

CUSTOMER FREQUENTLY ASKED QUESTIONS

Solutions tailored to your needs

HDREMAN™

Longer life. Maximum Value.

Q: What is HD Reman?

✔: HD Reman is the new name for Hastings Deering's service exchange component program. This replaces our previous service exchange offerings of PEX (Parts Exchange) and the former Hastings Deering Reman. HD Reman is transacted the same as Cat Reman (as a Part with a core charge);

- Using the same core return criteria
- Built using genuine Cat parts and the latest engineering updates
- To the strict Caterpillar salvage and reuse specifications in contamination-controlled Component Rebuild Centres

Q: Who to contact?

Previously we dealt directly with PEX Coordinators.
Who do we deal with now?

✔: HD Reman is transacted the same as all other parts. So, in the first instance, please contact our front counter staff in our Parts Department at your closest Hastings Deering Business Centre. You can also escalate any issues you may have with your site Mining Support Representative or Mining Support Manager.

Q: Breakdown situations?

Who do we contact after hours or on weekends?

✔: Use the after-hour contact number 131228 as per all your Cat Parts enquires at Hastings Deering.

Q: How do I order a HD Reman Component?

What information do I need when placing an order?

- The new Cat Part number followed by _888. For example, if the new Cat Part Number is 9U1234, your HD Reman part will be 9U1234_888
- Need by date. Supplying components on time is important to us. A key metric for HD Reman is OTIF (On Time, In Full). To assist Hastings Deering supplying the component when you require it, please input an accurate need by date when ordering.
- Where possible your Machine Serial Number, if not at point of order, then when you return the used core. This allows for accurate record keeping for all parties.

Q: Order Status Enquiries?

Who do we contact to confirm the status of our orders and expected delivery date?

✔: Your Hastings Deering Parts Department will be able to assist with confirmation of the order status of the HD Reman components you have on order. Your Mining Support Representative or Mining Support Manager also have visibility of your orders and HD Reman inventories.

Q: Core Credit Processing?

When can I expect to receive my core credit?

✔: Our goal is to process your core credit within 7 working days of the core being received into our Business Centre. To assist us meeting this goal and processing your credit please provide the following critical pieces of information:

1. Your Purchase Order on which you purchased the HD Reman component.
2. The serial number of the machine where you fitted the HD Reman component i.e. the machine the worn core came from.

3. If the repair is subject to any warranty consideration this must be noted along with the original purchase documentation.
4. Hours on the component; this is mandatory where repair is subject to any warranty consideration.

The above information facilitates processing the core credit to your account. Delays may occur where there is insufficient information.

Q: Reman Core Assessment?

What is the core return criteria?

✔: For a consistent customer experience, we have adopted the same criteria used for Cat Reman. As the criteria varies between components, we recommend liaising directly with your site Mining Support Representative or Mining Support Manager.

Core Credit: The types of core credits are listed below;

1. Full Core Credit – Before Failure; this is when the core meets the full core credit criteria and the Full Core amount is refunded. A rule of thumb, budget to receive a full core credit where the component is returned before failure.
2. Partial Core Credit – After Failure; this is when the core does not meet the full core credit criteria and a Partial amount is refunded. A rule of thumb, budget to receive a partial core credit where the component is returned after failure (unplanned breakdown).
3. Nil Core Credit; where a component has been taken and kept for longer than 90 days it will be deemed that the core is not being returned and therefore requires closing out. At this point No value refund will be created thereby losing the opportunity for a core credit. Hastings Deering will endeavour to keep all our customers advised on the age of their outstanding cores at the 45 and 60 day marks. However, the responsibility of returning the core remains with our customers.

Add Charges:

This is where nominated parts are missing. It would be unreasonable for Hastings Deering to penalise our customer by only processing a partial core credit if a small sub-component were to be missing. The Add Charges that apply to Cat Reman will apply to HD Reman. Please note that if you do not return your worn core on Certified HD Reman stand an Add Charge applies.

Q: Notification when my core credit is downgraded to a Partial Core?

Will I be notified when my core credit is downgraded to a Partial Core and who can I discuss this with?

✔: Yes, the Sales Order will include details in the notes section. Should you wish to query the downgrade please contact your Hastings Deering Parts Department.

Q: Where do I send the used HD Reman Core?

✔: Please send your worn core to the Hastings Deering Business Centre that supplied the component for the following reasons;

1. Safety; which results in less transport movements i.e. one single movement reducing the need for manual intervention, multiple lifts and load restraint consideration on each move. Single movement has the lowest risk to all parties.
2. Environmental; is generally the shortest overall route a component must follow thereby reducing the impact on our environment and roads.
3. Expertise; because they are usually the one that rebuilt your HD Reman component. They are our "Centres of Excellence" which build in the quality you expect from Hastings Deering. They are very familiar with these components especially when it comes to processing your core credit.

When returning a component to our Central Queensland facilities, please use the table below to ensure you send it to the correct one.

- Mackay: 40 - 42 Caterpillar Drive, Paget, Mackay
- Rockhampton: Port Curtis Road, Rockhampton

Component	Trucks - up to 793	Trucks - above 793	Dozers - all	Loaders - all	Graders - all
Engines	RKY	RKY	RKY	RKY	RKY
Final Drives	RKY	RKY	RKY	RKY	RKY
Brakes	RKY	RKY	RKY	RKY	RKY
Wheel Groups	RKY	RKY			
SCAB's			RKY		
Transmissions	MKY	MKY	MKY	MKY	MKY
Cylinders	MKY	MKY	MKY	MKY	MKY
Torque Converters	MKY / RKY	MKY / RKY	MKY / RKY	MKY / RKY	MKY / RKY
Differentials	MKY / RKY	RKY	MKY / RKY	MKY / RKY	MKY / RKY
Pumps / Valves	MKY / RKY	MKY / RKY	MKY / RKY	MKY / RKY	MKY / RKY
Front Corners	MKY / RKY	MKY / RKY			

Q: Information on the rebuild of the Core?

Do I get any report on the condition of the component I sent as the HD Reman Core?

✔: Where Hastings Deering rebuild the core for our HD Reman inventory a Condition Report is available upon request which is included in the purchase price of the HD Reman component. Should a Failure Analysis be required this is available on request but is subject to an additional charge.

Q: What is the Warranty for a HD Reman Component?

✔: The Warranty Period is twelve (12) months after the date of delivery to the first user with no limitation of operating hours. For more detail please request the Hastings Deering Warranty Statement for HD Reman Components.