

KOBELCO SYNERGY

April 2024

Vol. 5

KOBELCO CONSTRUCTION MACHINERY MIDDLE EAST AND AFRICA FZCO.

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FOREWORD

April 2024

Kobelco Synergy Vol. 5



Welcome to the latest issue of our Kobelco Synergy!

This edition focuses on Dealer/Customer support, highlighting product training in the excavator product support team, product support from the Crane team, and Parts Marketing and sales promotion training. We aim to provide valuable insights into our products and services, emphasizing our commitment to customer satisfaction and excellence. Stay tuned for exciting content that showcases our dedication to delivering top-notch support and training for our valued customers. Thank you for joining us on this journey of innovation and service excellence.

*Murat Derinbay*

Murat Derinbay
Deputy Managing Director



December 2023

SK220XDLC-10 and SK380XDLC-10 Product Training



The two-day product training program on the SK220XDLC-10 and SK380XDLC-10 models held at Al Marwan in Sharjah, UAE, was conducted in a face-to-face classroom training. The main objective of the training was to familiarize the participants with the hydraulics and electrical circuits of the 10th-generation SK220 and SK380 models.

The training sessions provided a comprehensive overview of the hydraulic systems and electrical components of the SK220XDLC-10 and SK380XDLC-10 models. Participants had the opportunity to learn about the functionality,

operation, and maintenance of the hydraulic and electrical systems in these machines.

The training aimed to enhance the participant's understanding of the intricate mechanisms and components that make up the hydraulic and electrical circuits in the SK220XDLC-10 and SK380XDLC-10 models.

A total of 12 candidates attended the training program, where they received hands-on experience and theoretical knowledge to help them become proficient in troubleshooting, maintenance, and servicing of the SK220XDLC-10 and SK380XDLC-10 models. The training equipped the participants with the necessary skills and knowledge to effectively work with the hydraulic



EMPOWERING EXCELLENCE



and electrical systems of these machines, ensuring optimal performance and operational efficiency.

Overall, the two-day product training program provided a valuable opportunity for the participants to enhance their expertise in handling the hydraulics and electrical circuits of the SK220XDLC-10 and SK380XDLC-10 models, contributing to their professional development and proficiency in working with Kobelco construction machinery.



January 2024

SK220XDLC-10 Product Training in KCMMEA Dubai office.



ELEVATE YOUR EXPERTISE

The training session on the SK220XDLC-10 product offers a valuable hands-on experience for the participants. This practical aspect of the training complements the theoretical knowledge and diagnosis topics. By working directly on the machine, the team can apply their learning in a real-world scenario, enhancing their understanding of the product and its functionalities.

The modules included in the training aim to develop their troubleshooting skills. Through practical exercises and simulations, the team will learn how to identify and address potential issues that may arise with the SK220XDLC-10 product.

By engaging in hands-on activities, such as diagnosing problems, using service manuals, interpreting gauge cluster data, and utilizing other resources,



the participants can enhance their ability to troubleshoot and resolve technical issues effectively.

This training session provides a comprehensive learning experience combining theoretical knowledge with practical application. The hands-on activities and modules focusing on troubleshooting skills contribute to the participants' professional development and equip them with the necessary skills to effectively maintain and service the SK220XDLC-10 product.

This course will involve the use of Service manuals, Gauge Cluster Chapters, GSS, and other resources as an integral approach to overall diagnostic strategy.



Providing comprehensive product support for the Kobelco Crane machine.

Our service team at the crane department is dedicated to providing comprehensive support to our UAE dealer (Al Marwan) and customer, assisting with troubleshooting and technical issues to ensure optimal functionality of their equipment. We strive to address any concerns promptly and efficiently during visits, offering expertise and assistance to enhance the dealer's operations.



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By collaborating closely with our dealer (Al Marwan) and understanding their specific needs, our service team is able to deliver tailored solutions and reliable support to keep their business running smoothly. Our commitment to excellence in service ensures that our dealers can trust in our expertise and rely on us for ongoing assistance and maintenance, fostering a strong partnership built on mutual success.

KOBELCO CRANE Training Program

The Kobelco Crane Training Program helps the operators and maintenance staff, learn how to use and take care of the Kobelco crane. The program includes classroom and hands-on training to educate them on safety, maintenance, and troubleshooting. The goal is to improve skills and ensure the safe and effective operation of Kobelco cranes.



- Safety and Maintenance Training
- Operators Training
- CKE Series Technical Training
- CKS Series Technical Training

Contact us for more details!

February 2024

Parts Marketing & Sales Promotion Training

In February 2024, Parts Training sessions were conducted for our esteemed partners, Ahmed Mansoor Al A'ali BSC in Bahrain, and Al Marwan Heavy Equipment in the UAE. The sessions were led by Mr. Saburo Mori, Senior Expert Trainer from Kobelco Japan Headquarters. Through hands-on activities and knowledge-sharing, attendees enhanced their professional skills. The course was also attended by KCMMEA staff from the Parts & Service (Excavator & Crane) team. The training concluded with a comprehensive evaluation, setting a path for future sales advancements.





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Kobelco Dealers in The Middle East and Africa Region.



KOBELCO SYNERGY is released quarterly.

Stay tuned for the next volume!

For your suggestions please contact us:

