



# Customer Equipment Solutions

Your equipment treated like ours

Whether it's owned or rented, equipment on your worksite should be in top operating condition. Our Customer Equipment Solutions team specializes in equipment repair and service in the field and onsite, so you can protect your investment, safeguard your employees, and meet ANSI, OSHA, and CSA requirements. We specialize in medium to heavy duty equipment, such as scissor lifts, backhoes, mini-excavators, and boom lifts. Our trained technicians can keep your owned fleet operating safely, at peak performance, and according to regulations.

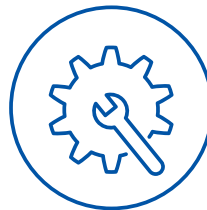
## EQUIPMENT SERVICING



**On Demand  
Service**



**Managed  
Maintenance  
Programs**



**Retail Parts and  
Maintenance  
Supplies**



**Fleet  
Management  
Solutions**



## ON DEMAND SERVICE

As part of a growing network of over 5,500 strong, our dedicated service personnel are close and ready to restore your equipment to peak condition. Our technicians are factory-trained, certified, and equipped to handle the most complex repairs.

### Inspections

- ANSI, CSA, OSHA
- Site Specific
- Annual or As Required

### Preventative Maintenance Service

- Standard PM Services
- Oil Filter, Air Filter, Replace Oil
- Service & Lube
- 1000 Hour Service
- Routine Adjustments

### Unplanned Repair Service:

- Engine, Transmissions, Drive Train, Booms, Hoist, Hydraulic, Pumps, Cylinders, Valves, Brakes, Electrical, Other (as required)

## RETAIL PARTS AND MAINTENANCE SUPPLIES

Trust Customer Equipment Solutions to supply the parts you need for your equipment repair and service. We have a large stock of manufacturer parts for those jobs that you complete yourself. We protect our customer's investments by partnering with manufacturers to ensure equipment is maintained under warranty.

### For more information, please contact:

#### Francisco Martins

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fmartins@ur.com

## MANAGED MAINTENANCE PROGRAMS

### Proactive Automated Scheduling – Preventative Maintenance & Inspections

Inspections and PM Services are proactively scheduled, performed, and tracked at the required intervals utilizing the same proprietary operating systems we utilize to maintain our rental fleet. Service steps can be customized to suit your specific fleet needs.

### Remotely Monitored – Telematics

With Telematics (GPS) installed, your equipment can be remotely monitored in UR Control/Total Control® in real time. View service intervals and alerts, location, utilization, machine hours, geofences, battery voltage.

### Standard Reporting & Record Retention

Standard quarterly reporting highlighting completed scheduled services and inspections. A detailed history of all Inspections and Services are recorded and stored in our system for 3 years.

### Single Point of Contact

If required, a Single Point of Contact can be utilized to coordinate all facets of the managed maintenance program. Additional fees may apply.

### Service Rate Agreement Required

Fixed Rate includes completion of all required service steps, parts, material, and standard travel. Service and Inspections proactively performed at set intervals.

## ON SITE PROGRAMS FLEET MANAGEMENT SOLUTIONS

Customer Equipment On Sites are engineered fleet maintenance management programs for large sites. These programs are designed for the maintenance and management of a large fleet inventory within a defined service area, or site.

Programs include dedicated mechanics & administrative personnel, parts management, facilitation of United Rentals Fleet Management Systems, defined shop operations/work flow process, telematics, performance reporting, and development of site specific strategy for optimization of customer owned and rented fleet.

Contact us today to learn how we can fulfill your equipment needs at [CESsupport@ur.com](mailto:CESsupport@ur.com) or [800.UR.RENTS](tel:800.UR.RENTS)