

Component Exchange Program

Our company policy is to offer all components on an exchange basis. We believe that it adds the best value to our customers. In our quotations, we outline the scope of the rebuild proposal. We will also indicate the limitations of our proposal. For example, our PEX program to rebuild final drives includes the replacement of seals, bearings, brake discs and brake plates. But it does not include any of the hard parts—like gears or housing assemblies.

So how do we manage to keep our pricing so affordable?

It is our experience. Believe it or not, there are common wear patterns on components. For operators who are serious about keeping their equipment in operation, they know that you have to rebuild major components before it fails. In addition to regular preventive maintenance, there are also scheduled repairs. We suggest to our customers that they plan their rebuilds in such a way that we can optimize the benefit of our component exchange program. In real terms, it means that there is limited downtime and affordable rebuild charges.

How quickly can we rebuild components?

Our service department is dedicated to respond to our customers' needs. When we quote pricing on projects, we also indicate the timeframe to rebuild your component. Listed below is our standard timetable to rebuild components:

Engines	2 weeks
Final drives	3 days
Differentials	2 days
Torque converters	4 days
Transmissions	5 days
Drive motors	2 days

We are very committed to ensuring that we return rebuilt units in a timely manner. If it means that our team has to work nights and weekends, we are willing to do it because we know that time means money to you! Please keep in mind that, if there are any requirements to replace "hard" parts that are not encompassed within the scope of the rebuild, there may be additional delays depending on delivery.

Will CIS send you rebuilt components with its own cores?

Absolutely! For us, the best option is when you send us your core. It is always the most affordable and easiest transaction. However, we are committed to keeping your machines in operation. So we are willing in certain circumstances to send you rebuilt components with our cores. Please keep in mind that (1) there are some limitations to this offer; (2) that our customers are required to comply with our core criteria; and (3) we have a clear and established policy as to the value of component cores.

What are the limitations to the offer?

If we do not have component cores in stock to fulfill your requirements, we are willing and able to buy and dismantle machines as required to meet your needs. Please keep in mind that there may be time delays. In many cases, we may need to travel to distant and remote locations in order to find the right machine for your application. If you ask us to find the right components for your machine, we are not responsible for delays as a result of dismantling, shipping, and receiving. In many case, these elements are out of our hands. We will make every effort to expedite our efforts.

What are your core criteria?

We have outlined our core criteria in a separate document. Here is a link to it!

What is your policy on the value of component cores?

Our prices for component cores follow the OEM pricing structure. In our history, we have found that their pricing structure is right on the mark. According to the OEM pricing structure, rebuild price plus component core equals new component price. It is simple and easy! If you have any specific questions about component core prices, please see our core charge price sheet.

What happens if we cannot send cores to you for rebuild?

We have outlined this policy. Please see our core criteria policy. To summarize quickly, you have 60 days to return your core. If we do not receive your core within 60 days, you must pay the full value of the core. We will allow an additional 30 days to receive your core. However, if we do not receive your component core within this timeframe, we will evaluate any returned component core as a used core. It is subject to the current market value for that specific component. We reserve the right to determine or qualify the market value of a component. It is not subject to any OEM value. We are not an OEM; and we do not operate like one.

It is great to be an independent!