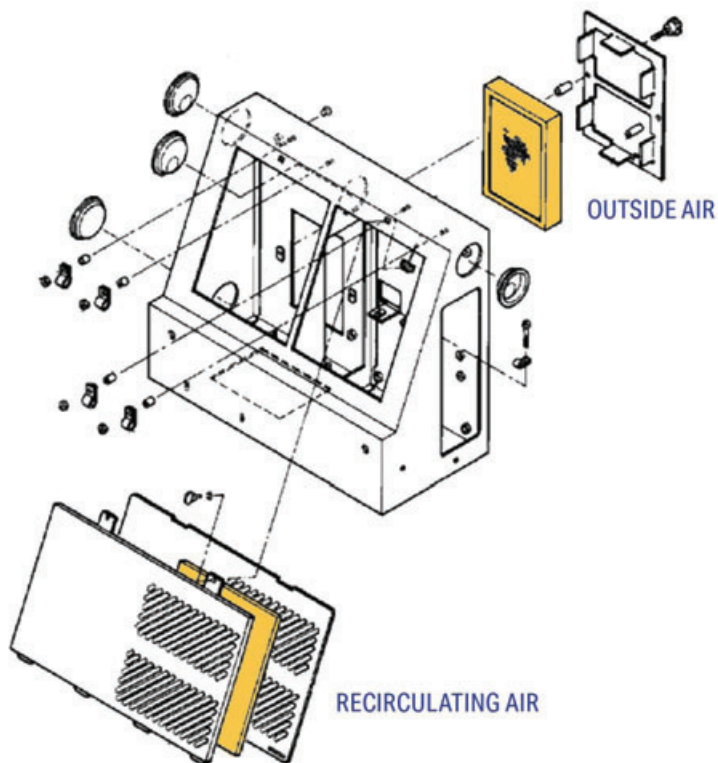
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## GENUINEPARTS

*The Difference Matters™*

*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

- Komatsu Genuine Air Filters provide superior filtration of dust, soot and diesel particulates to keep cabin air clean.



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Operator's Compartment **AND** Control System

# ENGINE BELT

Transfers power from the engine to the fan, water pump, alternator and air conditioning compressor.

## Pro Tip

- Periodic checking of belt condition will prevent unexpected down time.

*Good customer service is giving them what they ask for.  
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## Remind your customer

- Establish proper tension
- For double or triple v-belts, replace the entire set

*Don't forget to establish proper tension when you install your new engine belt.*

## May also need

- Pulleys
- Belt tensioner
- Adjustment bolts/brackets

*You may also need [...]  
Would you like to add any of those to your order?*

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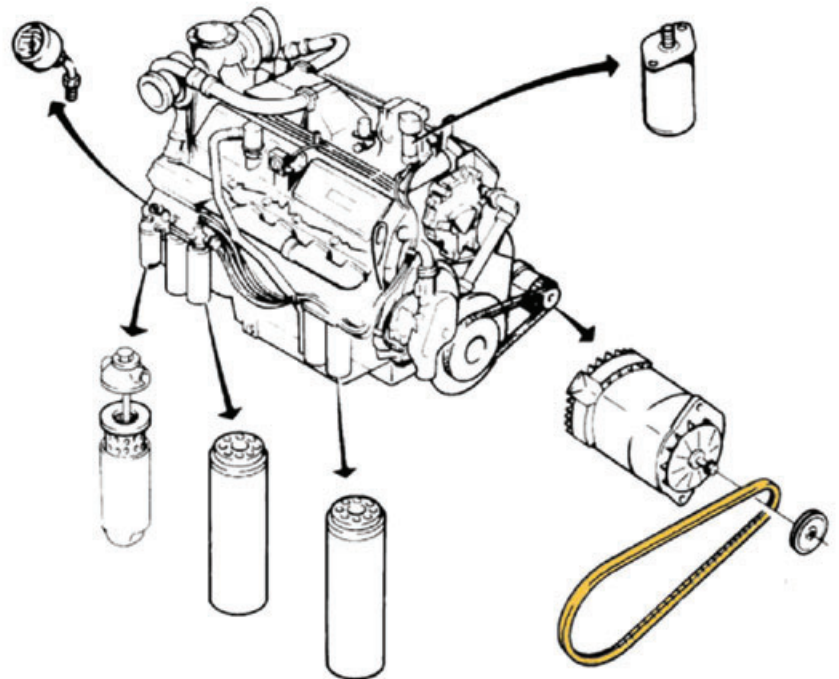
## GENUINEPARTS

*The Difference Matters™*

*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

### Komatsu Genuine Engine Belts feature:

- Cog type design fits securely in pulley groove to maintain transfer of power
- A polyester center layer which resists stretching
- Synthetic rubber to reduce wear



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Cooling Fan Belt & Water Pump Drive Belt: Engine > Cooling System  
Alternator Belt: Engine > Electrical System*

# ENGINE OIL FILTERS

Filters contaminants from the oil to keep moving parts within the engine clean while reducing wear.

*Good customer service is giving them what they ask for.  
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## ASK: For what service interval?

### Probably also needs

- Oil
- O-Rings

*When you replace a filter, you usually also need [...]  
Would you like to add those?*

### May also need

- Air filter
- Fuel filter

*You may also need [...]  
Would you like to add any of those to your order?*

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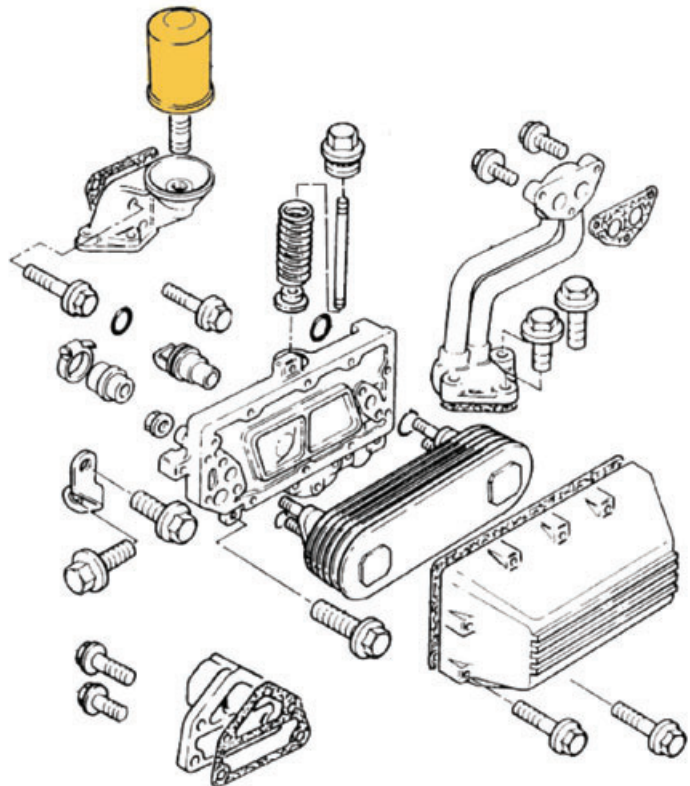
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- Komatsu Genuine Oil Filters have both a stacked bypass component to trap 2/3 of contaminants and a full flow component.
- Komatsu media has high strength for long life and provides high-efficiency in dust and sludge removal.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

Engine > Lubrication System

# HYDRAULIC FILTERS

Maintains the cleanliness of the hydraulic system and reduces unnecessary wear to hydraulic components.

## Good to Know

Advancements in machine technology along with tighter tolerances makes contamination control of hydraulic systems extremely important.

*Good customer service is giving them what they ask for.  
Great customer service is giving them what they didn't know to ask for.*

## ASK: For what service interval?

### Probably also needs

- Hydraulic oil

*When you replace a filter, you usually also need [...]  
Would you like to add those?*

### May also need

- O-rings

*You may also need [...]  
Would you like to add any of those to your order?*

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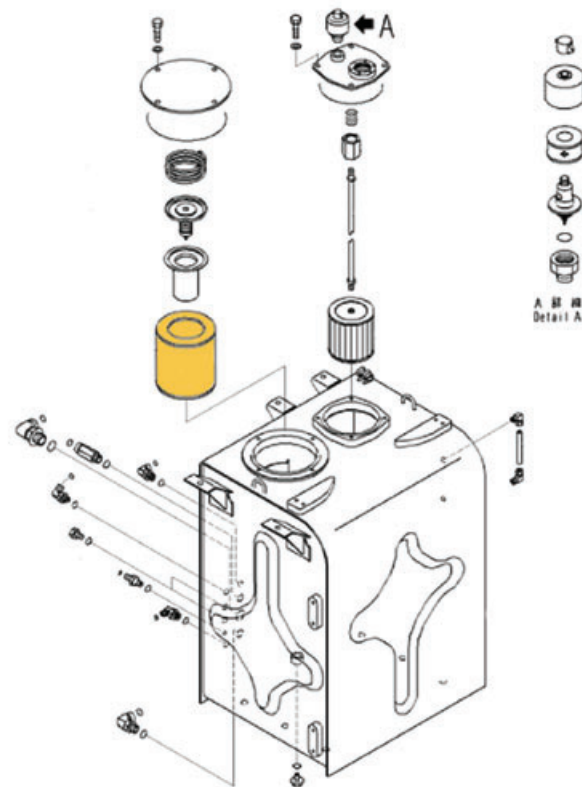
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*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

- Komatsu Genuine Hydraulic Filters are made with a three-layer media which increases surface area for improved contamination control.
- Purity and higher-grade filtration always leads to better machine performance and longer component life.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Hydraulic System*

# HYDRAULIC HOSE

Heavy equipment operates using a hydraulic circuit for power and motion control. Hydraulic hoses are used for fluid conveyance between components.

## Pro Tip

To ensure long-life hydraulic components:

- keep it closed
- keep it cool
- keep it clean

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## Probably also needs

- O-rings
- Hydraulic oil
- Filters

*When you replace a filter, you usually also need [...]  
Would you like to add those?*

## May also need

- Clamps / Hardware
- Protective sleeves / wraps
- Hose-end adapters

*You may also need [...]  
Would you like to add any of those to your order?*

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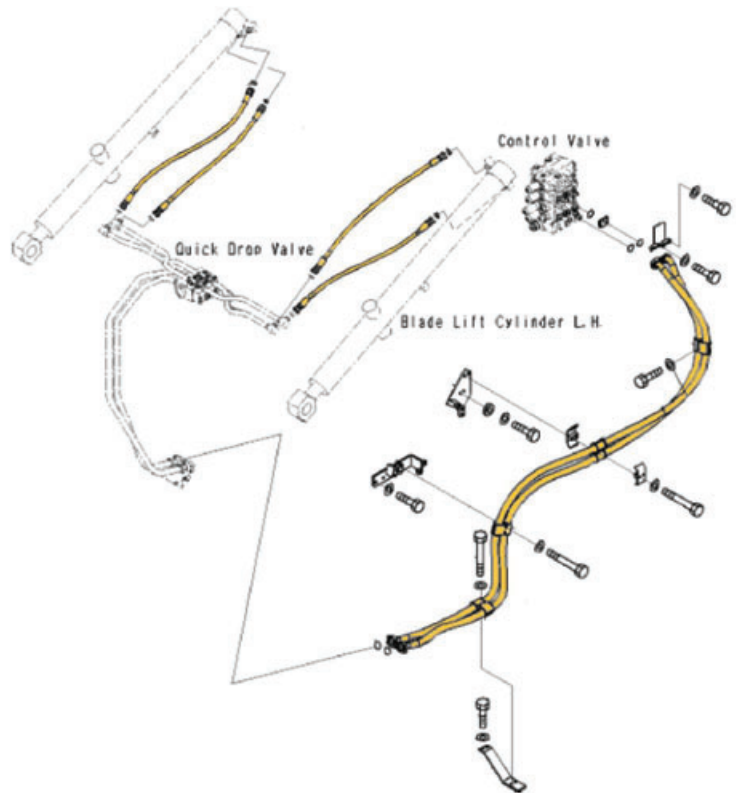
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- Komatsu Genuine Hose Assemblies are designed to handle extreme pressure and temperature ranges to ensure optimal machine performance.
- Hose assemblies are critical components that must be maintained regularly and monitored for any signs of wear.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Hydraulic System AND Work Equipment*

# TURBOCHARGER

Recirculates air back into the engine by reusing exhaust gas resulting in additional power for the machine.

## Pro Tip

- When replacing, look for sticky engine oil, abnormal combustion in engine or malfunctioning of sensor.
- Remember to idle three to five minutes before shutdown to prevent turbo bearing damage.

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## Probably also needs

- Mounting gasket
- O-rings
- Sealant
- Bolts
- Nuts & Studs
- Oil (30W)
- Oil supply gaskets/seals
- Installation guidelines

*When you replace a turbocharger, you usually also need [...]  
Would you like to add those?*

## May also need

- Oil drain hoses (inlet/outlet)
- Oil drain mounting belts & nuts

*You may also need [...]  
Would you like to add any of those to your order?*

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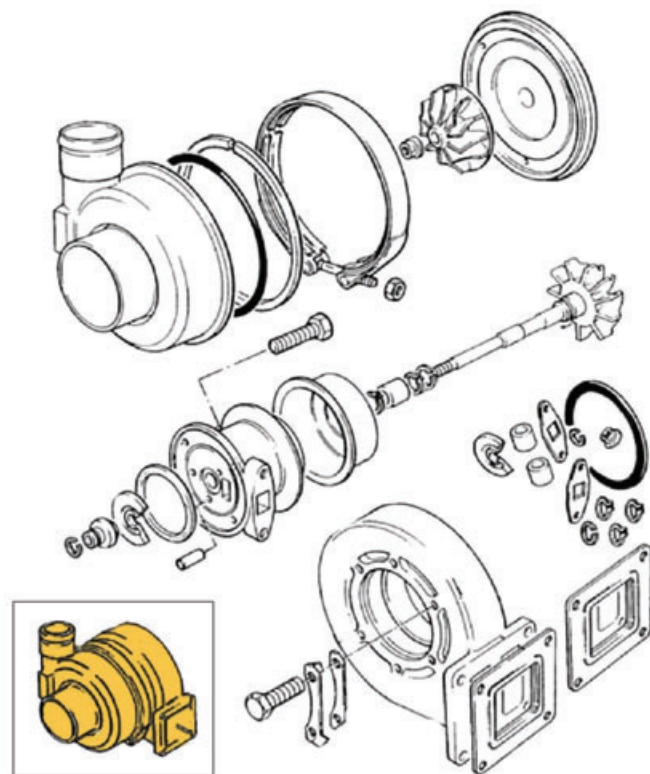
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*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

- Komatsu Genuine Turbochargers match OEM specs for airflow to achieve peak power and performance.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Engine > Cylinder Head and its Related Parts*

# UNDERCARRIAGE LINK ASSEMBLY

The main major moving component of the undercarriage consisting of pins, bushings, links and seals.

## Pro Tip

- Ask your customer if their PSSR has inspected the machine that needs new link assemblies.

We need to understand the state of the undercarriage to ensure the proper replacements are being made.

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## Probably also needs

- Mounting hardware
- Sprockets – *always recommend with new link assemblies to ensure new goes on new!*

*When you replace an undercarriage link assembly, you usually also need [...]  
Would you like to add those?*

## May also need

- Carrier rollers
- Shoes
- Track shoes
- Bottom rollers
- Idlers

*You may also need [...]  
Would you like to add any of those to your order?*

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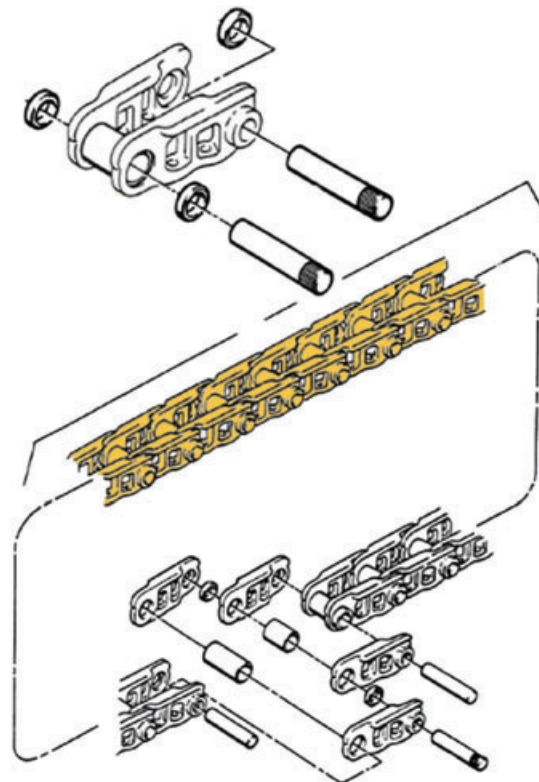
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*Komatsu components are designed to work together for higher production & reliability on Komatsu machines.*

- Komatsu Genuine Undercarriage Link Assemblies are designed with the machine and built to Komatsu specs.
- Komatsu provides industry-leading Undercarriage Assurance Program and terms: 4 yr/5,000 hrs, 5 yr/6,000 hrs.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Undercarriage*

# WATER PUMP

Pushes coolant through the engine block to maintain proper engine temperature.

## Pro Tip

- If rust or mineral deposits are present during installation, be sure to flush the system.
- If overheating, suggest that the radiator is flow checked.

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## Probably also needs

- Mounting gasket
- Sealant
- Installation guidelines

*When you replace a water pump, you usually also need [...]  
Would you like to add those?*

## May also need

- Coolant hoses
- Belt
- Super Coolant
- Hose clamps
- *If overheating:* thermostat & gasket

*You may also need [...]  
Would you like to add any of those to your order?*

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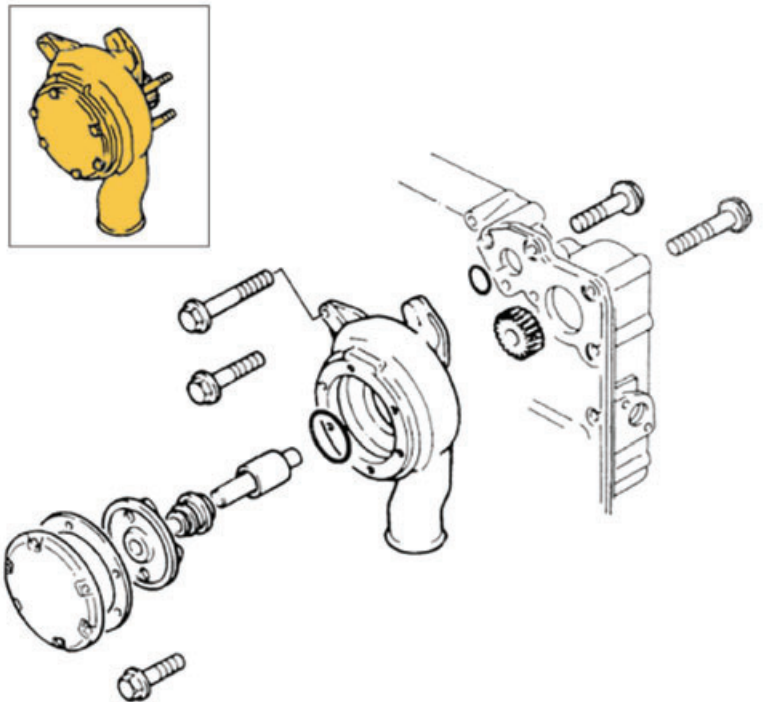
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## GENUINEPARTS

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- Komatsu Genuine Water Pumps are engineered to provide a direct fit to insure high-quality performance and reliability.



All Komatsu Genuine Parts come with a **1 YEAR WARRANTY** from date of purchase.

*Engine > Cooling System*