United Rentals®
Customer Equipment Solutions



CUSTOMER EQUIPMENT SOLUTIONS

YOUR EQUIPMENT TREATED LIKE OURS

Whether it's owned or rented, equipment on your worksite should be in top operating condition. Our Customer Equipment Solutions team specializes in equipment repair and service in the field and onsite, so you can protect your investment, safeguard your employees, and meet ANSI and CSA requirements. We specialize in medium to heavy duty equipment, such as scissor lifts, backhoes, mini-excavators, and boom lifts. Our trained technicians can keep your owned fleet operating safely, at peak performance, and according to regulations.



EQUIPMENT SERVICING

- On-Demand Service
- Managed Maintenance Programs
- Retail Parts and Maintenance Supplies
- Jobsite Services

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ON DEMAND SERVICE

As part of a growing network more than 5,500 strong, our dedicated service personnel are close and ready to restore your equipment to peak condition. Our technicians are factory-trained, certified, and equipped to handle the most complex repairs.

Inspections

- ANSI, CSA
- Site specific
- Annual or as required

Preventative Maintenance Service

- Standard PM services
- Oil filter, air filter, replace oil
- Service & lube
- 1,000-hour service
- Routine adjustments

Unplanned Repair Service

- Engine, transmissions, drive train, booms, hoist, hydraulic, pumps, cylinders, valves, brakes, electrical, other (as required)

RETAIL PARTS AND MAINTENANCE SUPPLIES

Trust Customer Equipment Solutions to supply the parts you need for your equipment repair and service. We have a large stock of manufacturer parts for those jobs that you complete yourself. We protect our customers' investments by partnering with manufacturers to ensure equipment is maintained under warranty.

JOBSITE SERVICES

Customer Equipment Solutions Jobsite Services are engineered fleet maintenance management programs for large sites. These programs are designed for the maintenance and management of a large fleet inventory within a defined service area or site.

Programs include dedicated mechanics and administrative personnel, parts management, facilitation of United Rentals Fleet Management Systems, defined shop operations/work flow process, telematics, performance reporting, and development of site-specific strategy for optimization of customer owned and rented fleet.

MANAGED MAINTENANCE PROGRAMS

Proactive Automated Scheduling – Preventative Maintenance & Inspections

Inspections and PM Services are proactively scheduled, performed, and tracked at the required intervals utilizing the same proprietary operating systems we utilize to maintain our rental fleet. Service steps can be customized to suit your specific fleet needs.

Remotely Monitored – Telematics

With Telematics (GPS) installed, your equipment can be remotely monitored in Total Control® in real time. View service intervals and alerts, location, utilization, machine hours, geo-fences, and battery voltage.

Standard Reporting & Record Retention

Standard quarterly reporting highlights completed scheduled services and inspections. A detailed history of all inspections and services are recorded and stored in our system for three years.

Single Point of Contact

If required, a single point of contact can be utilized to coordinate all facets of the managed maintenance program. Additional fees may apply.

Service Rate Agreement

Fixed rate includes completion of all required service steps, parts, material, and standard travel. Service and inspections proactively performed at set intervals.

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