

CUSTOMER SUPPORT AGREEMENTS





What is a CSA?

A Customer Support Agreement (CSA) is a tailored service contract designed to maximise uptime, improve machine reliability, and provide predictable operating costs through planned maintenance and proactive support.

- Preventive maintenance or full repair & maintenance coverage
- Fixed Cost Per Hour (CPH)
- Built around OEM maintenance schedules and recommendations
- Telematics integration for scheduling, fault tracking, and hour monitoring
- Improved uptime, compliance, and long-term asset value protection

Our nationwide support network includes 18 branches, 90 service technicians, and 5 Product Support Specialists, providing the expertise and coverage required to support your fleet wherever it operates.

With 200,000 parts items and access to a global network we guarantee that our commitment to your fleet will not be beaten.



18 BRANCHES
NATIONWIDE
90 TECHNICIANS
05 PRODUCT SUPPORT
SPECIALISTS



**PROACTIVE SUPPORT
SOLUTIONS DESIGNED
TO KEEP YOUR MACHINES
PRODUCTIVE, RELIABLE, AND
READY TO WORK.**



TDX CUSTOMER SUPPORT OVERVIEW

WHY CHOOSE A CSA?

Predictable Costs: Fixed cost per hour for easier budgeting and fewer surprises.

Maximum Uptime: Planned maintenance and proactive repairs reduce breakdowns and downtime.


OEM Quality: All work completed by OEM-trained technicians using genuine parts and approved lubricants.

Data-Driven Decisions: Telematics and machine data provide visibility into utilisation, faults, and performance.

Asset Protection: A documented service history helps maintain machine condition and supports stronger resale value.

Long-Term Partnership: Build stronger operational support and continuity with TDX.

 **Blue Agreement -** Maintenance program.

 **Gold Agreement -** Total repair and maintenance program.



MAIN BENEFITS OF A TDX CUSTOMER SUPPORT AGREEMENT

TECHNOLOGY & CONNECTED SERVICES

Our Customer Support Agreements use connected machine technology and proactive support to help identify potential issues early, reduce downtime, and keep your operation running efficiently.

- Machine hour tracking and service planning
- Fault monitoring and proactive support
- Operational analysis and reviews
- Improved visibility across your fleet



“OUR CUSTOMER SUPPORT AGREEMENTS HELP YOU ACHIEVE MAXIMUM PRODUCTIVITY AND PROFITABILITY”

AGREEMENT TYPES



BLUE AGREEMENT

With a Blue Agreement you pay a reduced rate for servicing for the duration of the agreement:

- Preventive maintenance tailored to operating conditions
- Oil sampling and machine health monitoring
- Reduced risk of unexpected maintenance costs



GOLD AGREEMENT

With a Gold Agreement you get it all:

- Comprehensive repair and maintenance coverage
- Proactive repairs before failure where possible
- Reduced downtime and improved machine availability
- Fixed operating costs for long-term financial planning




Scan to explore TDX Customer Support Agreements online

WHAT MACHINES CAN BE COVERED?

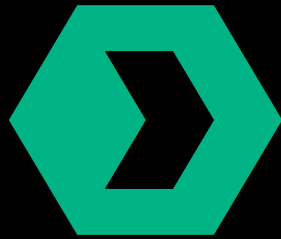
TDX Customer Support Agreements are not limited to our core brands. We have the capability to tailor support solutions across a wide range of equipment and applications, providing flexible maintenance and operational support for any machine we service.



“PARTNER WITH TDX FOR TAILORED SUPPORT SOLUTIONS FOCUSED ON UPTIME, PERFORMANCE, AND OPERATIONAL CONFIDENCE.”

 0800 848 267

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TDX

World-class experience.
Local know-how.