Kawasaki’s National Service Center (NSC), located in Grand Rapids, MI, is dedicated to providing service support for Kawasaki Hydraulic Products in North and Latin America. Established in 1994, the NSC was designed by factory engineers to specialize in the repair, conversion and failure analysis of Kawasaki’s Hydraulic Products, including Staffa Radial Piston Motors. While being competitively priced, the NSC performs the same variety of tests that newly manufactured pumps, motors and valves undergo upon completion of their final assembly. Before the serviced units are approved for shipment, they must meet all factory specifications and undergo the same performance tests as new products.

Mission Statement...

To satisfy every customer with:
- Professional, friendly customer service
- Superior technical support and failure analysis for every product returned to the NSC
- Repairs and conversions using only factory authorized replacement parts and procedures
- Reliable, proven products re-tested to original factory specifications
- Emergency and expedited service upon request

Kawasaki
HYDRAULIC PRODUCTS
Each component is inspected/checked for finish and clearance. Failure modes are reviewed to identify the root cause of failure.

- A written itemized quote with details regarding failure modes is prepared.

Upon customer approval, the unit is repaired using only Kawasaki Genuine Parts.

Our factory trained personnel have:

- Extensive factory training in inspections and reassembly.
- More than 40 years combined mechanical experience.
- Inspected and rebuilt more than 2500 Kawasaki pumps and motors.
- Access to more than 50 factory engineers for technical support.

Warning

The use of other than original Kawasaki parts or modifications, including plating, reboring, sleeving or regrinding, may impair the performance and reliability of the unit and can result in premature failure of the machine.
Every reconditioned product shipped from the NSC is warranted one year against defects in workmanship and materials.*

*Possible exceptions where tolerances are deemed marginal.

Hydraulic products are tested to Kawasaki factory standards:

Radial piston motor (Staffa) test stand:
- Maximum Power: 150 HP
- Maximum Pressure: 4250 PSI
- Maximum Flow: 80 GPM
- Maximum Displacement: 708 cu. in.
- Temperature Control: ±5%
- Controlled Case Pressure

Open loop piston pump test stand:
- Maximum Power: 250 HP
- Maximum Pressure: 6000 PSI
- Maximum Flow: 180 GPM
- Maximum Displacement: 34.2 cu. in. (560cc)
- Temperature Control: ±3%
- Plotted Cutoff, HP, Flow Curves

Reconditioned Unit
Repainted, with new I.D. tag, and repackaged in new crate for shipment.
Kawasaki’s 200,000 square foot facility is located in Grand Rapids, Michigan. This facility includes 157,000 square feet of Distribution and 43,000 square feet of Office/Technical space and is home to Kawasaki’s National Service Center. This facility maintains over 60,000 stock keeping units (SKUs) and ships approximately 3500 line-items, or nearly 700 orders each day.