



# First choice for parts and service



Global network  
Superior training centres  
Tailor-made service

 **Perkins®**

THE HEART OF EVERY GREAT MACHINE



# Putting the customer first – a commitment to global service and support.

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

Since 1932, Perkins has manufactured more than 22 million engines for the world's off-highway market. Today, we actively support over four and a half million of these, with genuine Perkins parts and service.

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.

Our focus is on putting the customer first. Wherever you are, we are on hand with the right parts, advice and advanced diagnostics - to minimise machine downtime..

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



**90 years experience**  
of working with OEMs



**Currently supporting**  
over four and a half 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, great advice  
and a fast response**

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



# 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 over 170 countries, we are able to respond quickly.

## 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 making sure 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 four and a half 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, enabling a relevant and truly collaborative relationship.

“  
Keeping your machines running  
**is a priority**  
for Perkins and our distributors  
”



**Powering over 5,000**  
different machine applications



**3,500 outlets**  
in over 170 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)



# A comprehensive package Perkins® Hypercare

Designed around your business needs, Perkins® Hypercare brings together all the different elements which, together, support you and your engine to deliver high performance at the lowest cost of ownership.

**Personalised and flexible support for your engines**

You and your engine are unique. That's why we've developed Perkins Hypercare, an adaptable package of aftersales services to enhance the performance and productivity of your engine and give you easy maintenance throughout its service life.

Perkins Hypercare offers you a choice of three packages, each giving you easy access to the expertise of your local Perkins distributor. You can customise each one with a range of add-on services.

**Convenience.** Designed for anyone with in-house maintenance capability, this includes fluid sampling, yearly inspections and priority access to Perkins genuine spare parts.

**Performance.** Providing specialist expertise for more complex tasks, this includes fluid monitoring, preventative maintenance and priority access to Perkins genuine parts and service.

**Confidence.** A complete end-to-end service, this includes everything from regular servicing through to repair, rebuild and long-term overhaul, safeguarding your assets throughout their life cycle.

“

Straightforward ownership  
managed maintenance and  
**greater peace of mind**

”

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

# Durable engines and genuine parts

Incorporating feedback from users in the real-world, Perkins engines deliver durable and outstanding performance. Wherever your engine is in its lifecycle, Perkins invests in high-quality, great-value solutions to keep it performing to the maximum.

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 deliver 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.



**Rapid access**  
to 30,000 genuine parts



**Global support network**  
covering over 170 countries



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

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 provides 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 enables 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.

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

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



# Parts and service, 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 achieve fast and reliable delivery of 30,000 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.

## 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 superior 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.

## 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.

## Pioneering digital solutions

Perkins is at the forefront of digital technology, connecting customers to leading-edge services. Central to this is the Perkins® My Engine App. Available for free to work on your mobile device, the app works in multiple languages to provide you with value added data including service reminders, links to your local distributor and access to service, maintenance and workshop manuals†.

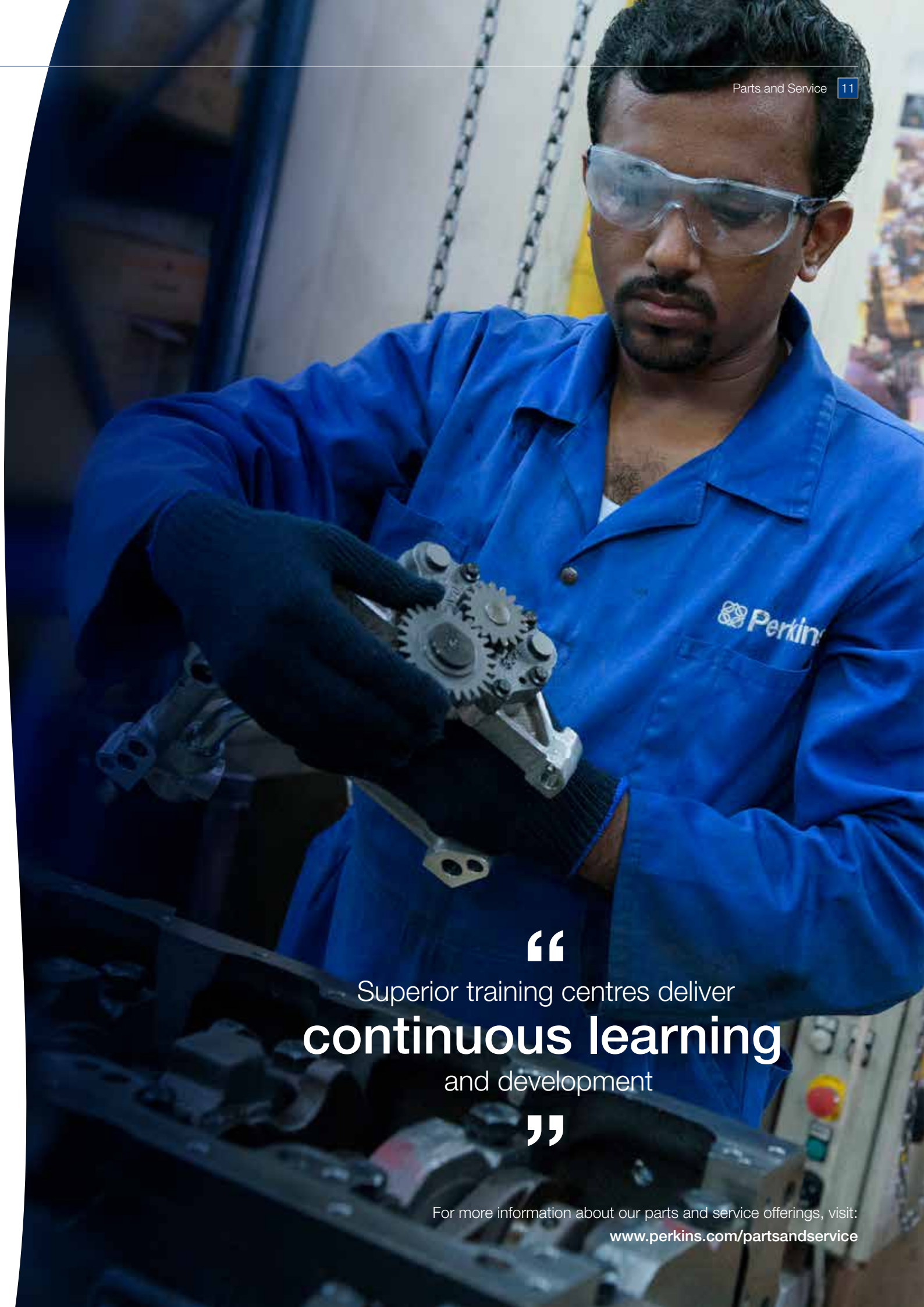
Investing in our customers, we have also taken eCommerce to the next level with our online shops for parts. Customers can buy genuine Perkins parts online in Europe and the U.S.

\* Terms and conditions apply.

† Manuals are now available on all UN ECE R96 Stage IIIA and below. Requires subscription to marketing permissions.

“  
Superior training centres deliver  
**continuous learning**  
and development  
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## Perkins Sales

### Americas

#### North America

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United States  
Toll free number: 1-888-PERK-ENG

#### South America

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

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