

# CUSTOMER SUPPORT

MACLEAN  
**360**  
PROMISE



The 360 Promise is our commitment to safety and equipment ROI through global parts distribution and a four-continent network of branches that are the platform for MacLean-quality field service, technical support, repairs and rebuilds, inspection and audit programs, and operator and mechanic training.

OUR COMMITMENT TO MINING SAFETY AND PRODUCTIVITY RUNS DEEP.

CANADA | MEXICO | PERU | SOUTH AFRICA | AUSTRALIA

[macleanengineering.com](http://macleanengineering.com)

 **MacLean**  
Performance. Reliability. Innovation.

# Our Customer Commitment

GLOBAL DISTRIBUTION & BRANCH NETWORK

24/7/365 PARTS SUPPORT HOTLINE

TECHNICAL SUPPORT HOTLINE

ENGINEERED AFTERMARKET KITS

EQUIPMENT INSPECTION & AUDIT PROGRAMS



OPERATOR AND MAINTENANCE TRAINING

FIELD SERVICE MECHANICS

RECOMMENDED SPARES PACKAGES

COST-PER-FOOT DRILL RENTAL CONTRACTS



GENUINE MACLEAN PARTS: NEW, REMANUFACTURED, OR REPAIRED

## The People Behind the Machines

**The MACLEAN 360 PROMISE is the service and support commitment we make to our customers.**

**S**upport - We stand beside the equipment we sell for the entire lifecycle, with a global infrastructure of field mechanics, technical support experts, trainers, customer support representatives, product managers and engineering staff, all working together with the singular goal of driving up machine productivity and operator safety while reducing total cost of ownership.

**Q**uality - It's the peace of mind and seal of quality from original MacLean-manufactured parts, stocked and shipped out of a world-class distribution centre in southern Ontario that supplies our international network of branches in Canada, Mexico, Peru, South Africa, and Australia, ensuring machine performance and availability.

**T**rainning and Documentation - We invest in developing training programs and technical publications that support the successful introduction and sustainable operation of our equipment in the underground environment, by giving miners and on-site mechanics the knowledge they need to do their jobs safely and productively.

**P**reventative maintenance - Our focus is through recommended spares packages and equipment inspection and audit programs, reducing machine downtime and increasing machine longevity.

**P**artners in mining - When we conceive of, design, manufacture and introduce engineered solutions into mines, the people behind the machines at MacLean remain closely connected to the people who use our machines.



**This is how we build for life, underground.**



To learn about the  
**MacLean 360 Promise**  
Customer Support  
Program, visit  
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