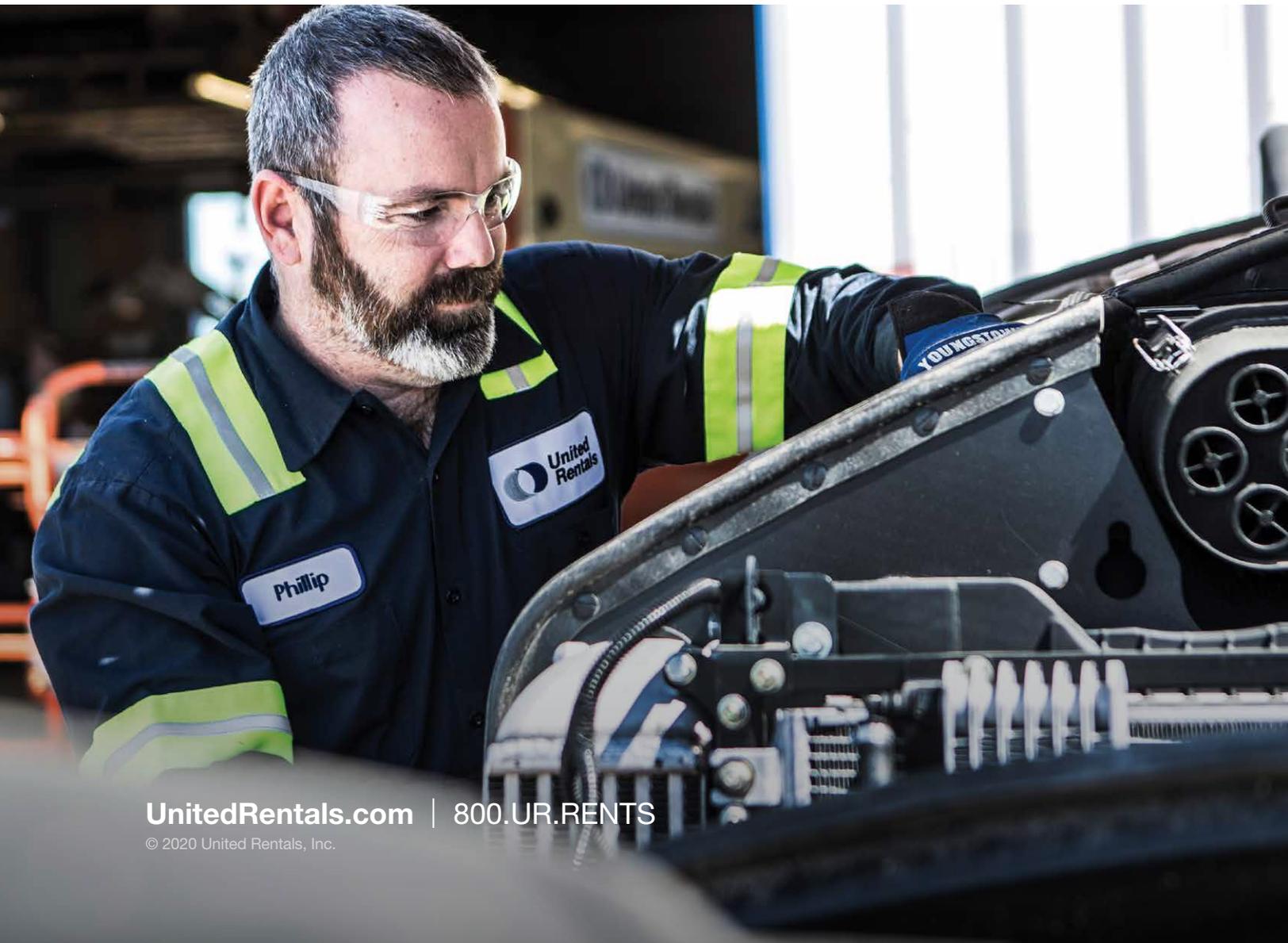




# Customer Equipment Solutions

Get more from your owned equipment.



[UnitedRentals.com](https://www.unitedrentals.com) | 800.UR.RENTS

© 2020 United Rentals, Inc.

# You've got a job to do. Keep your equipment working as hard as you are.

Whether they're owned or rented, equipment and vehicles on your worksite should be in top operating condition—not just to protect your investments, but to safeguard your employees, reduce downtime and meet ANSI, OSHA and CSA requirements.

But it's more than just maintenance. How you use your assets is just as critical in driving worksite performance. That's why we created United Rentals' Customer Equipment Solutions, helping you maintain—and manage—your owned equipment and site vehicles using the same systems, processes and expertise we apply every day to our more than 15 billion dollars in fleet.

From inspections and repairs to utilization tracking and strategic consulting, our experts can keep your assets ready when you are—and help you get the most from your investment in fleet.



# Service done your way.

It's your fleet, so you choose how to work with us. From an onsite partnership to a one-off repair, we can be as flexible as you need us to be, with core offerings tailored to your needs.



## On-Demand Services

Emergency repairs, preventative maintenance, scheduled inspections and repair parts and maintenance supplies.



## Managed Maintenance Programs

A well-thought-out proactive fleet maintenance program with service scheduled and performed on your behalf with routine inspections and standard performance reporting.



## Repair Parts and Maintenance Supplies

Trust Customer Equipment Solutions to supply the parts you need for your equipment repairs and service. We have a large stock of replacement parts for those jobs that you complete yourself.



## Onsite Fleet Management Solutions

All of the above and then some: dedicated on-site mechanics, a single point of contact, advanced performance reporting and fleet management consulting.



**ON DEMAND SERVICES**

# Professional repairs. Done at your place or ours.

Down equipment delaying your project? You can count on our trained technicians to get your equipment repaired quickly and safely to help keep your project on schedule. From emergency repairs to preventative maintenance our services are just a call away. Our field mechanics can come to you prepared to make emergency repairs or arrange delivery of replacement rental equipment to save you time. Our Customer Equipment Solutions team is ready when you need a quick turnaround to get your project back on track.

**Inspections**

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

**Preventative Maintenance Service**

- Complete unit Lubrication
- Replace Fluids & filters
- Routine adjustments
- Complete required Inspections
- Full operational test

**Unplanned Repair Service**

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

**Retail Parts and Maintenance Supplies**

- Thousands of parts in stock – including specialty and hard to find.
- Strategic & After Market Parts Vendor Networks ensuring priority ordering and shipping status.
- Drop-Ship & Next Day Delivery

# Managed Maintenance Programs

When you've got an extensive fleet of equipment, overseeing maintenance and inspections can be chaos without a clearly defined system. Let us help you manage your fleet's maintenance and inspections through our Fleet Management Systems. With automated scheduling, we'll do the heavy lifting on your behalf, keeping tabs on required maintenance and inspections, to ensure your equipment is safe and properly maintained.

**OWNED EQUIPMENT REPAIRS**

# Professional maintenance done by skilled technicians.

Our factory trained field technicians can assist you in reducing downtime and improving jobsite safety by properly maintaining your equipment based on manufacturers intervals and standards. No repair is too complex, and every repair is done with the same level of quality and expertise we use to condition our more than 650,000-unit rental fleet. If warranty related work, or specialty repairs, require the use of third-party vendors, we will contact the right vendor on your behalf.

**We work on virtually all types of construction equipment and site vehicles.**

- |                   |                 |                    |
|-------------------|-----------------|--------------------|
| • Scissor lifts   | • Rollers       | • Water trucks     |
| • Boom lifts      | • Pumps         | • Message boards   |
| • Air compressors | • Welders       | • Heaters          |
| • Skid steers     | • Bucket trucks | • Utility vehicles |
| • Generators      | • Rollers       | • Site vehicles    |
| • Mini-excavators | • Backhoes      | • Trailers         |
| • Light towers    | • Excavators    | • And more         |



**SCHEDULED MAINTENANCE AND INSPECTION**

# ANSI-OSHA-CSA require your aerial equipment to be inspected. Let us handle it.

When it comes to maintenance and inspection, being proactive can help you avoid risk and liability issues, not to mention operational inefficiencies. As part of a holistic fleet maintenance program, we can schedule and tackle all preventative maintenance and inspections on your behalf, done onsite or at one of our designated locations. We'll even implement defined work flows so you can see that we're doing precisely the work that's needed, only when it's needed.

Ensure your equipment—your investment—complies with safety regulations and manufacturer specifications. Don't worry about maintenance and inspections records! We maintain a detailed history of all Inspections and Services in our fleet management system for 3 years.

**Inspection types**



**Frequent**

When a unit has been in service for either three months or 150 hours—whichever comes first.



**Annual**

Performed per manufacturer recommendations.

**Inspection and preventive maintenance services may include:**

- Onsite or in-shop servicing
- Complete check of controls
- Examination of emergency or backup capabilities
- Inspection of chains and cables for wear and improper adjustment
- Inspection of hydraulic hoses for wear and leaks
- Lubrication of specified moving parts
- Replacement of filter elements at manufacturer-required intervals
- Check of hydraulic oil, engine oil and coolant
- Structural check of fasteners, pins, shafts and locking devices
- Check of instruction placards, warnings and control markings
- Routine adjustments
- Check of factory recalls and service bulletins
- Report of all malfunctions and a cost estimate for repairs
- Service record retention for a minimum of three years

**RETAIL PARTS AND MAINTENANCE SUPPLIES**

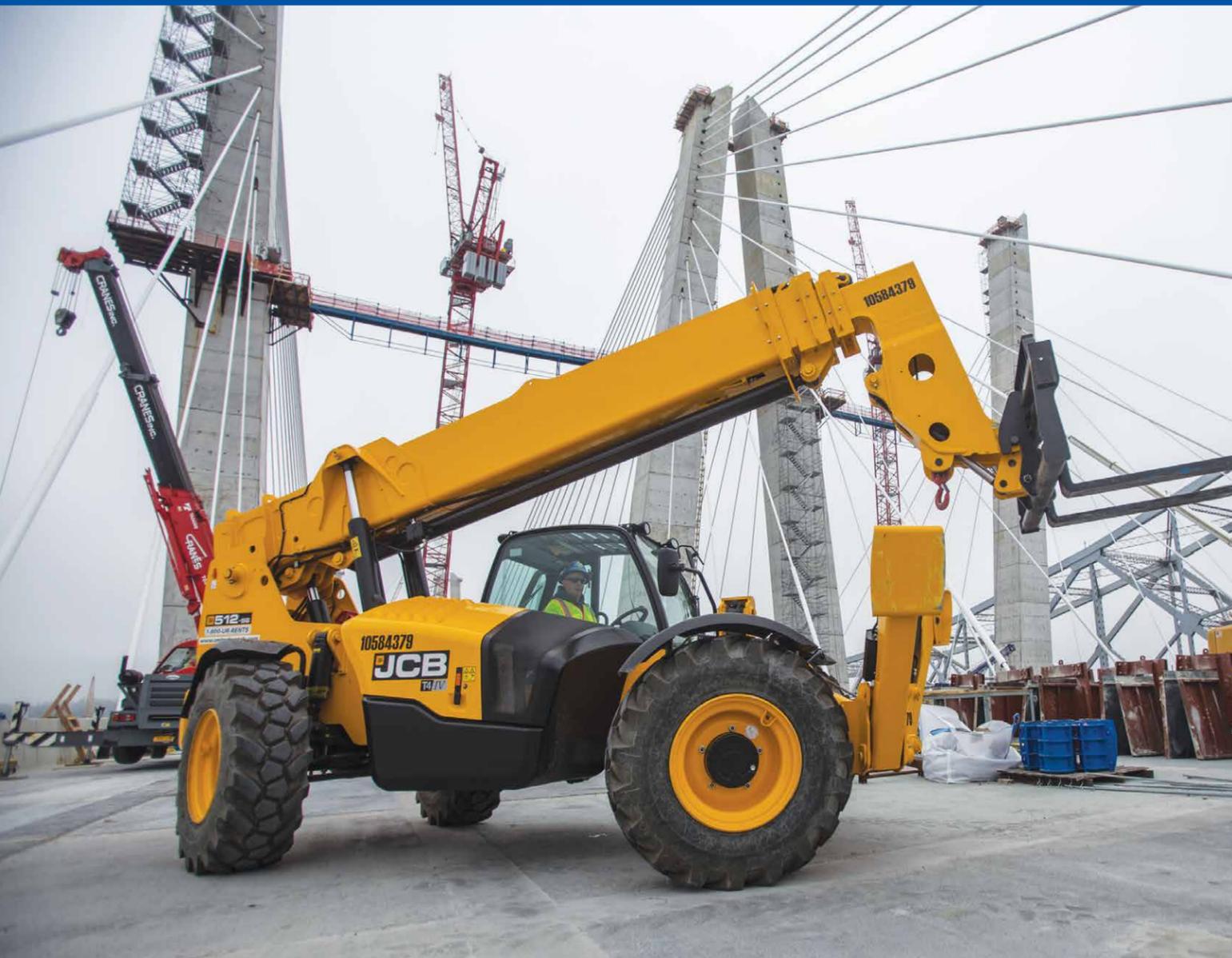
# Your one-stop solution for thousands of quality parts.

With thousands of parts in stock – including specialty and hard to find, as well as supplies – we've got the brands you rely on for every kind of fix, from routine tune-ups to major repairs. With drop-ship and next day delivery services available, we'll get you what you need, when you need it, helping you streamline inventory and vendor logistics.



# Onsite Fleet Management Solutions

Want to see an even bigger impact on your operations? That's the value of an Onsite Fleet Management Program. When you bring us on to manage your fleet, you'll benefit from all of the previously listed benefits of onsite maintenance services and then some. Using our industry-leading, data-driven systems, we'll help you implement a fleet management strategy that drives operational efficiencies and hard, dollarized cost savings up to 20% or more.



## SUPPORT RESOURCES

# Best-in-class systems for best-in-class performance.

We know that getting the most value from your equipment and site vehicles takes more than just maintenance. That's why we'll provide a single point of contact to oversee your fleet operations using the state-of-the-art systems and tools we use to manage ours. We'll also apply the same best-practices we use every day in approximately 1,200 branches to help foster a culture of continuous operational improvement.

- A single point of contact for fleet operations
- Defined service schedules
- Work order processing
- Comprehensive performance reporting

## DATA-DRIVEN CONSULTING

# The insights you need to make the right decisions.

We've collected equipment data for more than 20 years, so we know the value of it like no one else. By monitoring the behavior of your assets using industry-leading telematics, we'll deliver routine performance reports to give you visibility into your equipment, drive utilization and develop a more efficient, cost-effective fleet management strategy. That includes helping you right-size heavily relied upon, but often overstocked assets like trailers and site vehicles.

**Consultative fleet management services typically include:**



**Equipment lifecycle planning**



**Fleet right-sizing**



**Coordinating equipment disposal and liquidation**

# Technology that boosts the value of your equipment.

Whichever of our three Customer Equipment Solutions you choose, our digital capabilities and proprietary software are part of the package, making equipment inspection, maintenance and visibility tracking easier than ever.



### Proactive scheduled service notifications

Our proprietary software allows us to proactively schedule required inspections and preventive maintenance services at predetermined intervals. Your records are retained for a minimum of three years, and duplicates are available whenever you need them.



### UR Control® and Total Control®

View and manage your rented and owned equipment in one customizable portal. Assign assets to worksites, set alerts, review invoices, customize reports, and benefit from many other features that help you efficiently manage your equipment.



### Telematics

With telematics functionality, you can monitor your equipment across multiple worksites, have preventive maintenance and inspections automatically scheduled, view equipment utilization, set geofence alerts, and get field service technicians dispatched when you need them. Telematics services are conveniently viewed and managed in UR Control and Total Control.

### Why protect your investment?

- Worksite and employee safety
- Reduced downtime
- Efficient operations
- Positive impact on bottom line and culture
- Extended equipment life
- Maximized resale value
- Prevention of catastrophic failure
- Prevention of penalties and fines

# The best people, equipment and solutions in the industry.

Whatever your projects demand, you can depend on United Rentals from start to finish. Count on the world's largest fleet of rental equipment, 24/7 service and support, over 1,000 locations across the U.S. and Canada, and experts ready to help you find the best solutions. When you need to get the job done, we're here to help.



### General Rental

- Aerial Lift Equipment
- Forklifts & Material Handling
- Earthmoving Equipment
- Compaction Equipment
- Concrete & Masonry Equipment
- Temporary Lighting



### Power & HVAC

- Chillers
- Power Generation
- Air Conditioners
- Heaters
- Dehumidifiers
- Fuel Tanks
- Power Distribution



### Fluid Solutions

- Centrifugal Pumps
- Submersible Pumps
- Wellpoint Pumps
- Pipe, Hose & Fittings
- Temporary Storage Tanks
- Liquid & Vapor Filtration
- Advanced Water Treatment Solutions



### Reliable Onsite Services

- Portable Toilets & Showers
- Standard & Deluxe Units
- Restroom & Shower Trailers
- Wheelchair Accessible Units
- Hand Wash Stations
- Laundry Trailers



### Tool Solutions

- Hoist & Rigging
- Specialty Welding
- Pneumatic Tools
- Hydraulic Tools
- Electric Tools



### Trench Safety

- Pipe Testing Equipment
- Confined Space Equipment
- Pipe & Construction Lasers
- Barricades & Signs
- Safety & OSHA Training



**UnitedRentals.com** | 800.UR.RENTS

© 2020 United Rentals, Inc.