

**PONSSE**



**SERVICE CATALOGUE 2011**



**Dear reader,**

You are reading the updated Ponsse Service 2011 catalogue.

We have expanded our product selection further. We have added new products to the catalogue and updated existing products. However, there are only a limited number of products offered by our service centres.

We hope that the catalogue is a useful tool for you for making purchases. We have also included products and tools that may not be found in the spare parts book delivered with your machine.

The catalogue is well worth having a look at regardless of the machine You are using. You may find products that You may not have known to be available from us – at our usual low prices. Please do not hesitate to contact us if You are not sure if You have the right product. Our parts specialists will certainly be able to help.

We have further developed our Service network to be able to effectively meet the needs of the expanding customer base and machine stock. Our Parts teams of experienced experts are at Your disposal.

We wish all our partners the best of success with future ventures!

Best regards,

Ponsse Global Service



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# PONSSE Service

The Logger's best friend invites you to the Logger's Inn to enjoy the best services for forest machinery ever provided. Our services extend from authorized maintenance and training, and genuine parts and accessories, up to tailormade service agreement solutions, ensuring that you always gain 100% value from your friendship with Ponsse.



## ■ PARTS

Genuine Parts • Accessories • Performance packages  
• Remanufactured parts • Budget Parts • Classic Parts

## ■ SERVICE AGREEMENTS

Logger's Total • Logger's Total with additional security  
• Logger's Back-up

## ■ TECHNICAL SUPPORT

Field Service • Telephone Support

## ■ OPERATOR TRAINING

## ■ DOCUMENTS

Owner's Manual - Parts Manuals





## SPARE PARTS

The PONSSE spare parts selection is specifically designed for the needs of machine entrepreneurs. We offer an extensive selection of high-quality parts: PONSSE Genuine Parts, Accessories, Performance Packages, Reman Parts, Budget Parts and Classic Parts guarantee that your forest machine works efficiently. The competent personnel at our Service Centres will assist you in selecting the right alternative for your needs. In case of an emergency, our Service Centres also offer telephone assistance.

# SPARE PARTS

**PONSSE spare parts ensure the availability of your machine. We will quickly and efficiently deliver you high-quality parts and accessories suitable for your needs.**

## **PONSSE Genuine Parts**

Ponsse offers an extensive selection of genuine machine parts. The quality and reliability of PONSSE Genuine Parts ensure that they are a safe option as machine parts. By using PONSSE Genuine Parts, you can guarantee the reliability of your forest machine fleet and enable a long service life for your forest machine.

## **PONSSE Accessories**

**PONSSE Accessories** are high-quality products designed for forestry professionals, leisure or home needs. The selection includes clothing and leisure accessories, tools and other accessories required by forestry professionals.

**PONSSE Collection** includes high-quality clothing and other accessories designed for work and leisure. The materials and colours of the clothes and leisure accessories are designed to endure extensive wear and tear.

**PONSSE Tools** are tools and accessories designed especially for servicing PONSSE forest machines.

**PONSSE Branded Accessories** are accessories carefully selected by Ponsse for the needs of forest machine entrepreneurs. They meet all the Ponsse quality requirements.

**Other accessories.** In addition to our own Ponsse accessories, we offer an extensive selection of high-quality products from well-known manufacturers.

## **PONSSE Performance Packages**

PONSSE Performance Packages are designed for improved basic servicing or updating of forest machines. Performance Packages can be used to update larger systems on forest machines, such as the harvester head, crane or base machine, so that they are as good as new. This helps to maintain the machine's performance year in and year out.

PONSSE Performance Packages improve the properties of your forest machine. The ready-made Performance Packages also enable fast updates of older machines so they comply with modern standards. You get a more profitable and economical machine with a longer service life.

Performance Packages include all the parts needed for basic servicing of a certain part of the machine. The packages are ready-made, enabling fast and money-saving machine updates. You can also avoid extra downtime by conducting preventive servicing using Performance Packages. The updates will be proactively performed in connection with improved basic servicing, for example, helping you to maximise the profitability of your machine.

## **PONSSE Reman (Remanufactured) Parts**

PONSSE Reman Parts offer you a quick, inexpensive and eco-friendly way of replacing damaged spare parts. Reman Parts is a service developed by Ponsse

and is based on recycling and reconditioning used spare parts. Return the damaged part to us and replace it by buying a reman part which Ponsse has carefully reconditioned. You will receive a credit for the returned part when you buy a reman part – which means considerable savings for you! As a guarantee of high quality, Ponsse provides reman parts with the same warranty as new parts.

## **PONSSE Budget Parts**

Ponsse also offers an extensive selection of used parts, an affordable alternative for forest machine spare parts. Budget Parts are an alternative worth considering if you do not need a new part and want to obtain a part at an affordable price. They are excellent for servicing an older machine or a backup machine, for example. Our Budget Parts selection includes, for example, used but still usable bonnets for exterior repairs.

## **PONSSE Classic Parts**

The Ponsse selection also includes spare parts suitable for older machine types that have already been removed from production. Classic Parts are inspected original parts that are as good as new. Please contact your closest PONSSE Service Centre for the prices and availability of Classic Parts.



## **SERVICE AGREEMENTS**

With a PONSSE Service Agreement, a forest machine entrepreneur can outsource the equipment maintenance they wish to Ponsse, to ensure high productivity of the machines. Any hidden defects observed in connection with periodic servicing will be repaired, minimising sudden breakdowns while working. There will be no waiting for spare parts or unnecessary stand-stills.

# SERVICE AGREEMENTS

The amounts of machines under Service Agreements are continuously increasing. More and more of Ponsse customers wish to set their own production goals, anticipate their service intervals and ensure the long-term profitability of their machines. Regular preventive care will make harvesting more systematic.

With Ponsse, you can customise a Service Agreement to suit your specific needs. The agreements have fixed prices, and they enable improved management of machine operating expenses: you will know in advance exactly how much servicing your machine will cost during the entire agreement period.

The objective with the PONSSE Service Agreements is to maximise machine availability, productivity and efficiency. Regular servicing ensures that machines can be used free of malfunctions. When pressure levels and settings are systematically checked, the machine will always provide maximal output. Furthermore, correct adjustments and settings will reduce the amount of fuel consumed. The maintenance history of machines with a Service Agreement will assist you in planning further service, which improves the machine's trade-in value.

Furthermore, the authorised and properly trained PONSSE service network always has the latest information on how to properly service the machines and their technical features, meaning you can focus on your key business – profitable harvesting.

## Logger's Total

The Service Agreement covers periodic servicing either every 600 or every 1,200 hours. The basic Service Agreement covers periodic servicing work, spare parts and oils. Checking machine settings and adjustments is part of the periodic servicing.

## Logger's Total with additional security

You can include Additional Security in your Service Agreement. In this case, the main components of the machine will be provided with warranty exceeding the normal factory warranty. Additional Security includes the opportunity to better anticipate operating costs. When you are able to anticipate your expenses, you can better plan your business and reduce the risk of sudden machine servicing costs.

## Logger's Back-up

Ensure your machine's efficiency with Operational Assurance, an additional service available for the Service Agreement. Operational Assurance means going through the forest machine's operational efficiency and ensuring that the machine is used with the optimal adjustments for the conditions. At the same time, further training can be offered to the machine operators if necessary. Operational Assurance will allow the machine to produce the best possible quality year in and year out.



## TECHNICAL SUPPORT

When acquiring harvesting equipment from Ponsse, you are also entitled to technical support. Our goal is to take into account the local conditions and offer our services as close to you as possible. We offer versatile support from our factory to the local service centres in the form of training, among other services. The PONSSE Service Centre, field maintenance and technical assistance will offer you support whenever you need. If you like, you can outsource the entire maintenance of your harvesting equipment to Ponsse.

# TECHNICAL SUPPORT

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**Ponsse's service centres, field maintenance and technical assistance offer fast and reliable assistance in matters related to technical support. The global Ponsse maintenance network includes approximately 150 service centres. Our maintenance network serves our customers with a high level of professionalism, taking the local customer requirements into account.**

## **Service centres**

The service centres are located at central positions in terms of customers' business operations and logistics. Part of the service centres' activities are workshops, which are equipped to provide fast maintenance operations, thereby ensuring trouble-free harvesting. The spare part storages located in connection with the workshops guarantee minimum lead times for the maintenance operations.

## **Field maintenance**

In addition to the services provided by the service centres, field maintenance offers an alternative for maintenance operations. The highly-equipped service vehicles bring assistance directly to the site, as appropriate. Field maintenance is a good alternative in situations where the maintenance procedures performed in the forest can be carried out in a sensible manner with regard to the total time spent on maintenance.

## **Technical assistance**

Technical assistance supports customers with telephone and e-mail assistance. Sometimes situations occur that are easier to solve by telephone by offering advice, instructions or reviews. If the problem cannot be solved over the phone, technical assistance can transmit a service request for field maintenance visit to the site, or make an appointment with the service centre.



## **OPERATOR TRAINING**

When purchasing a new machine, Ponsse offers you extensive operator training, and we will familiarise you with your new machine in your own language. We use forest machine and servicing simulators as an aid to our training.

# OPERATOR TRAINING

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Operator Training is an integral part of each new PONSSE forest machine delivery. This training ensures that operators know how to use their machines correctly and efficiently, thus minimising operating costs. During operator training, the customer will learn valuable information about machine maintenance and servicing needs.

**Base machine operator training** covers, for example, the following:

- Motor and hydraulics oil adjustments
- Control panel gauges, switch signal lights, warning lights and buzzers
- Control devices, seat switches, OptiControl and crane control system adjustments
- Daily preventive maintenance actions

Furthermore, the operator training familiarises the operators with the **PONSSE**

**Opti information system:**

- Starting a new working site
- Driver-specific settings
- Measuring device and harvester head calibration
- Sawing control, Ponsse Cut, Opti maintenance

**For the crane and harvester heads**, the operator training includes the following:

- Daily preventive maintenance actions
- Colour coding and stump treatment
- Pressure adjustment
- Safety instructions
- Harvester head maintenance and checkups

The operator training also includes the following **safety issues:**

- Entering and exiting the machine
- Replacing chain and bar
- Harvester head maintenance
- Crane / crane boom maintenance
- Backup power and welding
- Owner's manuals
- PONSSE Servicing contact information



## DOCUMENTS

Ponsse's detailed Owner's Manuals and Parts Manuals help you find the information you need about the machine, its operation and maintenance. Ponsse will deliver the manual for your machine either as a hard copy or on a CD-ROM, in your own language. The owner's manuals will also be installed on your forest machine's Opti computer so that they will always be conveniently available, wherever the machine is.

# DOCUMENTS

## Owner's Manuals - Parts Manuals

You will always receive reliable and up-to-date documents with your PONSSE Harvesting Solution. The experienced Ponsse Documentation personnel draft operator and maintenance manuals, as well as parts manuals, in close cooperation with Technical Support and Product Development.

With a new forest machine, we offer operator and maintenance manuals and parts manuals for the base machine, crane and harvester head. The machine delivery also includes a manual for the Opti information system.

The documents are machine-specific, i.e. designed just for the machine purchased by you. All documents are available as hard copies or on a CD or DVD, and they are also available in the PONSSE forest machine's Opti computer. If you have purchased a used machine or wish to obtain new documents for your machine, please contact your closest Service Centre.

### Owner's Manual

#### Owner's Manuals for base machine, crane and harvester head

The owner's manuals include information on how the forest machine works, how it can be safely used, its technical features and issues pertaining to the everyday use and maintenance of the machine. The manuals also include electronic and hydraulic diagrams to assist in servicing. The owner's manuals are currently available in approximately twenty languages.

### Opti Information System Manual

The PONSSE Opti Information system manual includes detailed information on the features of the Opti Information system applications in order to make their use as easy and effective as possible. The manuals are currently available in fifteen languages.

### Parts Manuals

Your machine-specific parts manual can be used as an aid when you need parts for servicing the machine. The manual includes assembly layout drawings, and thus it can also be used when disassembling and assembling components. The parts manuals are currently available in eight languages.





# THE MOST COMFORTABLE RIDE IN THE FOREST

## PONSSE BUFFALO ADS

**With its active damping system, the six-wheel PONSSE Buffalo** combines the agility of a six-wheeler with the comfort of an eight-wheeler. The Buffalo is the first forwarder on the market to feature active suspension.

**More comfortable and efficient.** Ponsse's patented active damping system (ADS) decreases vibration and sideways movements that affect the driver. This means a steadier feel for the terrain, so driving speed can be increased and the productivity of harvesting improved.

**ADS eliminates the effects of uneven terrain** and keeps the cabin in the vertical position. Loading is efficient even on steep hills. The system's stabilisation point is as low on the swinging front axle as possible in order to effectively minimise sideways movements. The Buffalo ADS system speeds up movement over any kind of terrain and ensures first-class working conditions.

**The ergonomics of Buffalo ADS** far exceeds what conventional suspension systems offer. Step in to the most comfortable cabin in the forest.

A logger's best friend

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