



MORE UPTIME = MORE DOWNTIME



Mining

VALUECARE  
AGREEMENTS



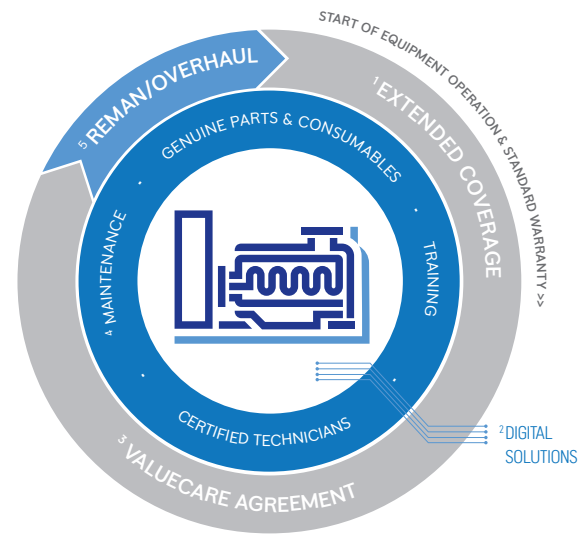
A Rolls-Royce  
solution

# IN YOUR WORLD, EVERY SECOND COUNTS.

Whether it's uptime or free time, making the most of every moment is what really matters. With MTU you get the power, performance and peace of mind to do just that. Our digitally connected power systems, wrapped in ValueCare Agreements, make it easy to keep your business running smoothly and reduce total cost of ownership by maximizing uptime, optimizing lifecycle costs and helping you avoid equipment-related business disruptions through preventive maintenance. So go ahead, focus on what matters most to you. And leave the rest to us. MTU—Partners in productivity.

# ENSURE A LONG, RELIABLE LIFE.

ValueCare Agreements wrap around your investment—providing comprehensive support throughout the life of your equipment, for maximum uptime and optimized lifecycle costs.



- 1 Avoid the unexpected with added protection beyond the standard warranty.
- 2 Make better decisions faster with digitally-enhanced tools.
- 3 Maximize availability and optimize lifecycle costs with a ValueCare Agreement.
- 4 Improve system performance and extend equipment life with on-demand support.
- 5 Keep a good thing going with factory reman/overhaul solutions.

# SERVICE SOLUTIONS DESIGNED AROUND YOUR PRIORITIES.

ValueCare Agreements make it easy to optimize lifecycle costs, maximize uptime and devote more time and resources to your core business, with tailored solutions to move your business forward.



## Bronze

### Ensure parts availability and price stability

- Digital connectivity (Go! Connect) and platform access (Go! Manage)
- Automated delivery of parts (preventive) at a predefined rate based on operating hours
- Preventive maintenance labor options to fit your business needs
- Dedicated MTU support for technical issues
- Quarterly reporting of completed and upcoming maintenance and costs
- Annual on-site engine health check by MTU technician



## Silver

### Eliminate unexpected maintenance costs

- Proactive maintenance planning, troubleshooting and remote engine health monitoring
- Fixed pricing per operating hour for maintenance and repairs
- Key corrective maintenance components always in-stock at main MTU warehouses
- 24/7 standby service with remote technical support
- Quarterly reports, including reliability analysis (mean time between failure)

*Silver also includes all benefits of Bronze level*



## Gold

### Maximize operational uptime

- Operational uptime commitment to meet or exceed your availability targets
- Regular supervision by local service partner (e.g. monitoring of parts stock, improvements)
- 24/7 emergency assistance with on-site support
- Monthly reports, including availability and average repair times
- Asset health monitoring
- Annual performance meetings and trend analysis with MTU to address technical updates, engine fleet data, operational optimization and more

*Gold also includes all benefits of Silver & Bronze levels*



# DON'T LET THE UNKNOWN LEAVE YOU UNPREPARED.

With large investments, lifecycle costs can be significant. It's often the unforeseen costs lurking below the surface—things like fuel consumption, unplanned downtime and repairs—that have the greatest potential to impact your business. That's why it pays to plan ahead by investing in a superior MTU power system and protecting it with a ValueCare Agreement.

## ValueCare Agreements help you:



Increase operational uptime



Guarantee parts availability and service quality



Predict equipment-related costs



Optimize maintenance planning



Connect to MTU, 24/7

# IT ALL STARTS WITH YOU.

You've got a job to do, and you need a power partner who is committed to helping you do it. For us that means thinking like a stakeholder in your success, pushing the boundaries of technology and providing tailored support throughout the life of your equipment.

## **Customer-centric solutions**

You deserve a partner who understands your world, and delivers results based on real world experience. That's what drives us. Whether it's a standardized or customized solution, keeping your challenges at the forefront and addressing them throughout your system's lifecycle is paramount. From project planning and design to delivery, commissioning and lifetime services, we're not satisfied unless we're consistently surpassing your expectations.

## **Digitally connected systems**

For over 100 years, we've been known for technological leadership—driving efficiency and reliability to new heights. Today, we're applying that same spirit of innovation to digitalization. Fueled by your system's data—and supplemented with MTU's exclusive expertise, smart analytics and extensive database—our digital solutions magnify the power of your MTU investment. From proactive failure prevention and intelligent troubleshooting to instant failure support and smart maintenance planning, digital solutions unlock the full potential of your MTU system.



## **Local support—worldwide**

The most important part of your MTU power system isn't a part at all—it's your local service team. With more than 1,200 service locations worldwide—backed by regional MTU Parts Logistics Centers in Europe, Asia and America—you can count on responsive support by expert technicians, wherever work takes you.

## **Always on call, 24/7**

Whether it's connecting you with a local service partner or assigning an urgent problem to a dedicated team of MTU experts, we're ready to assist you—wherever you are, whatever you need.

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