



KAPPA REPAIR SERVICES BROCHURE

REPAIRS

A PRECISION ENGINEERED SERIES OF HYDRAULIC CYLINDERS

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HYDRAULIC CYLINDER REPAIR AND OVERVIEW

Kappa Engineering has a dedicated repair and remanufacturing department to ensure that downtime, turns into production time. Repairs to all types of hydraulic cylinders are carried out to the highest quality.

We collect and deliver cylinders in need of repair, directly from our customer's workshops to make the process as convenient as possible.

Our repairs department will give you a fair price for quality work, but more importantly, they will give you an honest assessment of the damage with a solid recommendation for how to proceed. We will share our industry knowledge to lower your operational costs and ensure minimal downtime.

TWO CATEGORIES OF HYDRAULIC CYLINDER REPAIRS

1 CYLINDER REPAIR

A valid and thorough hydraulic cylinder repair at an affordable rate. There is a compromise, though. To save on material costs, we salvage the components we can, so we might not end up on exact OEM specs. To summarise, if you order a repair, you will save money on the work, but the resulting product will not conform to original OEM specifications.

2 REMANUFACTURED

Remanufactured cylinders are repaired so as to conform to OEM specifications. The cylinder will then be extensively tested to ensure the highest quality of standards. Although remanufacturing is more expensive than repairs, the benefits are that your cylinder will last much longer and perform substantially better than your standard repair.

THREE-STAGE REPAIR AND REFURBISH PROCESS



STRIPPING, ASSESSMENT AND PROPOSAL



CUSTOMER GO-AHEAD



PACKAGING AND DELIVERY

1. STRIPPING | ASSESSMENT | PROPOSAL

- Individual quotation number tagged to cylinder and associated parts, ensuring traceability back to the customer at any stage during the repair process.
- Components stripped and cleaned.
- Spare parts kept together in bins to eradicate contamination with other cylinder parts.
- Failure analysis and damage assessment.
- Itemized and transparent proposal.

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2. CUSTOMER GO-AHEAD

- Contract review to ensure Kappa Engineering's understanding of the customer's specific requirements.
- Route sheet job number allocation.
- Drawings made according to specifications.
- Cylinder repaired to exact specifications.
- First-off and final inspections carried out in accordance with ISO 9001:2008.
- Pressure testing carried out using our new-cylinder procedures.

3. PACKAGING AND DELIVERY

- Cylinders are spray painted to the colour of your choice.
- Cylinders are packaged to prevent damage during transit.
- Cylinders are delivered to the customers premises.

OTHER SERVICES

SERVICE EXCHANGE

- A service exchange is offered to the market, particularly in earthmoving and underground mining sectors. This ensures minimum down time and as a result, increases customer productivity.

AVAILABLE UNITS FOR SERVICE EXCHANGE

The following list of hydraulic cylinders are on our shop floor and waiting for you to buy them. Simply exchange your broken cylinder for a remanufactured replacement or purchase the cylinder.

- » BELL B50 STEERING AND LIFT CYLINDER
- » CAT 777 HOIST CYLINDER
- » CAT 785 CYLINDER
- » CAT 938 LIFT AND TILT CYLINDER
- » CAT D11 RIPPER TILT CYLINDER x2
- » HITACHI ZX470 BUCKET CYLINDER
- » HITACHI ZX670 BUCKET CYLINDER
- » HITACHI ZX850 BOOM CYLINDER x2
- » HITACHI ZX870 BUCKET AND STICK CYLINDER
- » HITACHI ZX870 TRACK ADJUSTER CYLINDER
- » KOMATSU 375 BLADE LIFT CYLINDER
- » WASTE COMPACTOR CYLINDERS
- » BIN LIFTER CYLINDERS
- » LIEBHERR 984 BOOM CYLINDER
- » LIEBHERR 984 BUCKET CYLINDER
- » SANDVIK 180 ROTARY ACTUATOR
- » SANDVIK 240 ROTARY ACTUATOR
- » SANDVIK 360 ROTARY ACTUATOR
- » VOLVO A30 LIFT CYLINDER
- » SIDE TIPPER CYLINDERS
- » COPELAND CYLINDERS
- » FRONT END SLOPERS
- » UNDERBODIES (3-, 4- AND 5-STAGE TELESCOPIC CYLINDERS)
- » LOW BED TRAILER CYLINDERS (GOOSE NECK LIFTER)
- » SKIP LOADER CYLINDERS

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SERVICE LEVEL AGREEMENT

Kappa Engineering offers a service level agreement to guarantee faster turnaround times on repairs. The service level agreement is aimed at businesses who rely on just-in-time supply to smooth out their operations. When you secure your SLA, we can forecast your demands, enabling us to keep the service exchange units you need on hand.

IS IT WORTH IT?

With an SLA in place, we can guarantee a 72-hour turnaround on emergency item repairs and refurb. Three working days for urgent work and five working days on less urgent or routine repairs and refurb.

SLA EXPLAINED

- The SLA is an agreement between Kappa Engineering and a customer who needs hydraulic cylinders repaired, remanufactured or supplied consistently.
- The agreement sets a fixed time period within which Kappa will be the sole provider of hydraulic cylinders and related services.
- Consistent demand allows Kappa Engineering to forecast future requirements. Forecasting removes the guesswork, allowing us to supply you faster and more accurately.
- We keep the stock at our own expense, while you enjoy faster turnaround times.

Win-Win!!

WHAT'S THE CATCH?

We get exclusive rights to supply and repair your hydraulic cylinders. We think a small price ensures a consistent and responsive supply.

ANNUAL RENEWAL REVIEW

If the agreement isn't cancelled, it will renew automatically for the next 12 months. Our representatives will keep in touch during your relationship with Kappa Engineering, but it's still your responsibility to speak to us if you don't want to continue the agreement and terminate the service agreement.

ON TIME PAYMENTS

You need to pay your invoices on time to keep the agreement going. You can apply for a 30-day account which makes paperwork easier. If you wish to cancel the agreement prematurely, you agree to purchase the stock we kept on hand outright. Payment terms can be negotiated if need be.

SECURE YOUR SLA TODAY!

Contact Kappa Engineering and ask to speak with our repair department.

Simply enquire about our SLA, and we'll take it from there. A sales representative will set up a time to assess your needs. Once we understand your requirements, we will draw up a service level agreement that specifically outlines your needs. We will present the agreement for your signature. Once you've signed, we go to work sourcing and manufacturing the hydraulic cylinders, components and materials required to guarantee consistent delivery on cylinder repairs and remanufactures.

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ABOUT KAPPA ENGINEERING

Kappa Engineering was established in 1987 as a general engineering company. Later, the company began specialising in manufacturing, repairing, remanufacturing, assembling, and testing hydraulic cylinders. Kappa Engineering has been synonymous with fast turnaround times and high-quality workmanship in the hydraulic industry for over three decades.

We are proud to say that we support the following industries:



MINING



EARTH
MOVING



DRILLING
AND
EXPLORATION



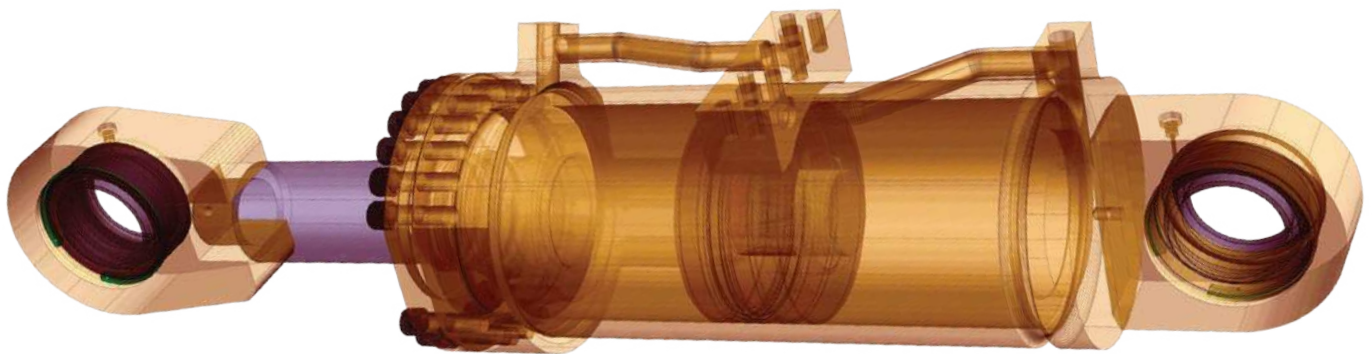
WASTE
REMOVAL



TRANSPORT



AGRICULTURE



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