

# Kawasaki Hydraulic Products NATIONAL SERVICE CENTER

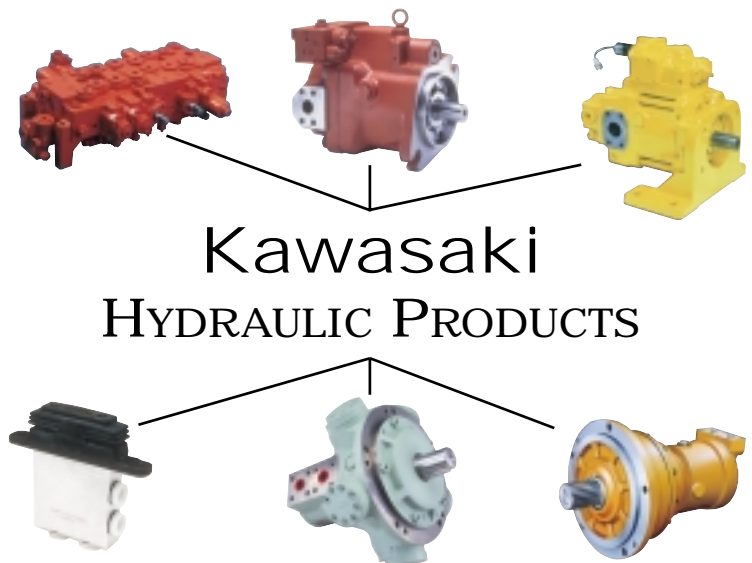


**K**awasaki's National Service Center (NSC), located in Grand Rapids, MI, is dedicated to providing service support for Kawasaki Hydraulic Products in North and Latin America. Established in 1994, the NSC was designed by factory engineers to specialize in the repair, conversion and failure analysis 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.

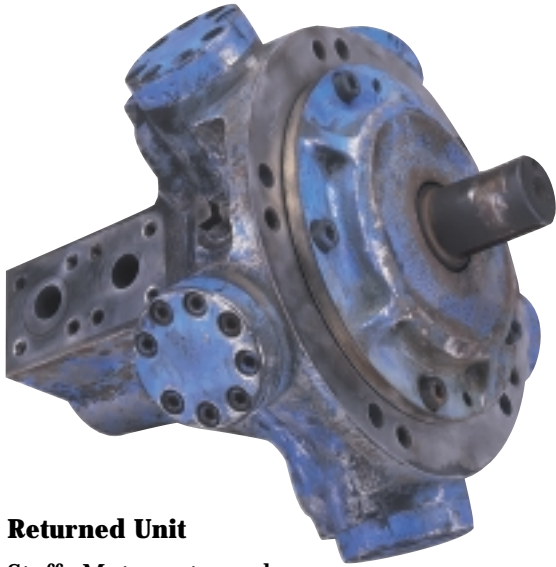
## Mission Statement...

### 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 NSC RECONDITIONING PROCESS



## Returned Unit

Staffa Motor returned to the NSC in “as-is” condition.

**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.

## Step 1

Comprehensive evaluation



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.

## Step 2

Reassembled using factory authorized procedures and genuine parts



# Step 3

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:  $\pm 5\%$
- 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:  $\pm 3\%$
- Plotted Cutoff, HP, Flow Curves

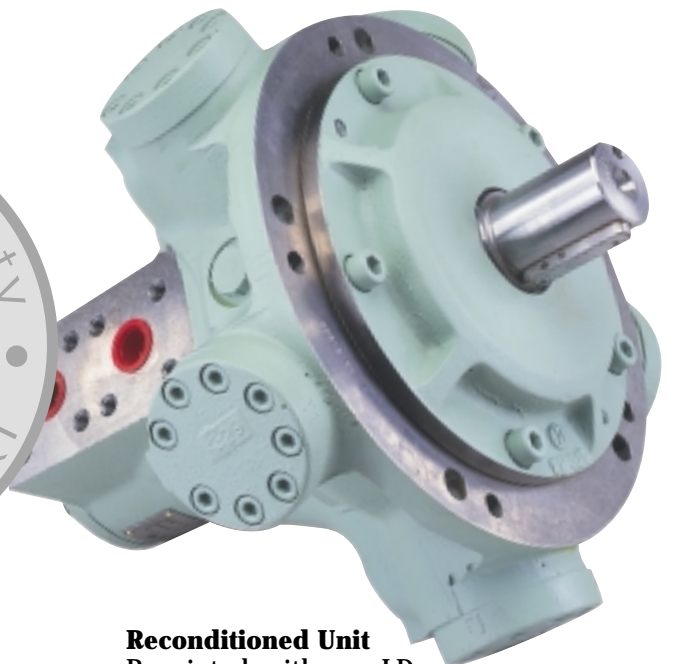


# Step 4

Warranted for one year

Every reconditioned product shipped from the NSC is warranted one year against defects in workmanship and materials.\*

\*Possible exceptions where tolerances are deemed marginal.

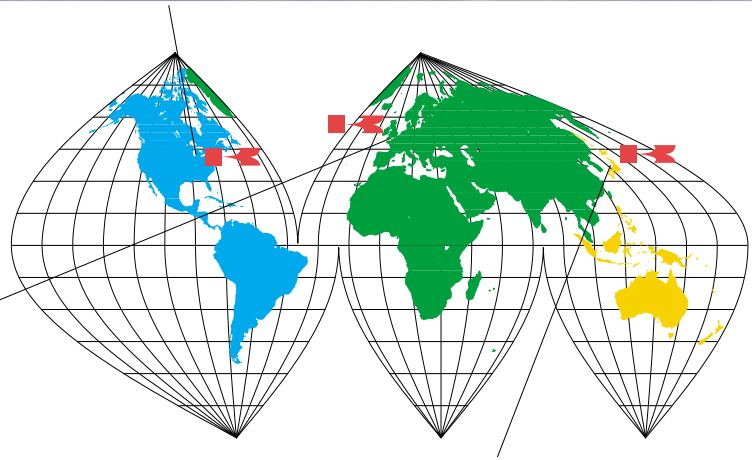


**Reconditioned Unit**  
Repainted, with new I.D. tag, and repackaged in new crate for shipment.

# Kawasaki Hydraulic Products GLOBAL SUPPORT FACILITIES



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.



**Kawasaki Precision Machinery (UK) Limited**  
Ernesettle Lane, Ernesettle,  
Plymouth, Devon, PL5 2SA England  
Tel: (01752) 364394 • Fax: (01752) 364816  
[www.kpm-uk.co.uk](http://www.kpm-uk.co.uk)

**Kawasaki Heavy Industries, Ltd.**  
**Precision Machinery Division Tokyo Head Office,**  
World Trade Center Bldg., 4-1 Hamamatsu-cho 2-chome,  
Minato-ku, Tokyo, Japan  
Tel: Tokyo (03) 3435-6862 • Fax: (03) 3435-2023  
Telex: (NTT) 242-4371 KAWAJU J  
[www.khi.co.jp/pmd/pmd\\_e\](http://www.khi.co.jp/pmd/pmd_e/)



**Kawasaki Motors Corp., U.S.A.**  
Precision Machinery Division

5080 36th Street S.E., Grand Rapids, MI 49512 • USA  
(616) 949-6500 • Fax (616) 975-3103

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

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