

DEUTZ Life Time Support DLTS



The engine company.



Dear customers,

DEUTZ engines have had a legendary reputation since 1864.

There are good reasons for this: In addition to the technical quality of our products, an intensive contact with you, our customers, is a pillar of our success.

Our philosophy is that business relations do not end with the sale of an engine. On the contrary, that's when they begin. A successful and co-operative business relationship presumes mutual respect and an understanding of the problems as well as the ability to find solutions quickly, competently and unbureaucratically. It makes no difference whether you are an original equipment manufacturer or a final user of the equipment.

We have expanded the term "service" in our company based on this understanding.

This is both a commitment and a promise:

**DEUTZ Life Time Support,
or DLTS for short**

10 sales companies, 9 sales offices, 17 Service Centres and more than 800 sales and service partners are at your disposal 24 hours a day in more than 130 countries all over the globe. Our well trained, highly motivated service staff offer competent consultation and assistance for all your problems. Individual service and maintenance contracts, comprehensive documentation and excellent training institutions round off the program.

We offer you a tailor-made package of freely combinable DLTS products for the life time of your DEUTZ engines and equipment. We give you all you need to ensure the long life of your engine.

Our common goals are maximum engine availability, prime product quality, exemplary profitability and an increase in your competitiveness.

The following pages give you an overview of our service range.

To make sure that our business relations not only remain as good as they were on the first day, but continue getting better every day.

Your DLTS team
looks forward to this



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Genuine Parts & Operating Fluids

Much is demanded of DEUTZ engines. You should rely exclusively on genuine DEUTZ parts to ensure that your expectations are met for the entire life time of an engine.

Only genuine DEUTZ parts offer you maximum life endurance, compliance with the warranty conditions, a long availability of parts and the assuring certainty of always getting the part which is perfectly adapted for your engine.

Only then does your DEUTZ stay a DEUTZ.



Genuine DEUTZ parts and operating fluids are produced with DEUTZ know-how, are quality-optimised in accordance with the latest technological developments, are available at short notice and can be installed immediately. Thanks to their perfect fit and function, our genuine parts ensure minimised risk of failure and high operational reliability. They are all subjected to the strictest permanent DEUTZ quality controls.

Even the best engine can only perform in a convincing manner if the utilised operating fluids also meet the highest demands. You can also rely on DEUTZ in this respect; whether oils, coolant system protection or additives, when using DEUTZ operating fluids, you benefit from the years of experience and expert knowledge of our specialists, harmonising the engine and operating fluids into a perfectly-tuned system.

Genuine DEUTZ oils are top class semi and fully-synthetic operating fluids for highly-boosted and heavy-duty diesel engines. DEUTZ offers special low-ash oils to warranty optimum operation of the latest highly-boosted DEUTZ diesel engines with exhaust gas aftertreatment systems. They are naturally suited to year-round operation, offer a high degree of protection from wear and protect from deposits e.g. in turbochargers, even under continuous load at full engine power.

Our genuine DEUTZ cooling system protection reliably prevents corrosion, cavitation and freezing in all highspeed engines; it is free from nitrite and amines, and thus makes an important contribution to the protection of your health and our environment.

Our genuine DEUTZ Clean-Diesel InSyPro® fuel additive, the dual-action 2-in-1 additive, on the one hand protects from deposits and adhesion in the sensitive injection components which are caused by traces of old biodiesel in the diesel fuel, and on the other hand DEUTZ Clean-Diesel InSyPro® can be used as a pressure cleaning agent to remove existing deposits. Increase the availability of your equipment and reduce costs by regularly using DEUTZ Clean-Diesel InSyPro®.





DEUTZ has always placed its focus on the development of easily-repairable engines. Typical repair components are available from DEUTZ as repair kits tailored to your engine. Along with the exchange engine, they comprise a further alternative to value-based repair. Contact your nearest DEUTZ dealer who will work out the most economic solution for you.

We offer our equipment manufacturer customers a labelling service for their installed DEUTZ engines that allows them to distribute DEUTZ genuine parts under their own brand names.

Genuine DEUTZ parts are a popular target for product piracy due to their high quality and world-wide distribution. You can confirm that you have really received a DEUTZ genuine part from the three-stage security label via the hologram, UV luminescence and perforation features.



From our Logistics Centre in Cologne, we supply our customers on all continents with spare parts with a service rate of more than 95%. Today, we are in a position to dispatch orders that we receive by 5pm on the same day. Quite an achievement, when you consider that we have 40,000 spare parts in stock, 3,000 order items per day and a daily dispatch weight of more than 20 tonnes.

You will receive a prompt offer from your regional DEUTZ service partner in reply to every parts order or enquiry.

DLTS genuine parts will convince you with many advantages:

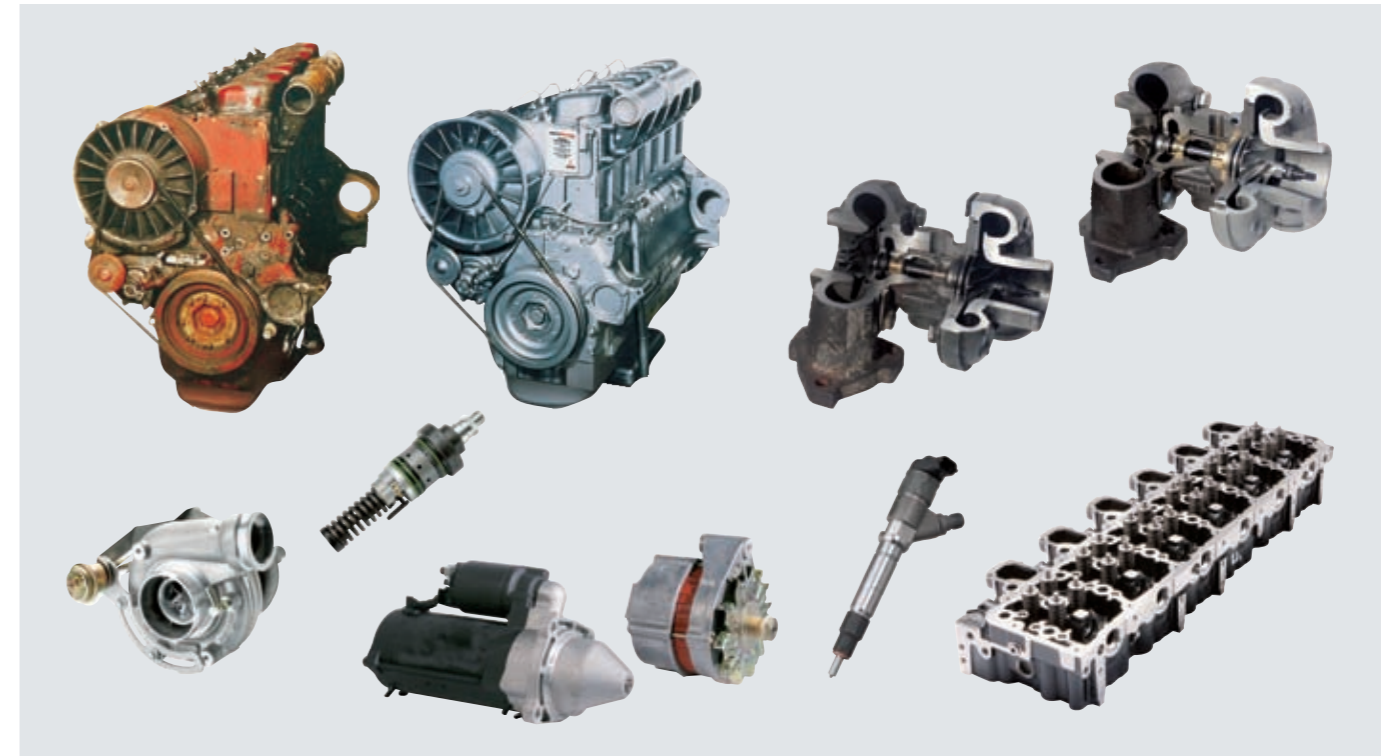
- optimum availability of the entire parts range,
- rapid-response delivery service, world-wide,
- parts service also for third-party components,
- highest quality of all parts due to strict quality control,
- cost-effective parts range of reconditioned Xchange® parts as an alternative for value-based repairs,
- protection against product forgeries,
- 24-hour ordering service via DEUTZ P@rts,
- labelling service for equipment manufacturer customers,
- parts availability at least 15 years after end of series production.
- tailor-made repair kits with price advantage.

Many good reasons for choosing DEUTZ.



XCHANGE® - Engines & Parts

A new life for old engines – a service which engine manufacturers all over the world have always offered by the name of “general overhaul” or “replacement engine” as a customer service. DEUTZ also contrasts the passive philosophy of single use with an active and sustainable philosophy of re-use; this saves resources without putting you, the customer, at a disadvantage. On the contrary, Xchange engines and parts are often the more reasonable, faster, more economical and environmentally friendlier alternative.



DEUTZ Xchange engines and parts are equivalent to the genuine in all aspects; this also applies to engines and parts for which series production was discontinued years ago. Compatibility and the legendary DEUTZ quality are at the forefront of all Xchange components. They ensure that the full performance capability and reliability is achieved even after an overhaul. Even the warranty we give you is equivalent to that of a new engine.

Each of our Xchange engines benefits from the latest technological progress because:

- all wearable parts are renewed
- every engine is brought up to the state-of-the-art
- every one of them has the same reliability, life and warranty as a new engine
- every engine not only retains its exhaust certificate but can often achieve an even higher exhaust stage with little effort.

All the components which are free of faults are re-used in DEUTZ Xchange engines. They therefore require much fewer raw materials and less energy than new engines, an important criterion in the current economic climate.

For you, the customer, choosing an Xchange engine in any case means shorter downtimes and lower investment costs because we buy your old engine and dispose of it for you.

Of course, all DEUTZ Xchange parts are processed according to these strict quality criteria and have the same function parameters as new parts. DEUTZ has an extensive product range of component groups that demand an alternative part to a new part for value-based repairs

In the decision between repair, overhaul and investment in a new product, DEUTZ Xchange engines and parts will become an increasingly attractive alternative because an Xchange DEUTZ is also a genuine DEUTZ.

In addition to genuine DEUTZ parts, we also recondition attachment parts and accessories from well-known manufacturers in a continuous process. Irrespective of the complexity of the task: The parts are delivered on schedule and their proverbial DEUTZ quality is up to the standard of new parts. Hence, we can offer you:

- Independence from brands and manufacturers
- Decades-long experience in reconditioning engine components in a continuous process
- Quality that you will not find in the traditional components market
- An unbeatable product range
- Rapid and flexible reaction to customer requirements
- Contract manufacturing and just-in-time delivery

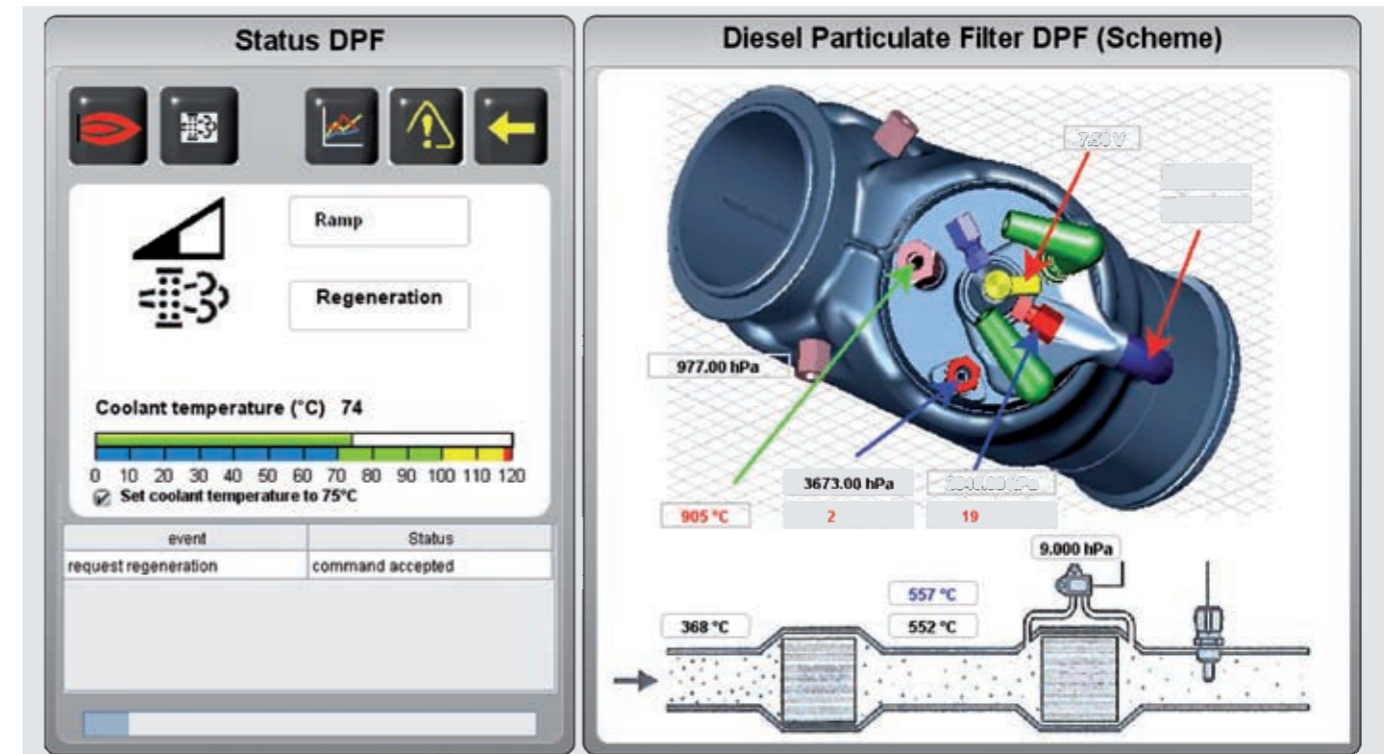
Service Network & Know-how

It makes no difference whether you own a 1949 tractor or a building machinery fleet with state-of-the-art engine technology, as an owner of a DEUTZ engine you are automatically a member of the world-wide DEUTZ Community.

A community which puts its trust in the classic virtues of "Made in Germany" and has a strong bond with the DEUTZ brand.

Owning a DEUTZ has always been something special and one of the most important pillars of this community is: the well functioning world-wide service network.

The perfect interaction of man and machine is decisive for success in hard everyday production; that is why we pay particular attention to the areas of documentation and training. A comprehensive after-sales service is the basis for satisfied customers, both equipment manufacturers and owners.



Reliability, competence and service orientation: these are the principles that characterise DEUTZ. Operators of DEUTZ engines that purchase a quality product from DEUTZ expect these values to be practised by DEUTZ service partners. Worldwide and independent of the stipulated emissions standards at that. Developments are progressing, leading to greater demands on service.

Our DEUTZ service partners meet the expectations of DEUTZ customers with good performance. Service on-site with the customer is not a chore for our experienced and motivated employees, it is a welcome challenge. All it takes is a phone call and a member of our service team is there for you, and if you need a genuine part we can supply this within 24 hours.

Our service partners are happy to undertake commissioning, maintenance and repair work on your engine; they can offer you special contracts that are matched to the respective application. In order to help you calculate long-term expenditure, DEUTZ service partners offer model-specific extended warranties of up to 5 years.

If you want to carry out your own service or repair work, and if you have attended appropriate training seminars, then equipment availability and reliability will be fundamentally determined by the level of training and qualification of the operating team. The complex technology with exclusively electronic component control and exhaust gas aftertreatment systems require a special level of know-how. For this reason, we have highly-modern training centres for our customers, dealers and service partners and also conduct

training courses on site at our customers' premises. Operation of the special diagnostics software or maintenance of the exhaust gas aftertreatment systems are additional subjects within the framework of know-how transfer.

We place special requirements on our service partners. Intensive, regular training courses ensure that they are always up to date with DEUTZ engine technology – especially with respect to continuously-tightening exhaust gas regulations.

A clear working environment and structured processes are signs of quality and professionalism, and create confidence. For this reason, we at DEUTZ regularly audit the competence of our service network, especially with regard to the latest engine technology.

Using the latest software, comprehensive and daily-updated parts documentation allows rapid and precise identification of components for all 1.5 million DEUTZ engines that are currently in use around the world.

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