



AFTERMARKET SOLUTIONS CASE CONSTRUCTION INDIA

YOUR MACHINE AND THE BEST CARE BEHIND IT

CASE
CONSTRUCTION

MESSAGE FROM CUSTOMER SERVICE TEAM



Dear Patron,

CASE Construction Equipment has always believed in the pursuit of excellence. For 180 years now, we've helped create and shape the construction equipment industry across the globe. In India, we have proudly served the nation for more than 30 years - pioneering some of the finest expressions of our design, innovation and engineering prowess. Our range of products such as Backhoe Loaders, Vibratory Compactors, Motor Graders, Crawler Dozers and Skid Steer Loaders have set the standard for performance, power and reliability.

We back up our excellent machines with steadfast customer support, parts and service offerings. We're proud to say that the feedback we've received on our offering from you, our esteemed customers has been overwhelmingly positive. This has spurred us towards growth and helped us continually improve our offering by introducing new packages and solutions for your benefit.

A small way in which thought we could add more convenience to your journey with CASE CE is by capturing all our updated service offerings in one compendium. We hope you find this book useful for easy reference about our offering, and elegant enough to please the eye. Similar to our machines - a perfect match of form and function!

As always we are open to your inputs and feedback on how we can better your journey with CASE CE.

Sincerely,

Customer Service Team

SUMMARY

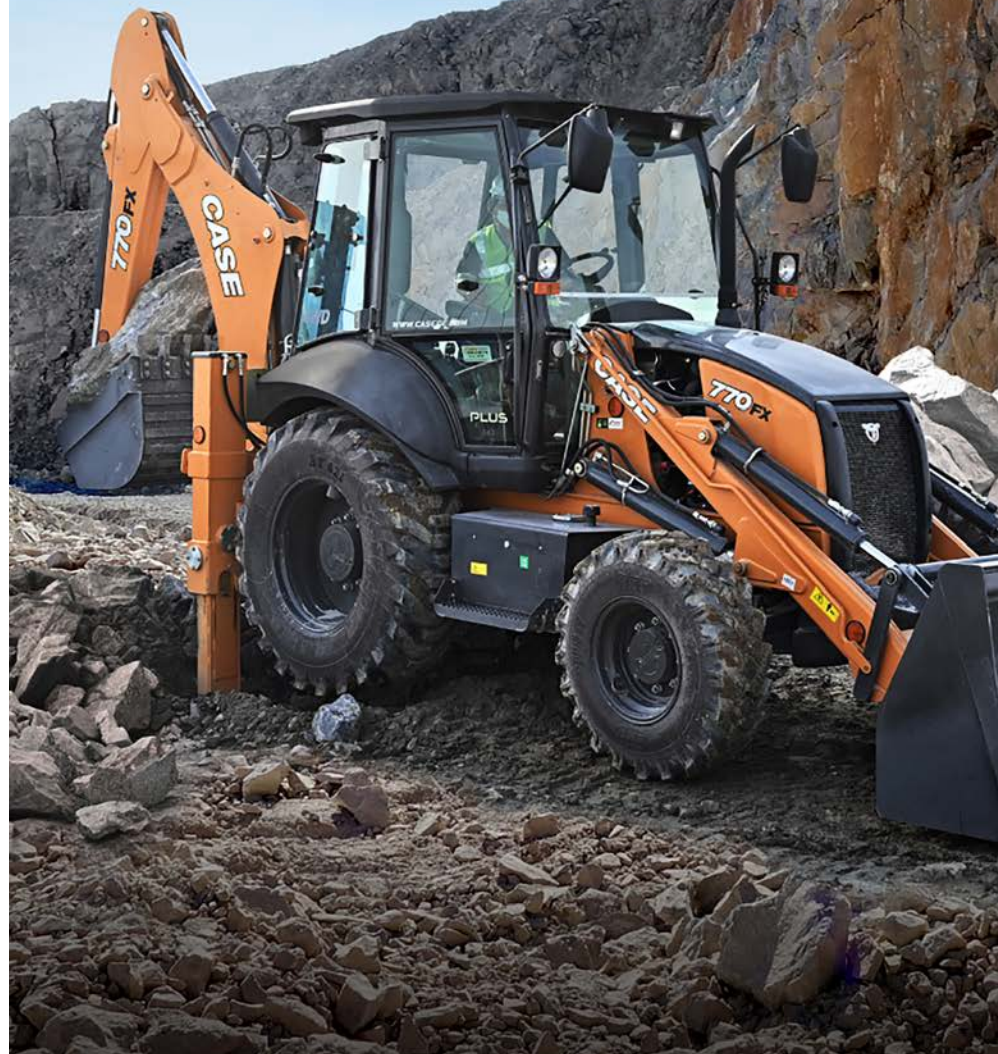
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YOU CAN BE PROUD OF THE
BRAND OF YOUR EQUIPMENT:
CASE REPRESENTS OVER 170
YEARS OF PRODUCTIVITY
AND PERFORMANCE. WE ARE
COMMITTED TO CONTINUOUS
PROGRESS IN BRINGING OUR
HERITAGE AROUND THE WORLD.
AT CASE, WE ANTICIPATE THE
NEEDS OF OUR CUSTOMERS
BY CONSTANTLY INVESTING OUR
KNOWLEDGE AND EXPERIENCE
IN SEEKING INNOVATIVE AND
COST-EFFICIENCY SOLUTIONS
FOR ULTIMATE PERFORMANCES.

OUR MISSION, PURPOSE & VALUES

ESSENTIAL COMPONENTS
THAT EMPOWER US



OUR MISSION

Win customer loyalty by providing reliable,
intuitive and sustainable solutions.



OUR PURPOSE

We help build communities strengthening
authentic, transparent, and lasting relationships
with our customers, retailers, employees,
suppliers, and investors.

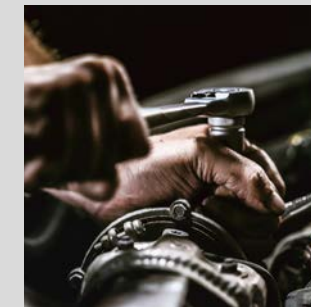


OUR VALUES

A heritage of skills and entrepreneurs
delivering innovation and problem-solving,
in collaboration with experienced,
passionate and professional people.

3 KEY ATTRIBUTES

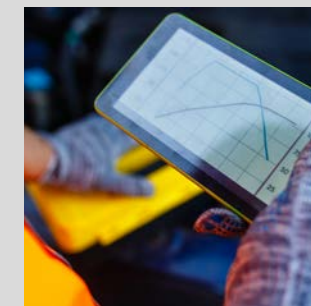
WHAT MAKES US UNIQUE



QUALITY DRIVES US
THROUGHOUT
THE ENTIRE PRODUCTION
AND ASSISTANCE
PROCESS



OUR INNOVATION
LEADS TO INCREASE
THE PRODUCTIVITY
OF OUR CUSTOMERS



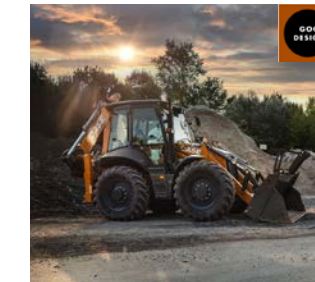
WE FOCUS ON
DELIVERING EASY
AND EFFICIENT
PRODUCTS
AND SOLUTIONS

RECENT AWARDS



**2021
EQUIPMENT INDIA
AWARDS
COMPACTION
WINNER**

FOR THE 9th
CONSECUTIVE YEAR



**2020
GOOD DESIGN®
AWARD
WINNER**
"Project Zeus" the
construction industry's first
electric backhoe loader
CASE 580 EV



**2020
CONSTRUCTION
EQUIPMENT'S 2019
TOP 100 NEW
PRODUCTS LIST**

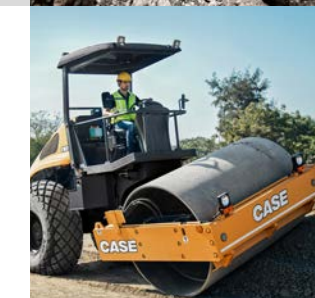


**2020
COMPACT
EQUIPMENT'S 2020
INNOVATIVE
IRON AWARD**
CASE 580 EV



**2019
GOOD DESIGN®
AWARD
WINNER**

Methane-Powered Wheel
Loader Concept,
Project TETRA

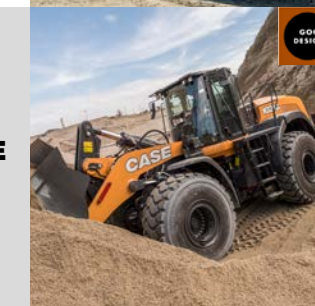


**2019
EQUIPMENT TIMES
YELLOW
DOT AWARDS
SAFETY AWARD**
1110EX Soil Compactor



**2019
GREEN INDUSTRY
PROS
EDITOR'S CHOICE
AWARD**

Compact Track Loader
TV450



**2017
GOOD DESIGN®
AWARD
WINNER**
Wheel Loaders
G Series

EQUIPMENT HISTORY

MORE THAN 180 YEARS OF ACHIEVEMENTS

The heritage of CASE Construction Equipment is historically intertwined with that of the history of Case in agricultural tractors, even though the brand has always been distinct in its focus. Its history contains some of the most significant names in construction machinery in the world. Founded in 1842 in Wisconsin, USA, by **Jerome Increase CASE** under the name of **Racine Threshing Machine Company**, in 1869, the firm produced its first portable steam engine, and by 1912 it had developed a complete line of road-building equipment. In 1957 CASE bought the **American Tractor Corporation** which would lead to the launch of the first factory integrated tractor backhoe loader. In 1964 The **Kern County Land Company** (KCLC) purchased a majority stake in Case. Three years later, KCLC was bought by energy business **Tenneco**. In 1968, CASE began its work with another legendary product, the four-in-one loader bucket acquiring the **Drott Manufacturing Company**. In 1969, CASE entered into the skid-steer loader

business, while in 1976 the firm further extended its offering in earthmoving equipment by acquiring **Poclain**. In 1999, Case Corporation was purchased by **Fiat Group** and merged with **New Holland NV**. CNH Global became a major force in agricultural and construction machinery, but retained distinct CASE and New Holland construction machinery brands, products and Dealer networks. Six years later, CASE manufactured its

500,000th tractor loader backhoe. In 2011 CASE became part of the new **Fiat Industrial**, Fiat Group's capital goods division. In 2013, the business was transferred to **CNH Industrial**, following the merger of Fiat Industrial and **CNH Global N.V**. In 2014 CASE signed a licensing agreement with **Sumitomo** for crawler excavators and in 2016 CNH Industrial signed an exclusive alliance with **Hyundai Heavy Industries** for the production and development of mini-excavators. Today, the CASE range includes full lines of backhoe loaders, skid-steer loaders, excavators, wheel loaders, dozers and grader.



J.I. CASE company is founded
CASE produces his **first portable steam engine**
CASE begins building large, **steam-powered road rollers**
CASE creates the **Industrial Division**
CASE produces the **first factory-integrated backhoe loader**
CASE begins to manufacture and market **articulated loaders**
CASE begins the production of **skid steer loaders**
CASE acquires **Poclain Excavators**
CASE **Super K loader backhoe** among Forbe's **Top 100 American Products**
Fiat Group acquires Case Corporation and merges it with New Holland N.V. to create **CNH Global**, a world leader in farm machinery and construction equipment
CASE manufactures the **500,000th loader backhoe**
J I Case inducted into the **Hall of Fame** of the Association of Equipment Manufacturers (AEM)
CASE **celebrates 175 years of history** and introduces **Project Minotaur**, a concept Dozer-Loader
CASE presents its methane powered wheel loader concept: **Project Tetra**
CASE presents **580 EV**, the Industry's first Fully Electric Backhoe Loader
CASE celebrates **180 years of history**

1842
1869
1906
1947
1957
1958
1969
1977
1988
1999
2005
2008
2017
2019
2020
2022

NUMBERS IN THE WORLD

In the business of earth moving for more than 179 years, **CASE** sells and supports a **full line of construction equipment** around the world, including the **first ever factory integrated backhoe loader** right through to today's **excavators, motor graders, wheel loaders, vibratory compaction rollers, crawler dozers, skid steers, compact track loaders and rough-terrain forklifts**. CASE Dealers support the brand purpose to help **build communities** by distributing world-class equipment, aftermarket support, industry-leading warranties and flexible financing. The WCM is a road map for continuous improvement towards the elimination of waste of time, quality and material, in our factories.

WORLD CLASS MANUFACTURING (WCM) STANDARD

The WCM standard is a road map for **continuous improvement** towards the elimination of waste of time, quality and material, in our factories. WCM is of vital importance in terms of **business strategy and results**. To certify the improvements, a periodic audit system evaluates all the pillars of the WCM, assigning for each plant an overall score: **GOLD, SILVER, and BRONZE**.

BRONZE Burlington, Fargo, Queretaro, Sorocaba, Lecce, Pithampur

SILVER Wichita, Contagem

PLANTS & PRODUCT LINES MANUFACTURED

Fargo, USA
Wheel Loaders

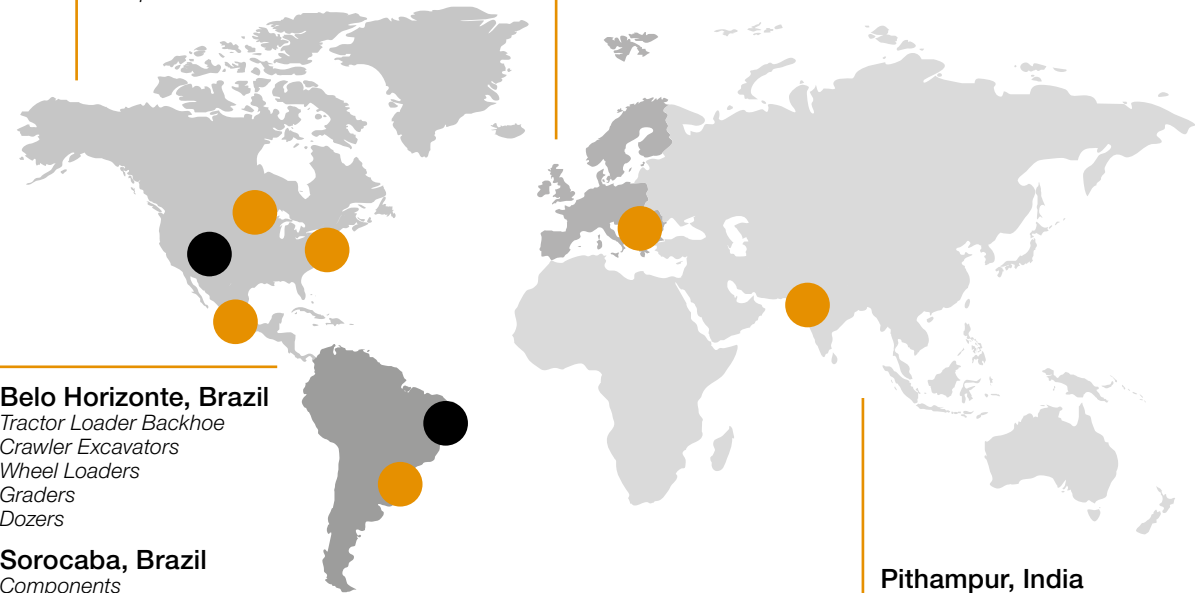
Wichita, USA
Compact Tracked Loaders
Skid Steer Loaders

Burlington, USA Dozers
Tractor Loader BackhoeForklifts

Queretaro, Mexico
Components

Tracy-Le Mont, France
Hydraulic Cylinders

Lecce, Italy
Wheel Loaders
Compact Wheel Loaders
Tractor Loader Backhoe
Telehandlers
Graders



Belo Horizonte, Brazil
Tractor Loader Backhoe
Crawler Excavators
Wheel Loaders
Graders
Dozers

Sorocaba, Brazil
Components

Cordoba, Argentina
Tractor Loader Backhoe

2019 ANNUAL NET SALES

\$1.40B
NORTH AMERICA

\$0.35B
SOUTH AMERICA

\$0.50B
EUROPE

\$0.55B
REST OF WORLD

Pithampur, India
Tractor Loader Backhoe
Crawler excavators
Compaction

PRODUCT RANGE

CRAWLER EXCAVATOR
CX220C
CX220LC



MOTOR GRADERS
845C
865C



CRAWLER DOZERS
2050M
1650L



LOADER BACKHOE
770EX/770EX PLUS
770FX/770FX PLUS
851FX/851FX PLUS
851 FX-CENTER PIVOT



VIBRATORY COMPACTOR
1107FX
952EX
450DX



SKID STEER LOADER
SR130



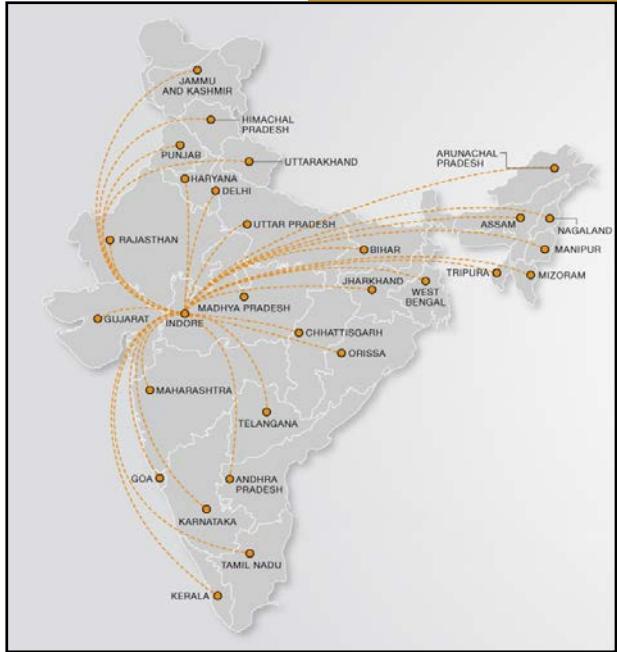
AFTERMARKET SOLUTIONS

WE CARE ABOUT YOUR BUSINESS

Each of our machines promises reliability, efficiency, and safety, which we further improve by offering a reliable portfolio of quality services and Genuine Parts. Find out how we can help you safeguard your machine:

SERVICES
At CASE we take care of our customers, step by step. Enhance the productivity of your machine even further with the range of original CASE services.

PARTS
You can rely on CASE Genuine Parts to increase the life cycle and reliability of your machines. Explore our parts portfolio to find out more.



NETWORK

SPARE PARTS SUPPORT

OUR PRESENCE
With any CASE product, you also get access to our vast network of Dealers, depots, and our state-of-the-art warehouse, ensuring lean and on-time delivery of products and services. To limit your downtime and guarantee maximum productivity, we keep investing in a growing network of Spare Parts facilities.



SOME FIGURES

CENTRAL STOCK RESERVOIR
A state of the art 75000 sq. ft central warehouse in Indore, which holds 13000 SKUs at a time.

EASY CONNECTIVITY
Two depots in Faridabad and Guwahati for quick access throughout India.

DEALER SUPPORT
Experienced customer service at any of our CASE dealerships across India.

INTERNATIONAL COVERAGE
CASE products can be delivered at 193 locations across the world. Wherever you are, you can have access to a vast selection of Genuine Parts for your machinery in time. This means enhanced performance and minimal downtime to continue maintaining high levels of productivity all year round.

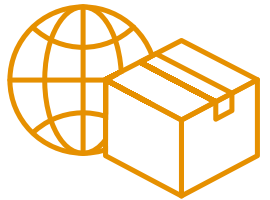
REAL TIME MONITORING

FOCUS ON PARTS AVAILABILITY

Transforming our “being close to the customer” philosophy into a daily reality is our first commitment. We pursue client’s satisfaction in every stage of our process: from production to delivery which has to be as quick and safe as possible. We chose our partners in order to assure these values to our customers.

Thanks to our **Dealer Workshop Management** and **Monitoring System**, we work tirelessly to ensure a lean Part Delivery System which allows to:

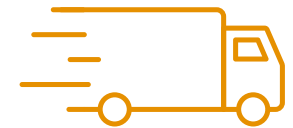
- Have quick visibility of Parts average in the nearest location
- Order Parts on CASE directly
- Select leading logistic partners to ensure maximum speed of delivery
- Track the status of Parts from invoicing, dispatch until delivery



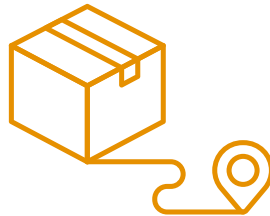
**HAVE QUICK VISIBILITY
OF PARTS AVERAGE
IN THE NEAREST LOCATION**



**ORDER PARTS
ON CASE DIRECTLY**



**SELECT LEADING LOGISTIC
PARTNERS TO ENSURE
MAXIMUM SPEED OF DELIVERY**



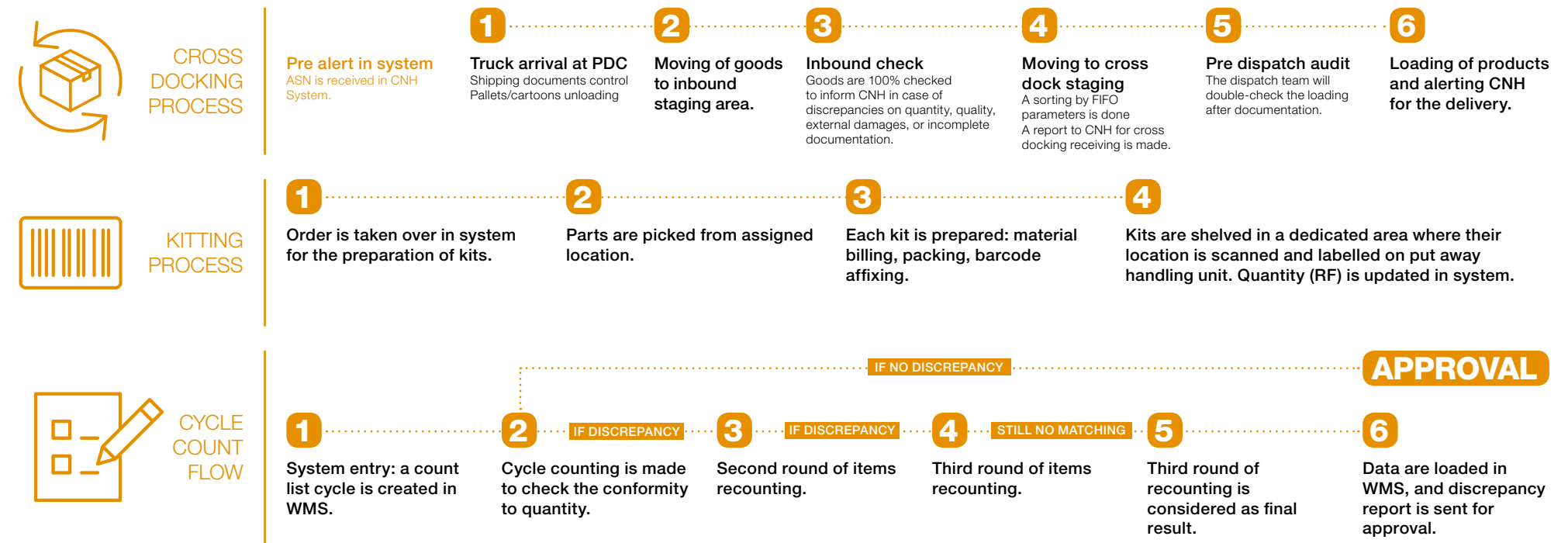
**TRACK THE STATUS
OF PARTS FROM INVOICING,
DISPATCH UNTIL DELIVERY**

CASE Warehouse in Pithampur, Madhya Pradesh catering to Global requirement of Spare Parts is professionally operated by Global Agency figuring the number of lines per day and the Parts availability at all Global CASE Warehouses.

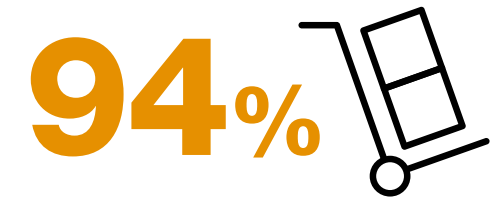
LOGISTIC PARTNERS

THE BEST SOLUTIONS TO RELY ON!

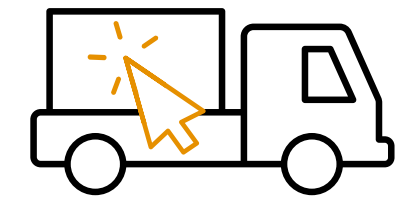
To ensure maximum efficiency and reliability in deliveries, we’ve chosen the best logistic Partners. Lean operations and up-to-date vehicles ensure you to get your goods always on schedule.



REAL TIME TRACKING SHIPMENT WITH REPUTED LOGISTIC PARTNER



Our Warehouse performance is 94%.
First time Parts availability for shipment of Parts against customer orders.



Customers waiting for Parts are given the Logistic details of the shipment and all our Logistic Partners provide an **Online portal for Tracking of Shipments** with Expected Delivery scheduled.

ATTACHMENTS PORTFOLIO

BUCKETS

**A GREATER BUCKET CAPACITY
AND A BETTER MATERIAL
RETENTION MEAN A MORE
EFFECTIVE USE OF YOUR
RESOURCES!**

To meet the mission of extending full product and parts support to Dealers and Customers with a comprehensive solution for their requirements, CASE has launched its versatile range of buckets for loader and excavator ends. Every model is designed and engineered by CASE for maximum efficiency in all applications.

BUCKETS

- GP & HD Backhoe e
- Side Buckets 0.07 to 0.3 Cu M.
- Ditch Cleaning Buckets
- Square Hole Buckets
- Drainage or Tile Drain Buckets
- 6-in-1 Buckets
- Light Material Buckets
- Side Dump Buckets



ROCKBREAKERS

**BREAKTHROUGH ANY
OBSTACLE WITH ROCK
BREAKER ATTACHMENT**

CASE Genuine Parts product range offers strong, reliable & productive hydraulic Rock Breaker for Loader Backhoes and Excavators with a complete range of hammer tools for all the applications. This offers customers the freedom to choose the best tool combination, according to machine requirement, which ensures maximum productivity.

ROCKBREAKERS

- CB61
- CB62
- CB230





PRODUCT SUPPORT OFFERING

KEEP YOUR FLEET RUNNING SMOOTHLY

We value your commitment to your business and understand the ongoing pressure you have to face to reduce operating costs and improve productivity. **When you're at work, we want you to be sure CASE Construction is here to help you every step of the way.** You can count on your Dealer to keep your fleet running with customized maintenance programs and technical support from world-class service professionals.

CASE CARE

PREVENTATIVE MAINTENANCE

CASE machines are designed to exceed expectations. Each component is carefully chosen to maximize productivity, power, and fuel efficiency. **When you invest in a CASE machine, excellence is guaranteed, no matter its mission.** To work at its peak performance, your machine needs to be serviced regularly. This is where the annual service CASE Care comes in. **Reduced downtime and maximum productivity:** under this contract, we proactively monitor the health of your machine and diagnose potential problems.



Care

FOCUS ON YOUR CORE BUSINESS

- INSPECTION**
Periodical Machine Inspection
- DO IT YOURSELF**
Tailored for fleets have owned mechanics & workshop
 - Original Filters & Lubricants
- DO IT WITH CASE**
Maintenance solution for owner-operator
 - Original Filters & Lubricants
 - 2000h maintenance is done by CASE technicians
 - Inspection
- LEAVE IT TO CASE**
Complete Maintenance offer
 - Original Filters & Lubricants
 - All maintenance are done by CASE
 - Inspection
- Minifix 
- OPERATOR TRAINING**
 - Efficiency
 - Uptime
- OIL ANALYSIS**
Cutting-edge condition monitoring

CASE PROTECT

THE COMPLETE PROTECTION FOR YOUR MACHINE

CASE Protect is the guarantee that every company needs to be always productive, and profitable. This premium support from CASE Protect is an extended warranty covering your machine's critical components for a wider lifespan; it can be purchased during the rest year of machine ownership. **This program covers all hydraulic components, structures, transmissions, axles, and engines and has the same exclusions as the standard warranty.** With CASE Protect, give your machine expert assistance, 24/7 support for a hassle-free operativity.



Protect

EXTEND YOUR PEACE OF MIND

- COMPONENT**
Prevent unexpected costs
 - Selected components under CASE protection
- COMPONENT PLUS**
Higher protection
 - Selected components is under CASE protection
- FULL WARRANTY**
Enjoy zero risk
 - All mamachine is under CASE protection

CASE GENUINE PARTS

YOUR MACHINE’S FAVOURITES

YOUR MACHINE’S IDEAL SPARE PARTS

Only CASE Construction can guarantee the original quality and performance of your machine. **CASE Genuine Parts** are built by the same experts that built your **machine** going through intensive and rigorous testing. Exceptional quality and durability: **add more value to your machine and keep you equipped for success!**



CASE GENUINE LUBRICANTS

RELIABILITY AND PERFORMANCE PASS THROUGH EVERY DROP

THE MOST ADVANCED LUBRICANTS FOR TOP PERFORMANCE

Designed to deliver power, protection and performance the CASE Construction Genuine Lubricants OEM portfolio is tested, and fully approved for CASE construction machinery. The whole range is designed to meet API and CNH Industrial Material Standards and is approved for CNH Industrial limited warranties.

A NEW EASIER, EFFICIENT PORTFOLIO

The offer of CASE Construction Lubricants has been subject to a deep rationalization focused on supporting market needs. This will make it easier for you to handle them.

PRODUCTS

- Engine Oil
- Hydraulic Oil
- Coolants
- Transmission Oil
- Greases



Over the past three years, CNH Industrial has invested over \$ 10 million to provide the most rigorous testing across its entire product range.



SERVICE MANAGEMENT TOOLS FOR TRACKING

Each machine complaint is logged as a ticket via a Web-based system and a Mobile Application managed by the dealer's technician for a real time monitoring. Escalation of tickets is due if the machine is not put back into service within the stipulated time frame.

SATISFACTION GUARANTEED

Thanks to the close collaboration with the network of Dealers, the Customer Assistance Service is designed to allow clients to contact us directly in case of need. **We offer the most careful assistance, staying in touch until the problem is entirely resolved.**

GUARANTEED AVAILABILITY

Our Customer Assistance is at the service for more information on CASE and/or to learn more about our products. **In order to constantly improve, we re-contact our customers to check their level of satisfaction in relation to the service provided.**



CALL CENTER

1800 419 9770

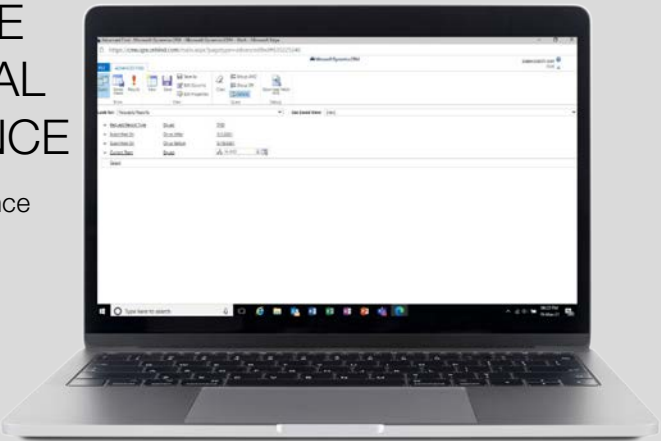
Toll free number

CIN No-U29240DL1998PTC344616

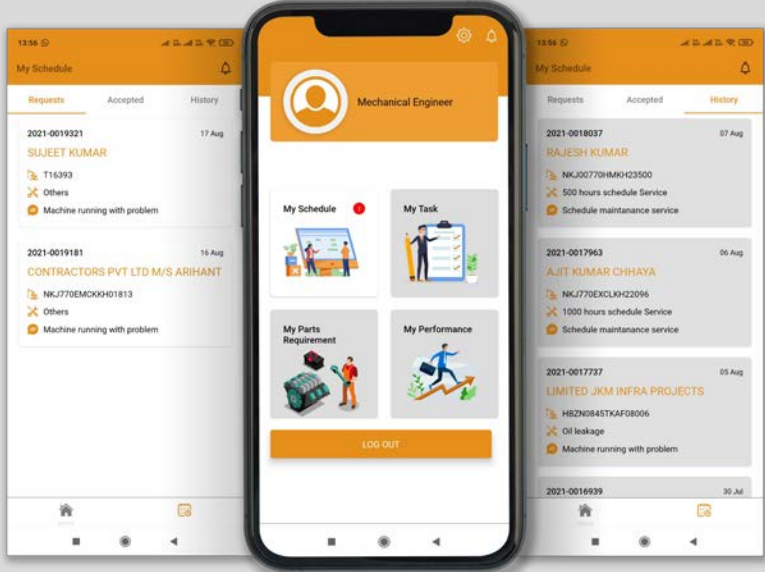


REAL TIME TECHNICAL ASSISTANCE

Technical Assistance in the form of THD



MOBILE APPLICATION DEALER SERVICE TECHNICIANS



TELEMATICS

TECHNOLOGY AT ITS BEST

Eagle Eye Telematics System: **the perfect solution to boost productivity and reduce downtime.**

It's an intuitive system that gathers critical data about the machine's maintenance, tracking, utilization, and security, sending real-time alerts related to fuel usage, battery, geofencing, and engine.



INNOVATION AT YOUR FINGERTIPS

Much more manageable and profitable fleet management is possible thanks to measurable and actionable information



PRO ACTIVE MAINTENANCE

Et the system remind you when it's time for a service or if any critical parameter needs attention



HOW IS THE EQUIPMENT WORKING?

Now it's easy to know when and how your machine is being used



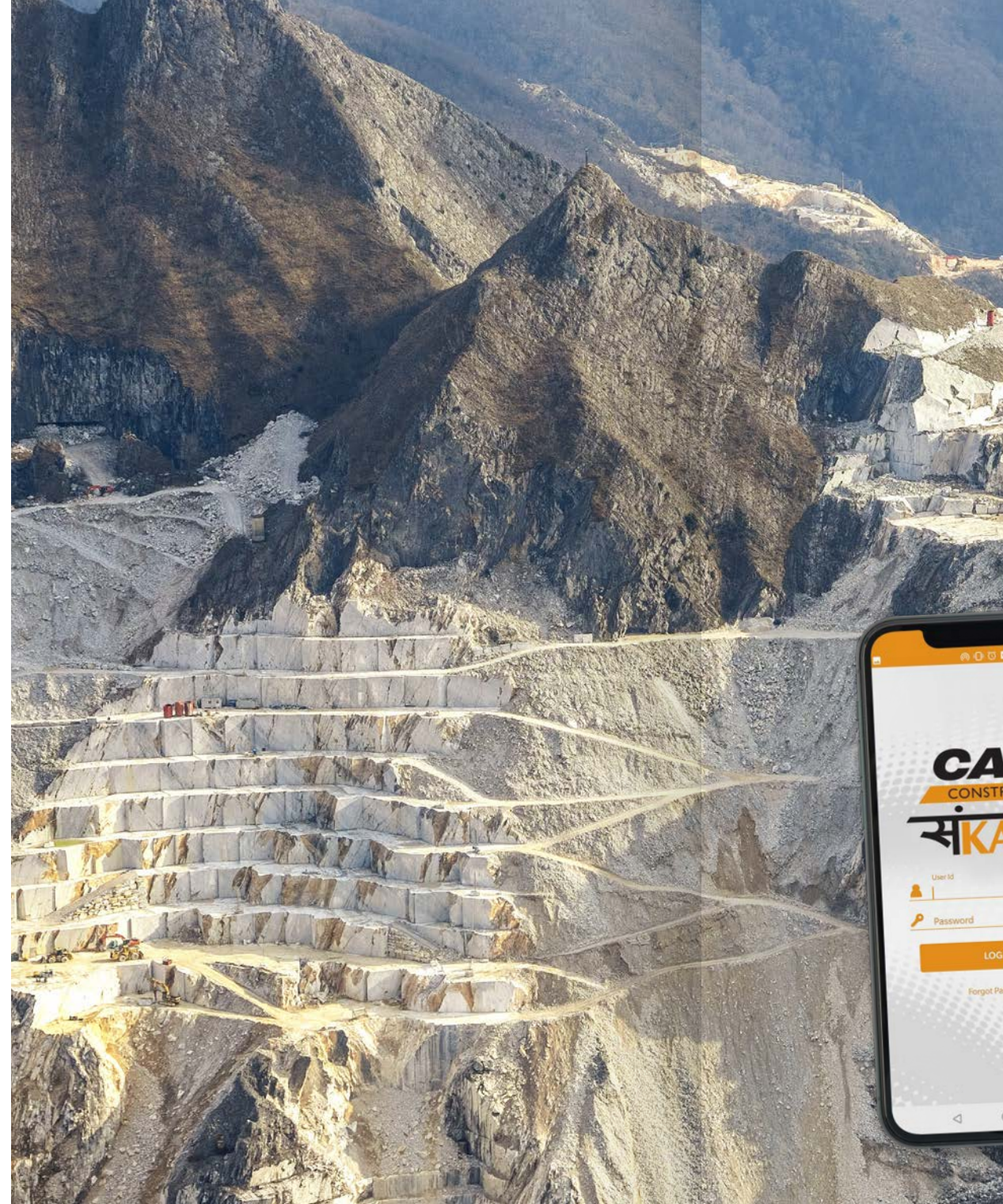
REAL-TIME ALARMS

Get alerts related to geofencing, fuel, battery, engine oil pressure, coolant temperature, filter clog and device tampering in real time to always be apprised of your machine's conditions



A SECURE FLEET MANAGEMENT

Keep a track of your machine's route and prevent any unauthorized usage



CASE SANKALP PROGRAM

CASE SANKALP PROGRAM IS A TECHNOLOGY BASED DIGITAL PLATFORM TO ENGAGE EQUIPMENT OPERATORS TO KEEP THEM UPDATED ON CNH PROMOTIONAL PROGRAMS ON THEIR MOBILE.

Operators are encouraged to participate in this program to provide feedback on performance of Genuine Parts and participate in the operators Skill enhancement. They also get the updates about the New Parts, catalogues, etc. and encourage Genuine Parts usage.

HOW IT WORKS?

THROUGH CASE SANKALP APP

- The operators are encouraged to download the app and get registered in the Sankalp platform.
- They get regular **updates** of new launches, new part introduction, upcoming offers through **direct communication** from Company.
- Operators can also enrol for new machine referrals.
- The app gives Genuine Parts **authentication** through a unique bar code printed on the MRP (Maximum Retail Price) sticker.
- Operators get **recognition** for Genuine Parts usage.





TRAINING

To bring company and dealer engineers up to date with new technological advances and the safest, most appropriate way to use the equipment for different missions **a new Training Center has been opened at the CASE Pithampur plant, Madhya Pradesh.**

The training center covers nearly 900sqm and comprises three classrooms with a workshop area attached, offering **a capacity of up to 72 trainees at any time.**

The center benefits from multi-mode facilities, allowing sessions to take place both face-to-face and remotely via the company's online training portal. **All training programs are delivered by CASE's in-house team of experienced professionals and experts.** CNH Industrial Web Academy will also make use of the center for web-based instructor-led training of engineers. Such training programs form a vital element of CASE Construction Equipment's **professional development strategy.**

The standard program includes **Basic Product Training, Engines - CRDI & FPT, Machine Hydraulics, Power Training, Parts Training, and Training for Machine Electricals.** Recently, a new training module has also been added for the BS(CEV)-IV compliant machines to inform engineers of the technicalities behind the technologically advanced range of BS-(CEV)IV machines. Other modules can be developed as required.



WE ARE DELIGHTED TO LAUNCH OUR NEW TRAINING CENTER IN PITHAMPUR. TRAINING AND DEVELOPMENT ARE CENTRAL TO OUR CORPORATE CULTURE. THE CONSTANT AND RAPID TECHNOLOGICAL ADVANCES WE SEE TODAY MAKE IT AN ABSOLUTE NECESSITY. OUR NEW TRAINING CENTER WILL NOT ONLY MAKE THE TRAINING PROCESS MORE INCLUSIVE BUT ALSO ENSURE ALL OUR TRAINING RECOGNIZES THE LATEST GLOBAL TRENDS AND DEVELOPMENTS WITHIN THE INDUSTRY.

*Rajendra Chaudhary, Head of AMS,
CNH Industrial India*



EQUIPPED SERVICE VANS

SERVICES AT YOUR SITE!
Dedicated Mobile Service Vans managed by **a trained Service team** and equipped with all necessary Tools, Genuine Parts, and Lubricants are available to carry out all service activities at your site.
CASE experts will be visiting the site periodically on mutually agreed days carrying along all necessary fast-moving and critical Spare Parts, and Consumables.

- THE TEAM WILL:**
- Conduct preventive checks
 - Care about routine maintenance
 - Keep a record of the history of maintenance and repair of all vehicles
 - Take necessary actions for optimization initiating corrective measures
 - Impart training on safety and economic driving habits to operators



SPECIAL TOOLS



The process of Diagnostics has enormously improved with the use of Special Tools, a feature specially designed for quick diagnostics, helping to understand the exact cause at the root of the problem. These may also be required for specific operations of assembling and dismantling of Parts on assemblies, which cannot be done by General Tools. Some of the Special Tools are exclusive for CASE Machines and available at every CASE Service Dealer and CASE Personal. **Using the right tools reduces the repair time and increases the availability of the Machines.**

BPM Gauge	To check blows per minute: this is a critical parameter for a rock breaker.
EST	Electronic Diagnostic Service Tool is meant to map critical parameters of engine and transmission.
Flow Meter	Measures flow of any fluid access to points determining condition of Hydraulic Pump or the available flow of any component.
Hydraulic Oil Contamination Testing Tool	It diagnoses the contamination level of Hydraulic oil to replace it in case of internal wear.



DAILY MONITORING OF THE MACHINES



SERVICE ENGINEER AT SITE



PARTS INVENTORY AT SITE

ON SITE SERVICE

DEDICATED SUPPORT FOR LARGE FLEET OWNERS

- Reduce unscheduled breakdowns** with a range of pro-active services from inspection, consulting to intervention and improve machine uptime through:
- Service reminders
 - Spare Parts planning at the site
 - Tariff protection for different maintenance steps
 - Inspection of the machine via defined checklist
 - Oil analysis for engine, transmission, axles, tandem, hydraulic
 - Under undercarriage inspection and recommendation for dozers and excavators
 - Spare parts, filters and lubricants for maintenance are covered by a fixed rate contract for all scheduled services

OIL ANALYSIS

Oil Condition Monitoring is one of the earliest indicators for any potential failures in the equipment. Its benefits are:

- Trending and Warning on Assembly performance
- Easy to spot on multiple indication on caution and action values
- Monthly Dashboard & Historical Data base
- Customizable monthly dashboard
- Instant actionable insights
- Value generation, productivity
- Improvements

QUALIFIED SERVICES

Machines in the field are supported by more than 800 service engineers active in the country. Our endeavor is to provide the most economical service to Customers to ensure high uptime with low maintenance costs.

Our training programs are led by CNHi qualified engineers to impart the most advanced skills.

KEY SKILLS FOR BUILDING SERVICES ENGINEERS

- Strong technical competence on each machine model.
- Excellent analytical and problem-solving skills.
- Special care for details.
- Identification of Parts and ordering procedure.
- Strong training skills for the operators on maintenance practices.
- Excellent communication skills.



FIND YOUR DEALER

CNHi Dealer workshops are conveniently located across India. All of them are compliant with CNHi highest quality standards. Thanks to the right tools and the intervention of skilled engineers, operations such as maintenance, servicing and rebuilding of the complete machine are guaranteed.

Workshops are stocked with a complete range of spare Parts and Lubricants.

In addition, major assemblies like engines, transmission etc. are kept as float assemblies for providing faster solutions to Customers. **A wide network of authorized Dealers is ready to offer you the best service:** please contact your nearest Dealer or our 24 X 7 Call Center for Workshop solutions.



PROMOTIONAL EVENTS

In CASE Construction Equipment **the customer is at the core of our business and inspires each of our projects.** Since 1842 we have been committed to creating practical and intuitive solutions that offer efficiency and productivity. Thus, **we continually support our customers in adopting modern technologies** and conforming to the latest innovation standards. Our global reach, combined with our local expertise, allows us to prioritize and specialize in developing products that satisfy real needs for every mission.

For this reason, **every year we organize events to update our customers** on the developments in the CASE CE world and promote workshops to inform them on new technologies, new machinery, and how they function. Customer needs are at the core of our business and for this reason we consider every client an integral part of each of our projects.





REMAN PARTS

Choose the sustainable quality offered by refurbished spare parts, designed for CASE equipment of every generation.

A WIDE AND EXPANDING CHOICE

Strong benefits in terms of quality, price, and choice: CASE CE Reman Parts is the ever-growing and evolving line of high-quality remanufactured parts, purposely designed as a valid alternative to new ones for CASE equipment of all ages.

Thanks to **cutting-edge technologies, tailored tooling and equipment, and stringent quality testing**, a rigorous disassembly, cleaning, and re-engineering process are carried out. The Reman range ensures that the components fitted on your machine will be as efficient and performing as brand-new ones!

WHY REMAN?



SAVING MONEY

Choosing Reman Parts is a **cost-effective solution**: you can save money compared to new replacement parts and reduce machine downtime in the workshop. Prompt availability and mounting simplicity: remanufactured parts can be quickly fitted as an alternative to an overhaul or repair.



SAME AS NEW GUARANTEE

Every Reman part is **restored to its Genuine performance** through a carefully monitored process in compliance with stringent technical standards. You can enjoy a best-in-class one-year warranty on engines and a same-as-new warranty on other components.



ENVIRONMENTALLY FRIENDLY

The Reman range is **the result of a sustainable remanufacturing process**.

Remanufacturing as many components as possible avoids introducing new materials in the process; parts that do not pass the strict CASE quality are replaced and led to proper disposal.



SERVICE KITS



AIR FILTER

The highest quality materials and advanced processes ensure contamination-free airflow and engine performance for genuine CNH Industrial filters. In addition, they are built for robustness and protection against damage.



BEARINGS

Reducing friction and increasing load resistance is a must. Thanks to the high purity steel of our original Premium bearings, heat resistance and long life are guaranteed to meet your equipment's requirements perfectly.



TIRES

Increased tread life and traction, excellent traction force and high resistance to cuts and abrasions - discover the value of the full range of Case tires available from our dealerships.



OIL FILTERS

High efficiency in particles removal, more durability, high resistance to pressure and vibrations: CNH Industrial Genuine Filters are designed to meet all application requirements in fuel, oil and hydraulic filtration.



TOOTH POINT

Low fuel consumption and higher productivity: a tooth point designed according to machine force and assuring a plus 40% duration than others for a long structural life.



PIN AND BUSHES

Made of special alloy steel, pin and bushes have better wear characteristics strengthened by high chromium, nickel, and manganese content. Strong core, and hard surface lead to a longer life cycle of equipment.

CONSIGNMENT STOCK

CNHI UNDERSTANDS THE CUSTOMER'S NEEDS AND FACILITATES DEALERS FOR LEAN STOCKING OPERATIONS BASED ON YEARS OF EXPERIENCE.

Specific hubs have been identified across regions to enhance further the spare Parts support, where CNHi is stocking high-value Parts in partnership with Dealers. The slow-moving and high-value parts are stocked by CNHi as consignment or as float stock.

These Parts can be delivered overnight and reach Customers in the region.

CURRENT LOCATIONS





Reman ■ Parts
REMANUFACTURED

CASE
CONSTRUCTION

Genuine Parts
HIGH PERFORMANCE

CASE
CONSTRUCTION

CASE
CONSTRUCTION