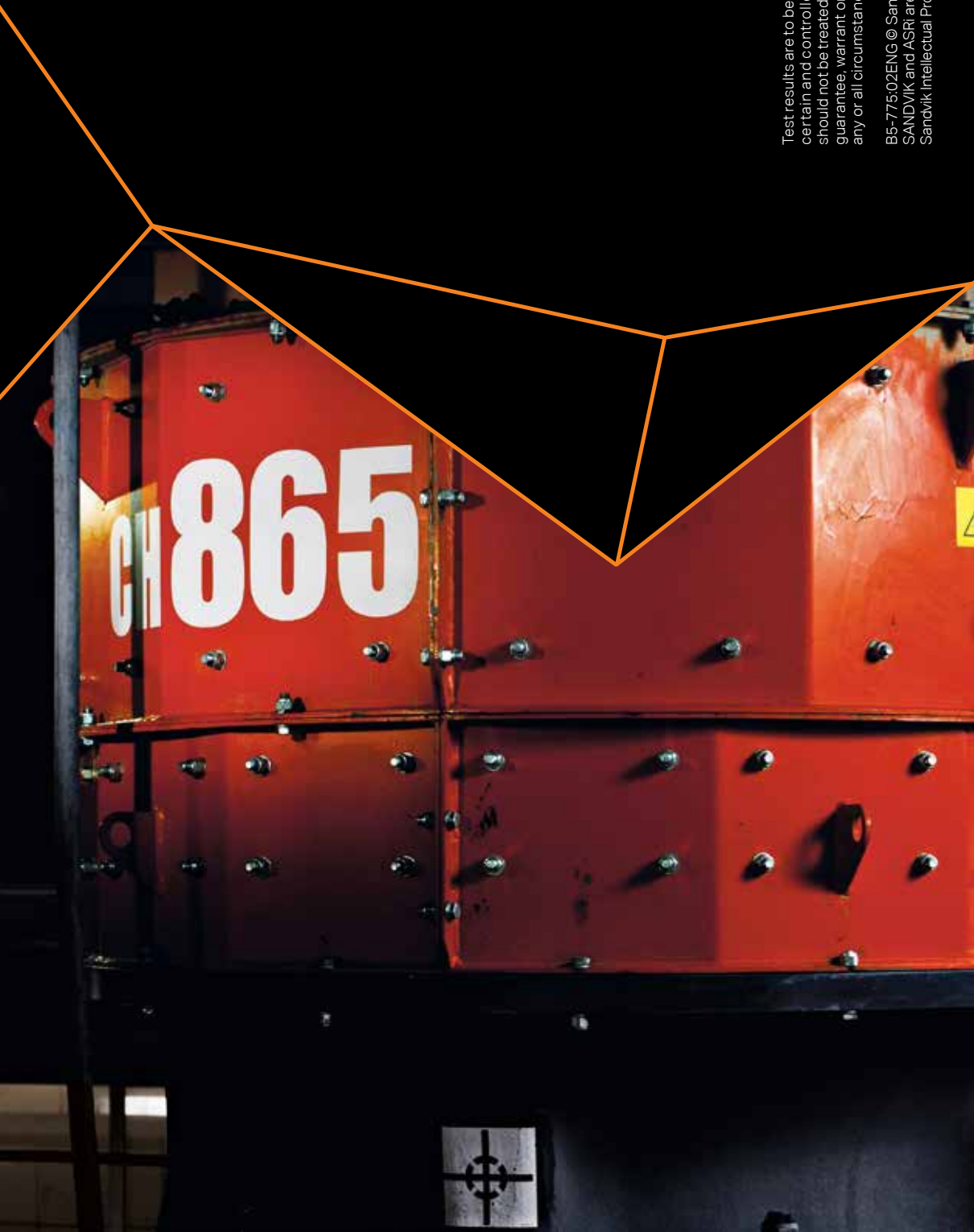


Test results are to be considered as results reached under certain and controlled test conditions. These test results should not be treated as specifications and Sandvik does not guarantee, warrant or represent the outcome of test results in any or all circumstances.

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CRUSHING & SCREENING SERVICE PROGRAMS

SANDVIK 365. SERVICE YOU CAN COUNT ON.



PRODUCTIVITY YOU CAN COUNT ON

Sandvik 365 Parts and Services helps you focus on your everyday work, while we concentrate on maintaining your crushing and screening equipment. Our comprehensive service portfolio covers all major processes to keep your production running, all the time. It maximizes your machine availability and protects your business from unexpected risks.

PREDICT PRODUCTIVITY

Make confident forecasts knowing your crushing process won't let you down.

PROFIT FROM PEACE OF MIND

Produce more, expect less breakdowns, and act on planned events, rather than react to unplanned surprises.

DO AWAY WITH DOWNTIME

Reliable service backed up by quality original parts designed to do the job.

EVERYTHING WHEN YOU NEED IT

Our global presence and local service means you get what you need, when you need it.



THE SERVICES AND PARTS YOU NEED—WHEN YOU NEED THEM

Our five proactive service programs cover the entire lifecycle of your crushing and screening plant, from pre-commissioning and ramp up to full operation. They're designed to increase production, maximize profit and give you total peace of mind.

ADVISORY SERVICES

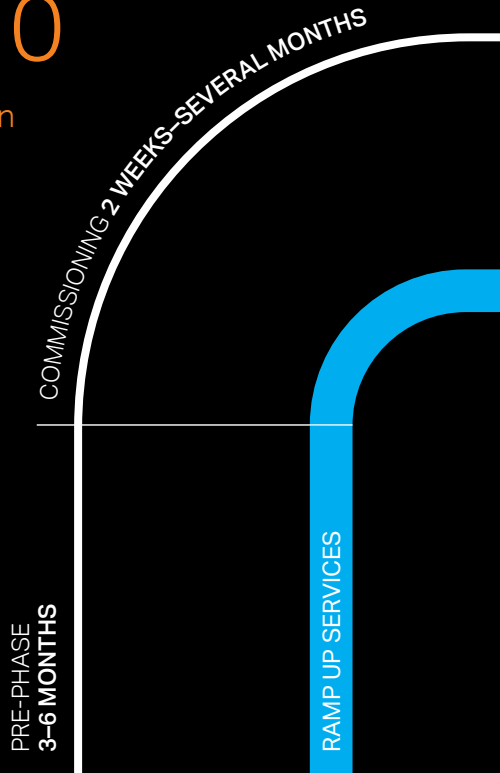
Proper planning helps prevent downtime. Our **Advisory Services** program keeps your plant competitive and profitable by identifying, prioritizing and correcting problems before they happen, ensuring plant availability.

Gain
7–10
days of
production

RAMP UP SERVICES

Our **Ramp Up Services** program gives you the fastest possible time to get production up and running, adding 2–5 weeks of additional production compared to a "do it alone" approach.

Add **2–5**
weeks of production



QUALITY SPARE & WEAR PARTS YOU CAN COUNT ON

Sandvik quality OEM parts are specifically designed to be the perfect fit for our machines. Tested to the extremes, they will give you many hours more working time and greater efficiencies than non-original parts.

- The right parts at the right time (track and trace)
- Maintenance and repair kits
- OEM warranties
- Plant optimization

Up to **10%** increase in productivity

PRODUCTIVITY SERVICES

This comprehensive service package optimizes your complete operational performance. Enjoy greater uptime, productivity, profit and complete peace of mind from our most comprehensive service package.

| FIRST YEAR OPERATION 0-12 MONTHS | ESTABLISHED OPERATIONS 12-FF MONTHS |
|----------------------------------|-------------------------------------|
| | PRODUCTIVITY SERVICES |
| | EXTENDED WARRANTY |
| ADVISORY SERVICES | |
| CONDITION INSPECTION | |
| | |

CONDITION INSPECTION

A certified Sandvik service engineer gives you continuous status reports on your equipment health, improving reliability and saving costs by avoiding expensive failures.

At least **1** additional day of production

80-95% coverage on list price of major components

EXTENDED WARRANTY

Get the extra protection you need for your equipment. Our **Extended Warranty** program gives you an insurance package built for peace of mind.

SANDVIK 365 HIGH PRODUCTIVITY AT LOW RISK

When you can predict your productivity you predict profitability. Sandvik 365 is about optimizing performance every hour, 365 days a year.

Our highly trained, expert engineers ensure you get the right parts and service to ensure safe operation, low operating costs and long service life. Service from us isn't just quick and convenient. It optimizes uptime and gives you an increase in process efficiency and equipment reliability you can count on. Literally.

RAMP UP SERVICES

Adding **2–5** weeks of production

Our **Ramp Up Services** program gives you the fastest possible time to get production up and running. It can add between 2 to 5 weeks of additional production compared to a “do it alone” approach.

A FASTER WAY TO START UP

Adding new crushers to older technologies can produce compatibility issues that slow down your adjustment times. When replacing brownfield technologies, or starting new greenfield production, using our **Ramp Up Services** minimizes integration and start-up time.

AGGREGATE PROJECT EXAMPLE

| | |
|---|-----------------|
| Operating time | 1 Shift (8 hrs) |
| Capacity t / hr (complete plant) | 250 |
| Utilization + Availability = Efficiency | 95% |
| 1 week production (5 days) (t) | 9,500 |

Additional tonnage

19,000–47,000

RAMP UP SERVICES INCLUDE:

- Pre-commissioning
- Training in product safety, crushing processes, equipment components and functions, operation and maintenance and more
- Monthly and quarterly inspections and reports
- Stock planning to set the level of spares and wears on site
- Maintenance planning to set the maintenance schedule for each piece of equipment, and a troubleshooting guide
- Annual Plant Audit
- Crushing Chamber Optimization
- Crushing Plant Circuit Optimization

COPPER PROJECT EXAMPLE

| | |
|---|-----------|
| Copper Ore Grade | 0.60% |
| Capacity t/hr (complete plant) | 1,200 |
| Utilization + Availability = Efficiency | 85% |
| 1 week production (t) | 171,360 |
| Copper produced (t) | 1,028 |
| Copper price/t* | USD 6,040 |

Gross Value

USD 6,209,120

* Price as of 2017-03-01

CONDITION INSPECTION

At least **1** additional day of production

The best way to find out about the health of your Sandvik equipment is to get it inspected by a certified service engineer, who knows it inside out. We call it **Condition Inspection**.

X-RAY YOUR CRUSHERS

Ensuring your plant always runs smoothly and safely is vital. Our periodic inspections include a comprehensive checklist covering more than 100 points that reveals exactly how your crushers are doing. The report includes a list of recommendations for maintenance upkeep, spare parts replacements and upgrades. It gives you a complete status report on your equipment health, improving reliability and saving costs by avoiding expensive failures.

Expect our **Condition Inspection** to unlock at least 1 production day by minimizing unexpected breakdowns and having the necessary parts on site.

CONDITION INSPECTION INCLUDES:

- Periodic Inspections & Report

COPPER PROJECT EXAMPLE

| | |
|---------------------------------------|-----------|
| Copper Ore Grade | 0.60% |
| Capacity t/hr (CH870) | 400 |
| Utilization+ Availability= Efficiency | 85% |
| 1 day production (t) | 8,160 |
| Copper produced (t) | 49 |
| Copper price/t* | USD 6,040 |

Gross Value

USD 295,960

* Price as of 2017-03-01



ADVISORY SERVICES

Gain **7–10** days of production

Proper planning helps prevent downtime leading to higher availability. Our **Advisory Services** program keeps your plant competitive and profitable by identifying, prioritizing and correcting problems before they become a threat to health and safety and productivity.

SMART PLANNING

Built on Condition Inspection, our Advisory Services program includes parts and maintenance planning and certified training. Count on saving 7–10 days of production for your crushing and screening plant as you no longer need to wait for the right parts (spares and/or wears).

ADVISORY SERVICES INCLUDE:

- Monthly and quarterly inspections and reports
- Training
- Maintenance Planning
- Stock Planning
- Annual Plant Audit



COPPER PROJECT EXAMPLE

| | |
|---|-----------|
| Copper Ore Grade | 0.60% |
| Capacity t/hr (CH870) | 400 |
| Utilization + Availability = Efficiency | 85% |
| 1 week production (t) | 57,120 |
| Copper produced (t) | 343 |
| Copper price/t* | USD 6,040 |

Gross Value

USD 2,071,720

* Price as of 2017-03-01

PRODUCTIVITY SERVICES

Up to **10%** increase in productivity

The **Productivity Services** program gives you increased uptime, productivity, profit and complete peace of mind in a risk controlled operation. It allows you to safeguard optimal process performance by adjusting your plant process to changing running conditions which vary over time.

BUILDING TRUST

The comprehensive **Productivity Services** program contains all **Advisory Services** and **Extended Warranty** program elements as well as continuous process optimization. This program gives you up to 10% gain in productivity helping you achieve your production targets. An annual plant audit identifies where you can make cost savings and process efficiencies. This service program focuses on improving wear patterns in crushers, chutes and screening media, in order to optimize the crushing and screening circuit.

PRODUCTIVITY SERVICES INCLUDE:

- Monthly and quarterly inspections and reports
- Extended Warranty
- Training
- Maintenance Planning
- Stock Planning
- Annual Plant Audit
- Crushing Chamber Optimization
- Crushing Circuit Optimization

EXTENDED WARRANTY

Get the extra protection you need for your equipment. Build on **Condition Inspection** this program goes beyond maintenance recommendations. It gives you an extended warranty offering 80%–95% coverage on the list price of major components by performing the maintenance recommendations outlined in the inspection reports using genuine Sandvik parts. You can also insure against damages due to tramp metal if using the Sandvik electric dump valve system. Our **Extended Warranty** program gives you an equipment insurance package built for peace of mind.

80–95% coverage
on list price of major components