

**AFTERSALES SUPPORT**

**CASE**  
CONSTRUCTION



**SATISFACTION  
GUARANTEED**

[www.casece.com](http://www.casece.com)

**EXPERTS FOR THE REAL WORLD  
SINCE 1842**

# AFTERSALES SUPPORT



**CNH Industrial Parts & Service supports all CNH Industrial brands and their sales and service networks through:**

- **partnership with selected suppliers that meet the most stringent quality standards in terms of raw materials and production processes;**
- **strict compliance testing to ensure product reliability, durability and safety, guaranteeing long term machine value and performance;**
- **distribution and availability of genuine spare parts and accessories for the entire life cycle of the machine;**
- **continuous updating of products and services offered by the sales and service networks to maximise the profitability of the machines and exceed customer satisfaction.**



***CNH Industrial Parts & Service's offer includes:***

- ***Genuine parts - guaranteeing maximum reliability and performance over time;***
- ***Accessories - wide range of customised solutions that optimise efficiency, comfort and safety of our machines;***
- ***Special lines - spare parts dedicated to older machines and competitors models***

***CNH Industrial Parts & Service has a global presence with 57 parts depots, all with excellent performance: 5 million parts managed, over 36 million order lines shipped per year, 24/7 deliveries, covering a machine population of 3.5 million.***

# AFTERSALES SUPPORT

**Protect your equipment investment  
– and maximize your productivity on the jobsite – with CASE.**

Your CASE dealer is your single best resource for parts and service expertise. He understands your jobsite challenges and he knows your equipment, inside and out. That's why he carries genuine CASE parts that are designed for CASE machines – and are backed by unparalleled service and industry-leading warranties.

## **Why CNH Industrial Genuine Parts?**

The parts that fit better, install faster and last longer. In an industry where "high impact" and "heavy lifting" are the norm, the smallest mechanical differences can lead to big problems. CNH Industrial Genuine Parts from CASE are manufactured from superior materials and specifically designed for CASE to continually and reliably withstand the punishment of everyday construction. Keeping your machinery up and running can mean the difference between being productive and just spinning your wheels.





Your commitment to your operation is evident every day, but that doesn't minimize the enormous pressure you face to reduce operating costs and improve productivity. So when you're on the job, make sure you have top-notch service and support of CASE behind you every step of the way.

With our factory trained technicians, you can ensure that top-notch service professionals are working on your maintenance needs, so you can focus on your business and the big job challenges ahead, not on the tasks of servicing your equipment. With your CASE Service, you get more than mere oil changes. A CASE Service ensures your CASE equipment receives a thorough service that meets all requirements of its service schedules and properly maintains it for the day-in, day-out punishment of construction work. Don't give another thought to time-consuming maintenance tasks. Simply rest easy and make certain that your service needs are taken care of by a CASE factory trained technician.

When the unexpected occurs, you need to know your equipment is protected.

At Case Construction we understand the importance of your machinery being in good working order when it counts.

ProCover is designed to help keep your equipment working well beyond the manufacturer's base warranty period while taking away the concerns of the cost and inconvenience of mechanical failure.

## WHAT ARE THE ADVANTAGES OF PROCOVER?

### PEACE OF MIND

Provides protection beyond the Manufacturer's Base Warranty Period.

### FLEXIBLE OPTIONS

Plans can be customised to meet individual needs.

### DEPENDABLE SERVICE

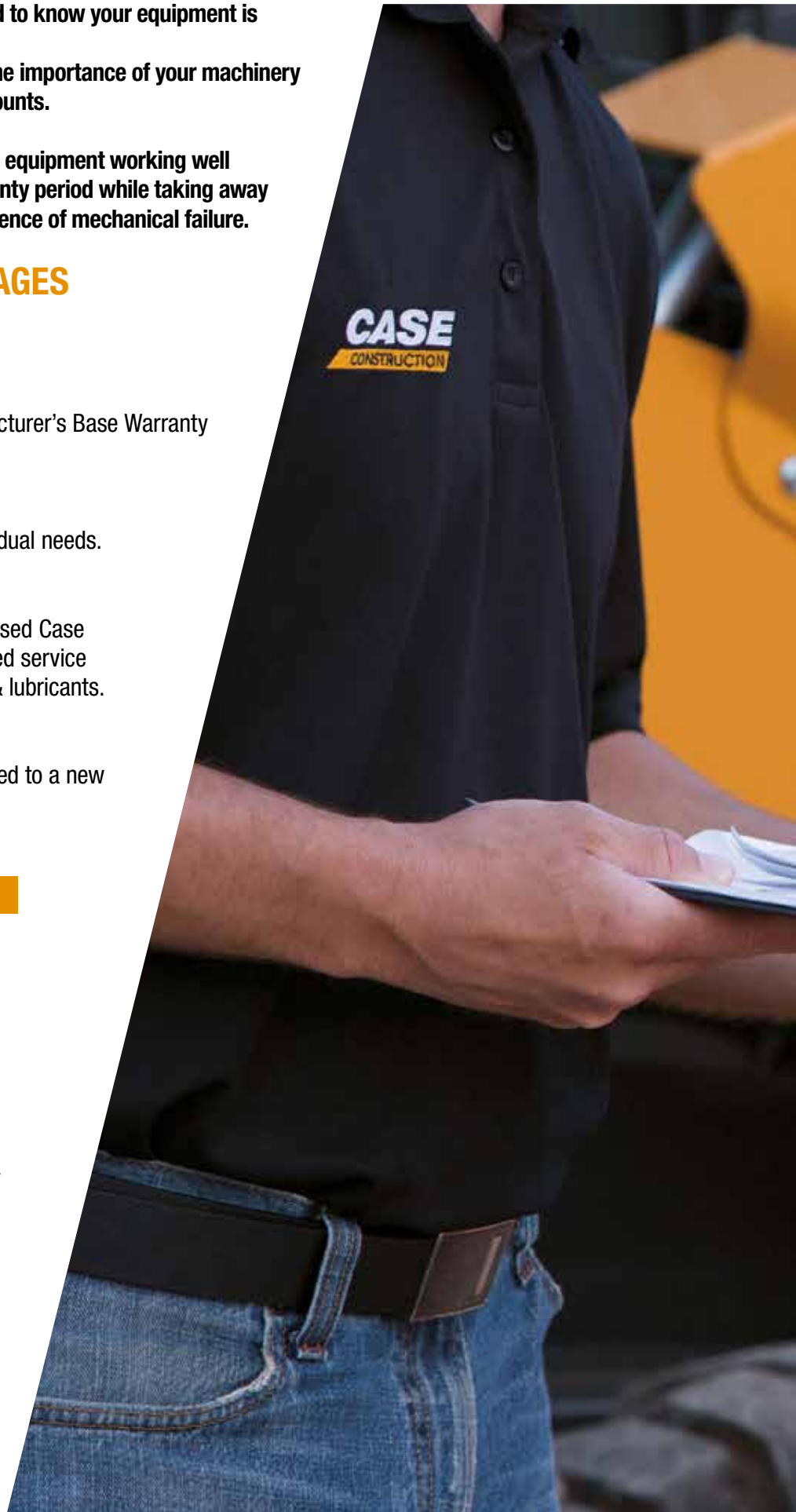
Eligible repairs completed by an authorised Case Construction Dealership and their trained service technician's using genuine OEM parts & lubricants.

### TRANSFERABLE PROTECTION

New Equipment Plans may be transferred to a new owner at no charge

## COVERAGE

- **3 years / 3000 hours**  
MCP Premier Standard  
Service Plus Protection Plan (SPP) Applicable to all Skid Steer Loaders, Mini Excavators (< 6 Ton) and Backhoe Loaders
- **3 years / 5000 hours**  
MCP Premier Standard  
Service Plus Protection Plan (SPP) Applicable to all Crawler Excavators (Midi & Large > 6 Ton) and Wheel Loaders (> 10 Ton), Motor Graders & Dozers



# STANDARD PROCOVER PLUS PROTECTION PLAN CONSTRUCTION EQUIPMENT MASTER PARTS SCHEDULE

This plan provides coverage for the components listed below when a failure occurs due to a defect in material or workmanship, and may provide coverage for additional components not listed when the damage is caused by or resulting from a covered failure of a listed component.

## PREMIER COMPONENTS COVERED

ENGINE AND ALL INTERNAL LUBRICATED COMPONENTS WITHIN	TRANSMISSIONS/AXLES/HYDROSTATICS	ELECTRICAL	HYDRAULICS
Accessory Gears	Axle Housing	Alternator	Accumulator And Related Relief Valve
Air Intake Hose	Axle Shaft	Gauges	Brake Accumulator
Camshaft	Clutch Discs (Wet Only)	Horn	Brake Pressure Sensor
Camshaft Bearings	Clutch Plates (Wet Only)	Indicators	Brake Pump, Brake Valve
Camshaft Drive Gear	Control Rods	Instruments	Differential Lock Valve
Catalytic Converter	Counter Shaft Clutch	Electronic Joysticks	Fan Pumps And Motors
Charge Air Cooler	Differential Housing	Electric Motors	Hydraulic Cylinders
Cold Start Enrichment Systems	Differential Pinion Gear / Ring Gear	Factory Installed Telematics	Hydraulic Hoses and Piping
Connecting Rods & Bearings	Drive Axle Hub	Sensors	Hydraulic Motors
Crankshaft Bearings & Gear	Drive Shaft Support Bearing	Solenoid Valves	Hydraulic Oil Coolers
Crankshaft Including Front And Rear Crankshaft Seals	Drive Shaft with Universal Joints	Starter And Starter Solenoid	Hydraulic Pumps
Cylinder Heads/ Head Gaskets	Electronic Transmission Controller and Valve	Switches	Hydraulic Reservoir
Cylinder Liners	Enclosed Oil Immersed Chains and Sprockets	Traction Control System	Hydraulic Valves
Diesel Exhaust Fluid Tank and Dispensing System	External Oil Lines	Voltage Regulator	Internal O-Rings and Bonded Washers
Diesel Particulate Filter	Filler Tubes (Transmission)	Wiring Harnesses	Pilot Control
EGR System Manifold	Final Drive Pinion	Wiring Harnesses Exclusions	Pressure Reducing Valves
Electronic Engine Control Module	Final Drive Planetary Gears	Rubbing, Chafing, Loose Or Corroded Connections	Unloading Valves
Engine Block	Front Wheel Drive Sensors	<b>FACTORY INSTALLED HEAT AND AIR CONDITIONING</b>	<b>STRUCTURAL</b>
Engine Mounts And Supports	Hydraulic Drive / Travel Motor	Accumulator	Backhoe Booms
Engine Oil Cooler	Hydraulic Drive Pump	Clutch	Backhoe/Excavator Dipper Sticks
Engine Speed Controls, Linkages, and Cables	Hydraulic Transmission-Control Valve	Compressor	C Frame
Exhaust Manifold and Muffler	Hydrostatic Motor	Condenser	Car Body
Fan And Fan Drive	Hydrostatic Transmission Charge Pump	Dryer	Chassis
Filter Mount	Hydrostatic Transmission Pump	Evaporator	Circle Frame
Flywheel, Ring Gear	Hydrostatic/Hydraulic Pump Drives	Expansion Valve	Engine Frame
Front And Rear Engine Covers And Seals	Internal Lubricated Clutch Housings	Heater Core	Equipment Frame
Front Damper	Internal Transmission Control Linkage	Hoses	Excavator Booms
Fuel Lines	Internal Wet Service Brakes	Pulley	Falling Object Protection Structure (FOPS)
Fuel Tank	MFWD Axle/Differential Assembly including Driveshaft and U Joint	Seals & Gaskets	Forklift Masts
Fuel Transfer Pump & Gasket	Planetary Gear Carrier	Temperature Control Programmers and Valves	Inner and Outer Dipper Arms of the Extendable Boom (Backhoe Loader)
Injection Pump	Pneumatic Valves	<b>OPERATOR AREA</b>	Main Frame
Injectors	Rotary Hydraulic Manifold	Covers and Panels	Rollover Protection Structure (ROPS)
Intake and Exhaust Manifold And Gaskets	Splitter Drive/Drop Box	Exterior/Interior Door/Panel Latches, Hinges & Struts	Swing Frame
Oil Filler Tube	Steering Clutches (Wet)	Exterior/Interior Moldings	Swing Tower Castings (Backhoe Loader)
Oil Lines	Swing Motor And Swing Gear Box	Knobs for Switches and Handles	Track Frame
Oil Pan And Gasket	Torque Converter	Mirrors	Wheel Loader/Skid steer Loader Arms
Oil Pump	Torque Converter Pump	Seat Frame & Suspension	
Pistons & Rings	Transfer Drive		
Pre-Cleaner/Air Cleaner Housing	Transmission Case		
Pressure/Temperature Sensors & Sending Units	Transmission Gears, Bearings, & Shafts		
Pulleys	Transmission Pump		
Radiator	Travel & Swing Sections (only) Of Main Control Valve		
Rocker Arm Assembly	Travel Control Valve		
Selective Catalytic Reduction System	Turntable Bearing		
Thermostats	Undercarriage Roller And Idler Seals And Bearings		
Timing Gears	Undercarriage Tensioners		
Turbocharger And Gasket	UNDERCARRIAGE EXCLUSIONS: Sprocket, Tracks, Pads, Bolts, Chains, Or Any Failure Due To Wear, Or Breakage Caused By Wear		
Valve Cover And Gasket			
Water Piping			
Water Pumps			



**CASE CONSTRUCTION EQUIPMENT**  
**CONTACT INFORMATION**  
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**CASE** Customer Assistance  
**1300 99 CASE**

**NOTE:** CASE provides specific outfits for various countries and many optional fittings (OPT). The illustrations on this or other leaflets may relate to standard or optional fittings. Please consult your CASE dealer for any information in this regard and any possible updating on components. CNH Industrial reserves the right to modify machine specifications without incurring any obligation relating to such changes.

