


SERVICE CAPABILITIES: NIGERIA

OUR CAPABILITIES IN NIGERIA





Lagos

-  Component rebuild facility
-  General workshop
-  Field service
-  Hose facility
-  Training school
-  Main warehouse
-  Machine/Power systems sales

Abuja

-  Parts warehouse
-  Field service

Port Harcourt

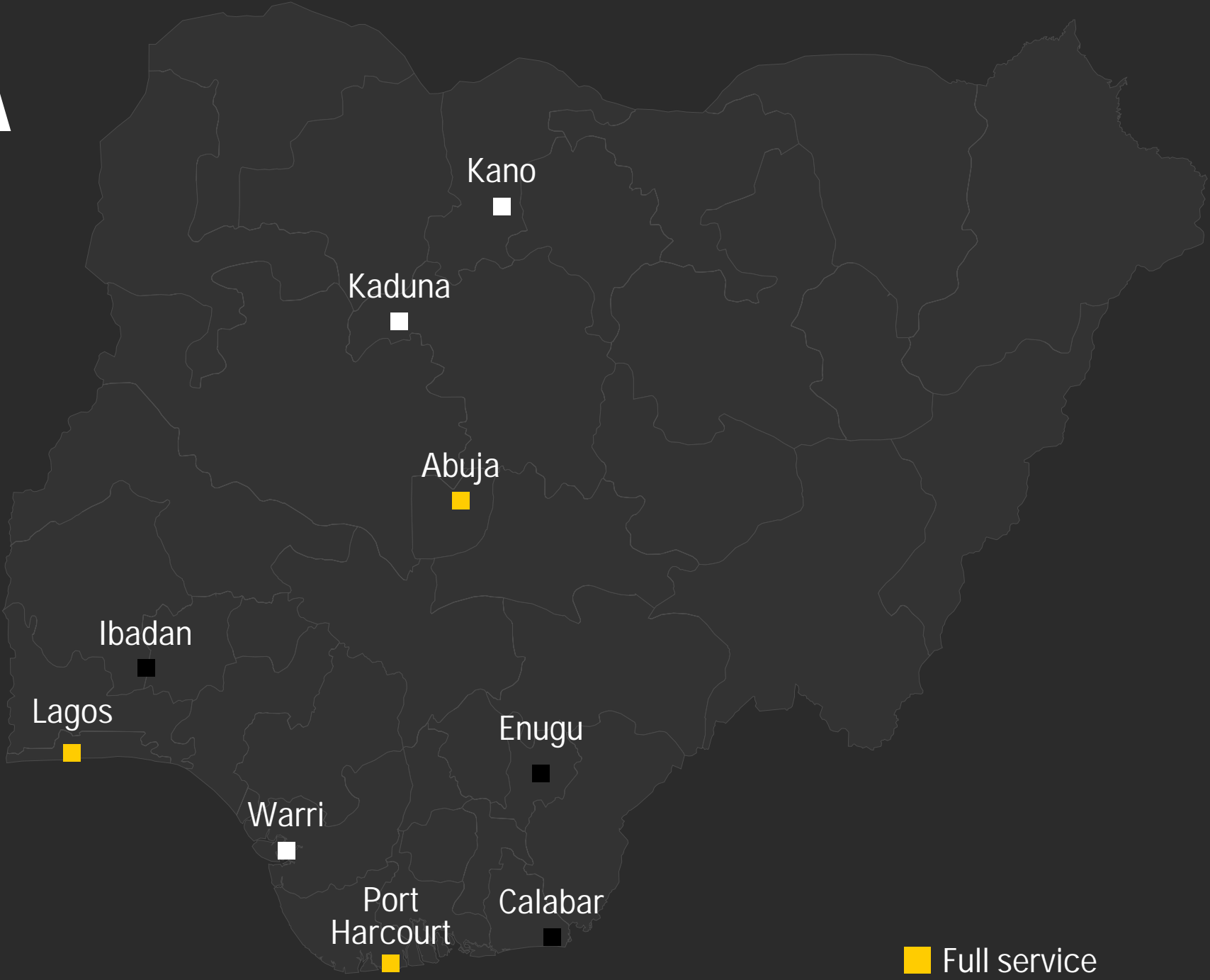
-  Field service
-  Parts warehouse
-  Hose facility
-  Undercarriage rebuild




Warri

Kano

Kaduna

Ibadan, Enugu, Calabar



-  Full service
-  Parts Warehouse
-  Field service

LAGOS

4,344 m²

Rebuild
workshop

3,180 m²

Parts
warehouse

97

Field service
vehicles

Component rebuild

General workshop

Parts warehouse

Parts counter

Field service

Training centre

LAGOS: COMPONENT REBUILD WORKSHOP

Advanced component rebuild capabilities, certified by Cat

- 800 m² rebuild workshop
- 300 m² strip and clean area
- 3 strip down bays
- 7 rebuild bays
- Engine testing
- Transmission strip, build and testing
- Track press
- Fuel pump testing



LAGOS: GENERAL WORKSHOP

Expert technicians with the right tooling
and service capabilities

- 4,344 m²
- Dyno control system
- Load bank
- Track press
- Hydraulic cylinder bench
- Steam-wash bay
- Cat specialist, calibrated tooling
- Up-to-date Cat technical information
- Caterpillar certified facility
- CCR: Cat Certified Rebuild
- CPT: Certified Power Train
- CER: Certified Engine Rebuild
- Warranty: 12 months on all component rebuilds

Cranes:

- 4 x 7.5 tonnes
- 2 x 10 tonnes
- 1 x 15 tonnes
- 1 x 20 tonnes
- 5 x jib cranes
- 2 x 15T overhead cranes



LAGOS: PARTS WAREHOUSE

High availability, professional storage and handling, customer deliveries

- 3,180 m² parts warehouse
- 8,683 different line items
- Inventory value of \$3.8M

- Parts availability:
- 91% (territorial)
 - 84% (stock)

Lead time by:	Class	Time
Sea	Stock	65 days
	Emergency	65 days
Air	Stock	9 days
	Emergency	8 days
Courier	Emergency	6 days



LAGOS: PARTS COUNTER

The widest range of options, Cat standard warranty, and support from the Mantrac network

The team can offer:

- Pricing: special offers
- Undercarriage and GET specialists
- Rebuild/repair options
- Cat Reman parts
- Service contract pricing
- Technology sales: Cat Connect
- Cat classic parts for older machines

Our team can provide technical assistance and identification supported by:

- Mantrac group-wide IT System
- Parts availability in Nigeria, other Mantrac territories and from Caterpillar



LAGOS: FIELD SERVICE

Working around the clock to ensure your machine downtime is kept to a minimum

- 97 fully equipped field-service vehicles
- Dedicated CVA Van
- High-tech diagnostic tooling
- 139 trained engineers
- 24 hour emergency hotline for power generator product support emergencies: 080 3500 5005



LAGOS: TRAINING CENTRE

Designed to help you train your team, and to invest in ours. A dedicated training centre helps you become experts and ensures we always have the latest Cat support for you:

- Two Caterpillar Certified Instructors, accredited in 'Caterpillar Instructor Accreditation Program'
- Developing service technicians competencies within 'Technician Career Development Process'
- Delivering 'Operation & Maintenance' training to customers
- Onsite or Mantrac facility-based customer training
- Facilitating customer access to online learning via the 'Dealer Performance Centre'
- Visiting Cat Instructors
- Four Classrooms
- Self learning room
- Workshop bay
- Mechanic and hydraulic training aids
- Electronic training aids



PORT HARCOURT

32

Field service
engineers

1

Lab technician

22

Field service
vehicles

Component rebuild

Parts warehouse

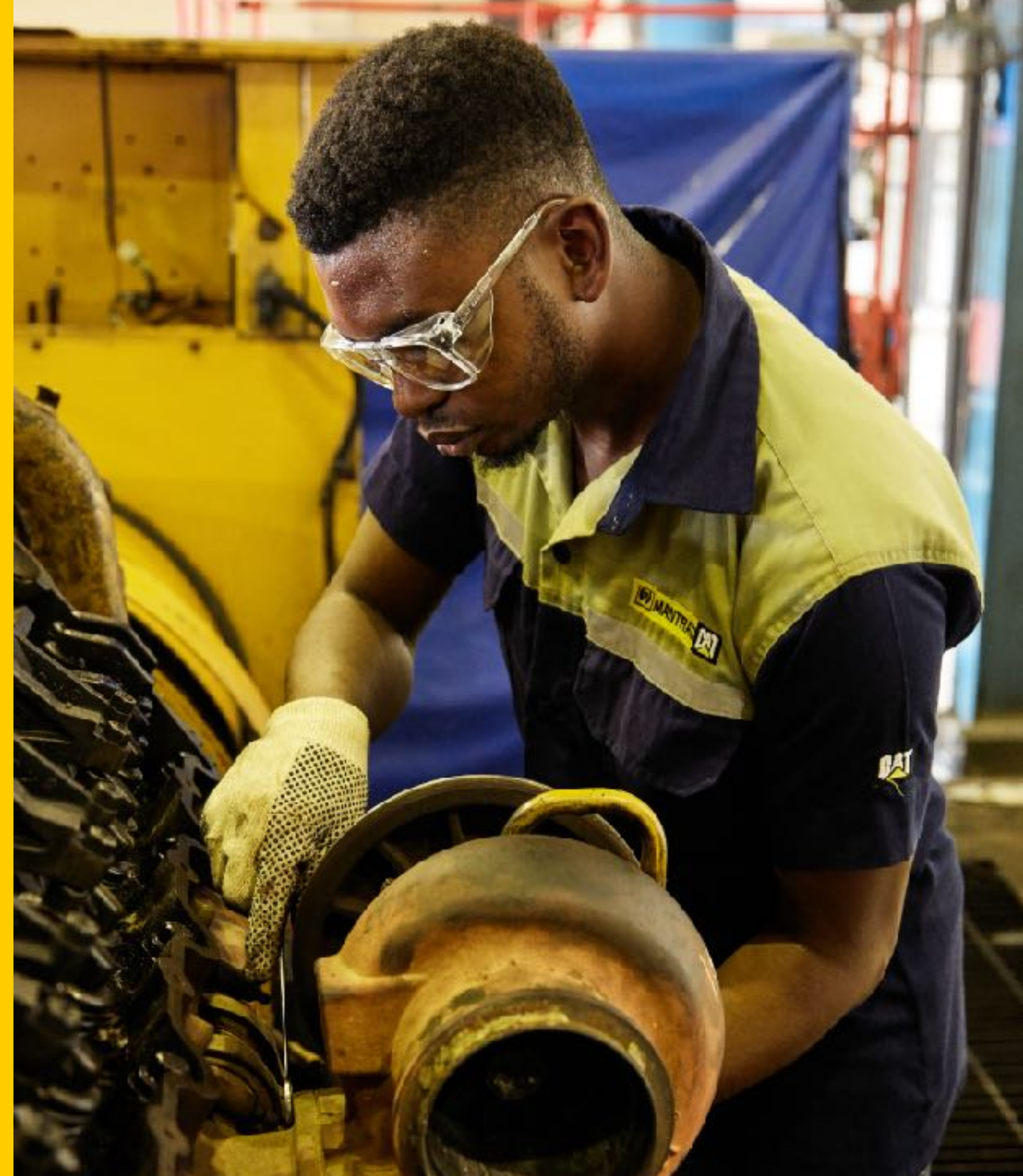
PORT HARCOURT: COMPONENT REBUILD WORKSHOP

Advanced component rebuild capabilities,
certified by Cat

- 6 Rebuild Bays
- Dyno Testing Area
- Hydraulic Hose Assembly

Various cranes including:

- 6 x 500 kg
- 2 x 5 tonnes
- 1 x 10 tonnes
- 1 x 20 tonnes



PORT HARCOURT: PARTS WAREHOUSE

High availability, professional storage and handling, customer deliveries

- 945 m² parts warehouse
- 5,100 different line items
- Inventory value of \$3.5M

Parts availability:

- 73% (territorial)
- 79% (stock)

Lead time by:	Class	Time
Sea	Stock	70 days
	Emergency	70 days
Air	Stock	10 days
	Emergency	10 days
Courier	Emergency	6 days



ABUJA

5,747

Line items stocked

\$2.7M

Inventory value

14

Field service vehicles

20 days

Lead time for emergency air

WARRI

830

Line items stocked

\$329K

Inventory value

20 days

Lead time for emergency air



KANO

301

Line items
stocked

\$78K

Inventory
value

20 days

Lead time for
emergency air



KADUNA

107

Line items stocked

\$28K

Inventory value

20 days

Lead time for emergency air

IBADAN, ENUGU, CALABAR

Field service branches

3

Field service
vehicles in Ibadan

1

Field service
vehicles in Enugu

2

Field service
vehicles in Calabar



CONTACTS

Mantrac is here to help your business succeed

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