

**AFTERSALES  
PRODUCTS AND SERVICES**

**CASE**  
CONSTRUCTION



**ALWAYS  
BY YOUR SIDE**

[www.casece.com](http://www.casece.com)

**EXPERTS FOR THE REAL WORLD  
SINCE 1842**

# **CUSTOMISED FOR YOUR MACHINE. AND YOUR NEED.**

**CASE protects your equipment investment and maximizes your productivity on the jobsite.**

**This is because nobody knows your machine and your needs better than CASE, the only one able to give you Genuine Parts that guarantee over time the efficiency and the value of your machine. CASE adds to the superior quality of the spare parts, custom-made aftersales services, personalised maintenance solutions and a technical assistance guaranteed by ultra-qualified experts.**

## **YOUR BUSINESS IS OUR PRIORITY**

Experience the high quality and expertise of our Service Network. Give to your machine and to your work the maximum performance with CASE's products and aftersales support services. You can count on:

### **EFFICIENCY**

Guaranteed by an extensive professional network of service centres, to provide you with 24/7 Non-Stop Assistance and to minimise machine downtime.

### **SAVINGS**

Secured by a range of original replacement parts and personalised assistance programs designed to reduce the total cost of ownership of the machine.

### **TECHNOLOGY**

Combined with on-board telematics solutions, leading edge technology allows CASE technicians to effectively carry out operations on your machine, even remotely.







*The CASE team knows what it's like to be a demanding customer, which is why you can count on us to never let you down. Ever.*



# YOUR MACHINE'S FAVOURITE SPARE PARTS.

**Only CASE can guarantee to your machine the original quality and performance, maintaining over time the value of your investment.**

**Genuine Parts**  
HIGH PERFORMANCE

**CASE**  
CONSTRUCTION



**CASE's perfect performance is guaranteed to last, thanks to the use of Genuine Parts, designed by the same experts who built your machine.**



## **INTENSIVE AND RIGOROUS TESTING, AND A 'NO LIMITS' GUARANTEE**

Our Genuine Parts all go through rigorous quality tests, ensuring that we can vouch for their exceptional quality and durability. What's more, we guarantee all of our Genuine Parts for 12 months. Can you think of a better way of certifying their quality and performance?



## **MORE VALUE TO YOUR MACHINE**

Only the regular and proper maintenance by using Case Genuine Parts can guarantee the highest residual value to your Case machine.



## **THE LIST GOES ON...**

The reasons for choosing CASE Genuine Parts don't stop here: through our Service Network we propose you exclusive sales offers and provide you with specialized advice. In other words, we'll make sure that you're having the right service at the right time.



**ASK  
TED!**

**FOLLOW OUR EXPERT TED  
INTO THE CASE WORKSHOPS  
THROUGH A SERIES VIDEO PILLS:**

- ✓ **ADVICE** on different family parts
- ✓ **TIPS** to keep your machine in top condition
- ✓ **INFORMATION** on CASE Genuine Parts



Available on  
[www.casece.com](http://www.casece.com)

# LOGISTICS: MORE PROXIMITY FOR MAXIMUM PRODUCTIVITY.

Driven by customer satisfaction, CASE Construction Equipment strives to provide the highest quality machinery, parts and logistics. To limit your downtime and guarantee maximum productivity, we continue to invest in a growing network of spare parts warehouses.

Transforming our **“Being close to the customer”** philosophy into a daily reality, we work tirelessly to ensure we are physically closer to you through fast, effective parts delivery.



## The figures that speak louder than words



- **9** Depots in Europe, Middle East and Africa
- **235,000** sqm of storage space
- More than **137,000** part numbers available in stock
- **24/7** delivery



# ATTACHMENTS: THE WIDEST AVAILABLE RANGE.

**Increase the utilization of your machine.**

**Expand the versatility of your equipment with CASE attachments. In this range you can find: augers, bale spikes, buckets, cement mixers, forks and grapples, hammers, pallet forks, planers, quick couplers, wheel compactors ...and much more.**

Attachments.  
BUSINESS SOLUTIONS

**CASE**  
CONSTRUCTION

**Designed specifically for your CASE machine.**

Each one of these hard-working, high-productivity attachments has been thoroughly tested by CASE engineers. That's why they perform flawlessly in the most demanding applications.

## HYDRAULIC MULTIFIT "S" QUICK COUPLER

**Safe, univerSal, verSatile, Simple...**

CASE MULTIFIT "S" quick coupler ensures greater safety, flexibility and performance. Picks up buckets from various brands and a wide variety of attachments including hammers, and enjoy hydraulic control from your cab. Fully complies with all the machinery directives and job site requirements.



## SMARTFIT

**Smart design, perfect fit.**

Patented, new tooth system featuring hammerless fastener technology. Improves the performance of your machine with teeth that stay sharper longer and penetrate deeper than our previous system.



## HAMMERS

**A complete range of silent hammers for machines from 1 to 60 tons.**

All CASE hammers provide exceptional productivity and an optimized weight/performance ratio. Simple and robust design, high quality, low maintenance and reduced operating costs. Large tool diameter, easy and fast tool replacement, ... CASE hammers are designed to last and optimize the performance of your machine.





# SiteControl **THE BEST TECHNOLOGY FOR MACHINE CONTROL IN THE MARKET.**

**CASE offers you with the iCON portfolio from Leica Geosystems tailor-made hardware and software solutions for all positioning and measuring tasks in road and building construction. Intelligent and easy-to-use, the customisable SiteControl™ solutions enhance your performance and increase your profitability through perfecting your work flow.**

**iCONstruct** is the tailor-made hardware and software solution for positioning and measuring tasks on site.

**iCONtroll** provides you with perfect communication between construction personnel on site and our comprehensive portfolio of machine control solutions.

**iCONSult** is an extensive support network, with clear guidance on intelligent CONstruction benefits to grow your business.

**iCONnect** connect your system to a superior network. Wireless data transfer, easy, fast and secure.



**CASE SiteControl™ customizable solutions are available at CASE dealerships:**

- Machine installation kits (all makes)
- Panel/Mast/Receiver kits
- 1D/2D/3D excavate systems
- 2D/3D grade systems

## **Key end user benefits**

**Efficiency gain:** e.g. reduces over and under cutting, less passes needed

**Increased safety:** machine is grade checker

**Flexibility:** system scalable to changing needs

**Smart design:** intuitive interface up to ease of transportation



**THE LESS YOU MOVE,  
THE MORE YOU EARN.**

# **THE INFORMATION YOU NEED BE IN CONTROL**

**SiteWatch the telematics system from CASE Construction Equipment**

**Be in two places at once? You can!**

**With the help of CASE<sup>®</sup> SiteWatch<sup>™</sup>, you can be in the driver's seat from any office chair.**

CASE SiteWatch<sup>™</sup> is a telematics solution designed to gather critical information about your machine's performance and location and make data quickly available to you.

And you can take decisions based on detailed data coming from the machine directly.

CASE SiteWatch<sup>™</sup> provides instant information about machine hours, location, maintenance interval, utilization and usage. Your fleet management will be easier, more productive, more reliable, and more profitable.

In addition, the security of your job is enhanced due to alerts when the machine is moving outside a pre-defined area or is moving outside normal working hours.

With a simple subscription package, available at your CASE dealer, you can decide what level of data you need and your machines will be 100% under control.



## **SiteWatch offers:**

- Machine data 24/7
- Track and Trace
- Multibrand solutions
- Satellite option for remote area's
- Automatic reporting
- Engine data (CNHi machines)



# **PARTNER SUPPLIERS:** **EVEN MORE CHOICE FROM** **YOUR DEALER.**

**Your CASE Dealer offers a wide range of accessories, tools and complementary solutions, thanks to our exclusive panel of Partners suppliers.**



## **QUALITY AND VALUE**

### **Carefully selected partners**

*To provide absolute top quality that you expect from your CASE machine and parts.*

### **Specially negotiated prices**

*Guaranteeing best value for money.*

### **Professional fitting**

*At your dealership by our mechanics who know the machine inside out.*

**ONE STOP SHOP AT YOUR CASE DEALER!**



# **ALWAYS** *BY YOUR SIDE.*

## **OUR TECHNICIANS, YOUR PARTNERS.**

CASE technicians are always ready to take care of your machine, with the unrivalled skill and expertise gained from working on CASE machines every day. They are more likely than anybody to get to heart of the problem, helping you to save time and money.

They use the same diagnostic instruments as the ones used to test the machines, able to carry out remote assistance with total effectiveness.

***Only CASE technicians can take proper care of your working tool, as true partners to your business.***

***Select the service centre nearest to you, using the dealer locator at [www.casece.com](http://www.casece.com).***

## **24/7 NON-STOP ASSISTANCE**

***CASE support and quick solutions are just a phone call away call our free-phone number on***

***CASE***  
**00800-2273-7373**

Because you haven't got any time to waste, our team of 80 customer service specialists will answer your call in less than 20 seconds! Advice is available in 10 different languages, and we'll activate the nearest CASE workshop in order to solve your problem quickly and efficiently.





# THE PROTECTION PLAN.

## POWERTRAIN, POWERTRAIN PLUS HYDRAULIC, PREMIER.

The plan is available to all customers of our franchised dealers and can be provided at point of sale, or within the base warranty period. By choosing to take out a CASE Protection Plan you are not only protecting your machine, but also your investment. Throughout our extensive dealer network, CASE Construction will provide you with the backup and support that you need in today's busy environment, and the CASE Protection Plan gives you further confidence that we are there for you as your partner.

- Protection Plans available on the full range of CASE machinery
- Protection available for up to five years/8000 hours
- Three coverage options: Powertrain, Powertrain plus Hydraulics and Premier
- 10% DISCOUNT with MAINTENANCE CONTRACTS
- Transferable for FREE



*Save money on parts: the prices of parts are frozen for the duration of the programmed maintenance plans, so you don't have to worry about prices going up.*

*In addition, with Protection Plan, you can take advantage of the new Genuine Parts maintenance kits, designed for your specific needs, able to guarantee EASY MAINTENANCE and TCO REDUCTION.*



## PROTECTION PLAN

Boost your business by taking full control of your operating costs and enjoying the benefits of a healthy fleet with CASE's new programmed maintenance plans, available on all CASE equipment. Control operating costs: you know exactly how much you will spend on maintaining your equipment for the duration of the programmed maintenance plan, so you can make the best decisions for your business. Get more performance from your fleet: you enjoy the benefits of a healthy fleet always in peak form by relying on CASE's professional service teams to carry out the best maintenance plan for every CASE machine in your fleet.





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**ITALIA**

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 **00800-2273-7373**

The call is free from a land line.  
Check in advance with your Mobile  
Operator if you will be charged.

