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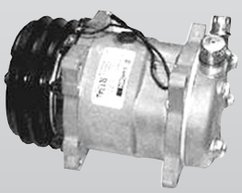

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Doosan Offers Parts Guarantee for Excavators

Doosan Infracore America has started a 48-hour parts guarantee for its wheel loader and excavator customers.

The program guarantees that Doosan heavy equipment machine owners will receive their "machine-debilitating" replacement part, in hand, within two business days or Doosan will pay for a replacement machine rental.

"We'll get the part in your hand, wherever you are in North America," said Michael Stanley, Doosan's general parts manager. "This guarantee is better than anything else on the market and it maximizes uptime. If delivery of a part takes longer than guaranteed, you don't need a free part — as other manufacturers might offer — you need a machine working for you. That's our guarantee."

"The 48-hour parts program is a great idea and shows Doosan's commitment," said Doosan customer Richard Lentz, vice president of Lentz Enterprises in Saint Joe, Ind. "It takes the worry and expense out of the equation."

Every 48-hour order is evaluated by Doosan parts personnel. Doosan will either offer the higher level component at 60 percent less than the list price or offer a reliable substitute part of equal or greater quality. If Doosan fails to deliver, a rental machine or gift card, equal to the rental rate of one month, will be given to the equipment owner. Limited restrictions apply.

For more information, call 770/831-2218 or visit www.doosan48hour.com.

"We'll get the part in your hand, wherever you are in North America. This guarantee is better than anything else on the market and it maximizes uptime."

Michael Stanley
Doosan Infracore America

These parts are guaranteed to go out to Doosan wheel loader and excavator customers within 48 hours.