

After Sales Support

Hedweld USA provides the following After Sales Support Services:

1. Commissioning, Training & Installation

Getting the most out of your Trilift® products

Hedweld manufactures and supplies the Trilift range of technologically advanced products specifically designed to assist with the removal, installation and handling of components on mining and heavy earthmoving vehicles.

Our Trilift specialised maintenance tooling has given mining companies the ability to achieve best practice by increasing safety and efficiency in mining workshops world wide.

Investing in this specialized tooling is great, but commissioning and training are as equally important to ensure that this tooling is utilized safely and to its full potential. Commissioning and training can be carried out by an authorized technician. Onsite training consists of both classroom theory and workshop practical training and assessment. Certificates of Competency are provided to participants upon successful completion. **Ask us for a quote.**



Hedweld USA Field Service Team - onsite commissioning and training at Grupo Mexico

Safe-Away® Onsite Installations

The Safe-Away® designed and manufactured range of ladder and stair access systems offer improved safety for maintenance and operational personnel accessing and egressing mining and heavy earthmoving equipment. Access solutions are available for most makes and models of truck, dozer/crawler, loader, grader, scraper, shovel, excavator and drill rig.

Due to the many variations in mobile fleet designs, site specific configurations, deck heights and mount points we recommend you have the Hedweld USA Field Service Team provide Onsite Installation.

While performing an Onsite Installation our highly skilled team can train your maintenance personnel in the:

- ✓ diagnostics and data logging set up for the Incab Controllers
- ✓ pressure setting for hydraulic Power Packs, and
- ✓ provide tailored instructions for future installations.



2. Troubleshooting

At Hedweld USA we have designated Product Managers and Product Support Representatives to help you troubleshoot any issues with commissioning, training, installation or performance. Let us know if you need assistance.

3. Onsite Audit Reports

If you are an existing Hedweld USA customer we can provide comprehensive Onsite Audit Reports on your equipment. Whether these are Safe-Away® and/or Trilift® products it is our aim to ensure your Hedweld USA equipment is in optimum working condition.

When was your existing equipment last audited?

4. Onsite Field Servicing

At Hedweld USA we want you to get the most out of your investment, so our Safe-Away® and Trilift® products are supplied with ongoing **preventative maintenance schedules**. These include daily, monthly, quarterly and annual checklists to make sure your equipment keeps running smoothly.

Hedweld USA have inducted Field Service Technicians with fully equipped vehicles who can provide;

- ✓ **preventative maintenance,**
- ✓ **breakdown repairs, and**
- ✓ **onsite installations**

on all Safe-Away® ladder & stair access systems and all Trilift® component handling products.

Speak to your Product Support Representative for a quotation.



5. Spare Parts & Manuals

Hedweld USA has a Spare Parts Interpreter, Justin Duffy who is able to assist you when ordering the parts you need.

It is our commitment to customers that spares in stock will be dispatched the same or next day, on your transport.

If you require an electronic copy of an Operating Manual these can be ordered through Spare Parts.

Spare Parts can be contacted from Monday to Friday (8am-4.30pm).

Critical Spares

When you need to maintain or repair your Safe-Away® and/or Trilift® products it is important that you have critical spares available in your store. Our helpful team can assess your equipment and provide you with a list of critical spares.

We design and manufacture our equipment to minimize the variations of parts required onsite.

Hedweld USA Inc. Contact Information



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Facility Manager
Justin Duffy

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Service Technician
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6. Safe-Away® Service Exchange

Hedweld USA can also offer service exchange on Safe-Away® Power Packs

A Service Exchange Power Pack will allow you to keep your mobile fleet equipment operating and reduce downtime while our team does the testing, analysis, quote and repair work.

The benefits of Safe-Away Power Pack Service Exchange are:

- quick turnaround times,
- decreased machine downtime, and
- lower maintenance costs.

The Service Exchange offers like for like exchange. It is really that simple.

Speak to Hedweld USA to find out how.

7. Offsite Servicing & Repairs

Please contact Hedweld USA Facility Manager, Justin Duffy to book in your offsite repair work on 208-755-9321.

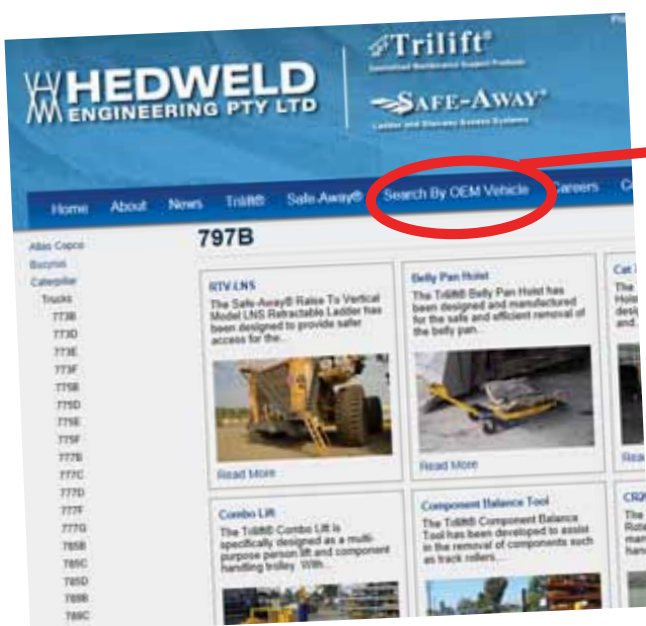
Your Hedweld USA equipment can be serviced at:

Hedweld USA

2575 Eldridge Ave,

Twin Falls, ID 83301

Purchase Orders can be sent to enquiries@hedweld.com



Visit www.hedweld.com and use the 'Search by OEM Vehicle' tab to discover which other innovative Hedweld USA products will improve the safety and efficiency of your fleet maintenance.

Hedweld USA Rental

8. Trilift® products now available for rental

Looking for world leading maintenance support equipment but don't have the CapEx to buy right now? Hedweld USA are recognized as the world leaders in the manufacture and supply of maintenance support equipment. The Trilift® range is specifically designed to assist with the removal, installation and handling of components on mining and heavy earthmoving equipment. Components such as wheel motors, tires, hoist cylinders, final drives, transmissions, differentials, belly pans and hub and strut assemblies can be safely handled using our Trilift® component handling products.

Safety Benefits & Productivity Gains

Renting Trilift® products will:

- Provide a safer working environment for all maintenance staff to assist mine maintenance workshops achieve zero harm.
- Eliminate the need for dump body/tray removal.
- Eliminate the need to work under suspended loads.
- Allow all bays in the workshop to be utilized to maximize workshop efficiencies.
- Reduce the number of personnel required to perform maintenance tasks freeing up labor for other duties.
- Decrease the maintenance time for your equipment. This means that your equipment will be spending less time in the workshop and more time moving overburden and mineral.

A Hedweld USA Rental gives you the option of short (minimum 1 month) or long term contracts to:

- try our products prior to purchasing and experience the productivity gains for yourself, or
- have your existing Trilift® equipment factory reconditioned.



TH15000 Workshop Tire Handler



Belly Pan Hoist



Transmission Hoist



Cat 797 Transmission Hoist



**VWT XC30 and
Universal Large Wheel Motor Jig**



Jack Stands 100T & 300T

See our innovations in action on

www.hedweld.com

or on youtube.com - search for Hedweld