



HIPERFORM



PROCARE COMPREHENSIVE SERVICE SOLUTION

Let's make your service smarter

LESS NEGATIVE SURPRISES, MORE PLANNED POSITIVES

ProCare is a preventive, comprehensive and fixed fee service contract solution for Hiab equipment. It provides proactive maintenance and expert assistance that minimizes unexpected downtime and unplanned service breaks. At the same time, it maximizes equipment performance, reliability, and lifespan.



The best service department at your service

ProCare is your private service department that saves you time, money and hassle, allowing you to concentrate on your core business. Preventive maintenance maximises uptime and asset availability, and minimises unplanned downtime. You can be sure that the equipment keeps doing what it is supposed to do, year after year.



Take a load off your people and your balance sheet

ProCare handles maintenance planning and execution for you. It offers cost predictability and maximises lifecycle value while minimising unplanned downtime, total cost of ownership and worries. You also save money and time by not having to source services and parts.



Properly maintained equipment is safe for your operations

With ProCare, repairs and maintenance are performed according to high safety standards and strict safety protocols. You can be certain that your equipment always does what it should - and never endangers safety.

IN AN UNCERTAIN WORLD, RELIABILITY IS KEY

With ProCare, you can choose the contract level that fits your needs and equipment:

ProCare Extended Warranty: An add-on or standalone package extending the standard warranty coverage, ensuring your equipment is protected against defects and malfunctions for an extended period.

ProCare Inspection: A flexible, entry-level maintenance package offering tailored equipment maintenance plan and alerts for check-ups and services on a pay-per-service basis, ideal for those who prefer a no-commitment approach.

ProCare Essential: A step-up package that includes all basic maintenance needs, providing regular equipment checks and preventive maintenance, suitable for regular use equipment.

ProCare Total R&M (Repair and Maintenance): A comprehensive package covering all repair and maintenance needs, including wear and tear replacements, ideal for high-usage equipment requiring frequent upkeep.

Whatever the package, ProCare always offers:

- Maximised uptime with equipment specific maintenance plans
- Predictable costs
- Professional technicians and Hiab Original Parts
- Protect your investment with documented service history
- Reduced total cost of ownership and increased resale value.



PROCARE

Contract scope	Extended Warranty	Inspection	Essential	Total R&M
Hiab authorised service technicians	■	■	■	■
Hiab Original Parts	■	■	■	■
Extended warranty coverage	■	□	□	■
Equipment maintenance plan		■	■	■
Equipment condition inspections		□	■	■
Legal inspections (if applicable)		□	■	■
Oil testing and maintenance		□	■	■
Preventive maintenance		□	■	■
Wear and tear replacement				■
Repair services				■
Pricing	Fixed, One-time fee	List prices, Billed per service	Fixed fee, Periodic invoicing	Fixed fee, Periodic invoicing

■ Included
□ Optional extra

01

Let the trained expert do it

In-depth OEM knowledge and high-quality service ensures that your equipment performs optimally and for longer. Our highly skilled technicians regularly undergo evaluation and factory training with the latest product models and features, ensuring both highest level of competence and efficiency.

02

For the warranty and resale value

When the service is performed by authorised Hiab technicians, you can be certain that the equipment remains under warranty. A documented service history, the use of Hiab Original Parts and high quality service can increase the resale value of the equipment by up to 10%.

03

The speedy and efficient way to fix it

With superior parts availability, repairs are executed quickly and efficiently, reducing downtime and maximising operational productivity. Our Hiab service vehicles are equipped with commonly used parts and components, which speeds up the service, minimises downtime costs and maintains a high first fix rate.

04

Fast response when you really need it

Our local Customer Support Centers (CSCs) units respond quickly with emergency on-site repairs and dedicated customer care. Our remote service capabilities speed up the resolution time.

05

Discounts on top of your savings

ProCare customers benefit from discounts on Hiab Original Spare parts and labour costs for work such as repairs and corrective maintenance.

**BOOK A FREE
CONSULTATION,**

**and let's find out what
ProCare can do for you.**



BUILT TO PERFORM

Hiab is a leading provider of smart and sustainable load handling solutions. We are committed to delivering the best customer experience every day with the most engaged people and partners. Hiab's premium equipment includes HIAB, EFFER and ARGOS loader cranes, MOFFETT and PRINCETON truck mounted forklifts, LOGLIFT forestry cranes, JONSERED recycling cranes, MULTILIFT skiploaders and hooklifts, GALFAB roll-off cable hoists, tail lifts under the ZEPRO, DEL and WALTCO brands, and HIPERFORM, a suite of smart solutions. As the industry pioneer, Hiab continues to make load handling smarter, safer and more sustainable to build a better tomorrow. Hiab is part of Cargotec Corporation.