



# First choice for parts and service



Global network  
World-class training  
Tailor-made service

 **Perkins®**

THE HEART OF EVERY GREAT MACHINE

# Putting the customer first – a commitment to world-class service and support.

With a truly global footprint we offer parts and service availability even in the most remote locations, ensuring minimum downtime for your equipment and maximum productivity for your people.

Since 1932, Perkins has manufactured more than 21 million engines for the world's off-highway market. Today, we actively support over five million of these, a testament to their enduring reliability.

Globally, we have established a solid and well-resourced infrastructure to meet the needs of Original Equipment Manufacturers (OEMs) and their end users.

Our service is delivered through an extensive network of authorised distributors, backed up with Perkins expertise and commitment.

In everything we do, our focus is on putting the customer first. Wherever you are, we are on hand with the right parts, the best advice, the most advanced diagnostics and the fastest response – all designed to minimise machine downtime.

Perkins is the best choice for off-highway engines, and the first choice for parts and service.

85

Over 85 years experience of working with OEMs



Currently supporting over five million engines with genuine Perkins parts and service



First choice for parts and service

Wherever you are in the world, we are on hand with the **right parts, the best advice and the fastest response**

# A responsive global network providing fast and effective service

Keeping your machines running is the number one priority for Perkins and our distributors. We have strategically placed distribution centres providing next day delivery of parts in many key territories. With a distributor network of over 3,500 outlets in 178 countries, we are able to respond quickly to every need.

#### A global service – delivered locally

Our distributors offer a full suite of technical and business solutions. They are in your country, they speak your language, they understand your challenges and invest in meeting your needs, and all have direct access to Perkins for in-depth technical support and advice.

#### Consistent standards of service worldwide

We are committed to ensuring our fully approved network of distributors exceeds customer expectations in every location. In addition to setting specific service standards and monitoring performance, we work continuously to improve capability through training, development and

business support. This means that wherever you are based, you can expect consistently high levels of service.

#### Sophisticated service tool technology

Distributors are equipped with sophisticated diagnostics and service tool technology, and have factory certified service technicians capable of servicing and repairing all Perkins engines – from legacy to the most technologically advanced electronic engines and tailored systems.

#### Sector expertise

Today, over five million Perkins engines are powering some 5,000 different machines across all key sectors – from power generators and tractors to earthmoving equipment and telehandlers.

We are aware that each OEM has unique demands, and we make sure our network is able to support you in your local markets. We customise our services to individual needs, ensuring a relevant and truly collaborative relationship.

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Keeping your machines running  
is the number one priority

for Perkins and our distributors

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Powering over 5,000  
different machine applications



3,500 outlets  
in 178 countries



Sophisticated diagnostics  
and service tool technology

To find out more about the Perkins service network, visit:  
[www.perkins.com/servicenetwork](http://www.perkins.com/servicenetwork)

# Pioneering digital solutions

Perkins is at the forefront of digital technology, connecting customers to leading-edge services which help simplify the management and maintenance of vehicles and fleets. Adding value to your customers, these digital services include the world's first low cost engine level telematics device – the Perkins® SmartCap†.

## The Perkins® SmartCap

With no installation costs or subscription fees, the Perkins SmartCap is a low cost telematics device which gathers and shares valuable engine data, including hours run, machine location, number of starts as well as reminders of service dates – and even when to change oil. Replacing the existing oil filler cap, it is compatible with any mechanical and electronic Perkins engine (0.7 to 7.1 litres) with a screw thread cap. It sends information to phones or mobile devices via the free Perkins® My Engine App.

## Perkins® My Engine App

Providing an easy to use interface for the Perkins SmartCap, the free Perkins My Engine App gives users access to essential engine information including service reminders, part numbers and assembly diagrams. An ideal management tool for owners of multiple engines, it also delivers service history and current manuals to the users' fingertips, saving time and minimising paperwork. The Perkins My Engine App is available worldwide in multiple languages from Google Play and the Apple App Store.

## Online shop

Our commitment to digital is reflected in our on-going investment in e-commerce, including the development of an online shop for parts. Customers can buy genuine Perkins parts online in Europe and North America, expanding to other locations in the future.

† Patent application pending.



The Perkins® SmartCap  
**captures engine data**  
 and sends it direct to your smart device



For more information about our parts and service offerings, visit:  
[www.perkins.com/smartcap](http://www.perkins.com/smartcap)

# World-class engines and genuine parts

Incorporating feedback from users in the real-world, Perkins engines deliver durable and world-class performance. Whatever their age, size or application, we support them throughout their life cycle. When you buy Perkins, you buy a lifetime of reassurance.

Each engine has a serial number which is as unique as a fingerprint. It tells us critical information, from the configuration and year of manufacture, through to the latest parts fitted and overhauling procedures and specifications.

When you need parts and service, our local distribution network has instant access to everything it needs to support your engine.

Our engines contain up to 1,000 individual components. Developed and designed to work effectively together, each meets exacting global quality standards and has been extensively tested to ensure reliable performance. We continually invest in innovation to introduce new features which enhance and protect our engines and delight our customers.

Perkins genuine parts are specifically designed for our engines. Whether they are purchased as new or as remanufactured parts, they extend engine life, help meet emissions standards and lower the total cost of ownership.

Easily available through our global network, many with next day delivery – key parts include:

#### Perkins® Diesel Engine Oil

Specially formulated to meet the most demanding duty cycles and environmental extremes of off-road diesel engines, Perkins® Diesel Engine Oil ensures protection right to the end of service life.

#### Perkins® Extended Life Coolant

Requiring no additional additives, and lasting at least twice as long as conventional coolants, Perkins® Extended Life Coolant is fully recyclable.

#### Oil filters

High quality media and ultra-strong adhesive ensure an even flow of oil and leak free performance, while anti-drain back and bypass valves prevent oil starvation.

#### Fuel filters

Able to remove fuel contaminants down to five microns and designed to cope with variable fuel quality, our filters help prevent expensive damage to sensitive fuel pumps and injectors.

#### Cooling systems

Including radiators, pumps, fan systems, air filters, thermostats and fuel conditioners, our range of products support the smooth operation and long life of every Perkins engine.

#### Fuel injection

Our carefully calibrated pumps are designed and tested to make sure your Perkins diesel engine delivers maximum power output and optimum fuel efficiency while meeting emissions standards.

#### Turbochargers

Precision manufactured with tolerances up to one-millionth of an inch, Perkins turbochargers optimise fuel consumption and enhance the performance of your engine by up to 40 percent.

#### Electrics

Including starter motors and alternators. Perkins starter motors are designed and tested to start around 36,000 times – equivalent to almost ten times a day for ten years. Our alternators use high quality brushes and bearings to deliver long service life and lower life cycle costs.

#### Seals

Manufactured from high grade rubber compounds and tested to very high tolerances, Perkins range of seals are proven to work effectively in extreme temperatures and operating conditions.



**Rapid access**  
to 28,000 genuine parts



**Global support network**  
covering 178 countries



**Global distribution centres**  
and a best-in-class supply chain

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When you buy Perkins  
**you buy a lifetime**  
of reassurance

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For more information about Perkins genuine parts, visit:  
[www.perkins.com/genuineparts](http://www.perkins.com/genuineparts)

# Aftermarket services, in the way you prefer

We offer a flexible range of forward-thinking service and repair options, delivered by an experienced team of highly skilled and motivated professionals. We work with you to tailor an aftercare package to meet your needs throughout our products' life cycle.

#### Rapid access to parts

We have strategically located distribution centres, connected by a best-in-class supply chain to ensure the fast and reliable delivery of 28,000 genuine parts, oils and coolants. Available through multiple channels, many with next day delivery – we minimise the financial impact of holding stock on your own premises.

#### Maintenance, repair and overhaul

Using sophisticated equipment, our distributors are able to carry out all maintenance and repair services, including engine overhaul and rebuild. We also hold an extensive range of overhaul products to help prolong engine performance and durability.

#### World-class protection and peace of mind

For engines, we provide up to 24 months or 3,000 hours\* warranty for complete peace of mind. This can be extended up to 10 years/15,000 hours\* with Perkins® Platinum Protection. In addition, all Perkins genuine parts are covered by a 12 month warranty.

#### Remanufactured parts – 'Perkins Power Exchange'

Our Power Exchange scheme provides a sustainable and responsible solution, and uses the latest technology to refurbish used core components to 'as new' standards, resulting in an extensive range of cost-effective and high quality remanufactured parts. They are available for all Perkins engines and offered with a 12 month warranty.

#### Replacement engines

In case of a critical breakdown in service, we are able to minimise downtime by providing a replacement engine (or core components) within 48 hours for over half of our product range. This includes remanufactured engines to drive further value into your operations.

#### Training

We're committed to continuous learning and development. Delivering a range of accredited programmes through a global network of world-class training centres, we make sure that our distributors technicians have the knowledge and skills to service your engine to the same standards in every territory.

\*Terms and conditions apply.

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World-class training centres deliver  
**continuous learning**  
and development  
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For more information about our parts and service offerings, visit:  
[www.perkins.com/partsandservice](http://www.perkins.com/partsandservice)

# Perkins Sales

## Americas

### North America

1600 W Kingsbury St  
Seguin  
Texas 78155  
United States  
Toll free number: 1-888-PERK-ENG

### South America

Rua Dr. Chucri Zaidan, 1240  
Golden Tower – 17th Floor  
São Paulo – SP CEP 04711-130  
Brazil  
Tel: +55 11 2109 2038

## Asia

### China

20/F Lei Shing International Plaza  
1319 West Yan'an Road  
Shanghai 200050  
China  
Tel: +86 21 22160774  
Fax: +86 21 52136624

### India

Floor 6, Tower 'B' Prestige Shantiniketan  
The Business Precinct, Whitefield Main Road  
Bangalore 560048  
India  
Email: IPSD\_India@perkins.com

### Japan

Ocean Gate Minato Mirai 12F  
3-7-1 Minatomirai, Nishi-ku, Yokohama city  
Kanagawa, 220-0012  
Japan  
Tel: +81 45 682 3579  
Fax: +81 45 682 3690

Asahi Seimei Matsumoto Fukushima building 3F  
1-1-15 Fukushima, Matsumoto city  
Nagano, 390-0815  
Japan  
Tel: +81 263 87 2003  
Fax: +81 263 39 1682

### Korea

11F, Songchon Building, 503  
Nonhyeon-ro, Gangnam-gu  
Seoul 06132  
Korea  
Tel: +82 10 8669 8358

### Singapore

14 Tractor Road  
Singapore 627973  
Tel: +65 6828 7469  
Fax: +65 6828 7414

## Europe, Middle East and Africa

Peterborough, PE1 5FQ  
United Kingdom  
Tel: +44 1733 583000

[www.perkins.com/partsandservice](http://www.perkins.com/partsandservice)

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