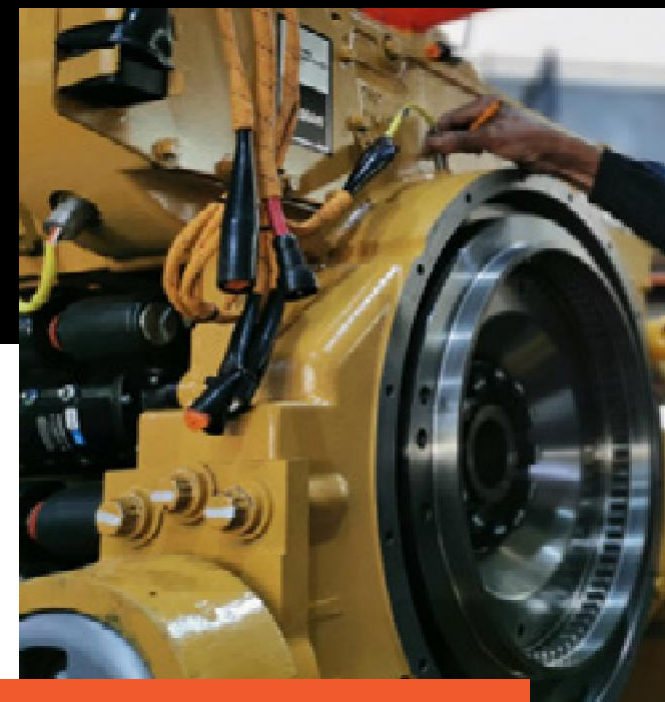




KEEP MOVING: YOUR COMPANY'S MOMENTUM,  
MOŠOMO WA RONA



## ABOUT US

RMR Machines is part of a group of companies that was established in 2015 as a major brand in the earthmoving and mining industry when it comes to re-manufacturing of components and rebuilding of complete mobile mining equipment. We are well known for our fast and efficient response on components required, quality products and the after sales support.

Our well established, and continuously evolving Rebuild Centre, offers a comprehensive solution in the repair and rebuild of all aspects in mobile mining equipment. This service extends out into the field by means of our highly skilled and efficient field service team. The details of all services and departments will be covered in the sections to follow.



### 01 QUALITY

Quality of work and quality of parts used is of utmost importance. For this reason we employ suitably qualified personnel, use OEM parts and invest in training to maintain world class standards.

### 02 INTEGRITY

Conducting business in an honest and fair manner is our approach to sustainable relationships with our clients. This value builds trust and ultimately helps us build our business.

### 03 AGILITY

RMR Machines operates in an environment that demands for the ability to move quickly and efficiently. This value is one that is at the core of our operation and it is this value which also gives us the competitive edge.

### 04 SERVICE

Delivering a service and being of service to our clients is a value we put a lot of focus on in our business. Our clients know that they can rely on us in difficult and time constraint situations.



**180+** EMPLOYEES

**50+** QUALIFIED ARTISANS

**35+** APPRENTICES

### OUR MISSION

Our ongoing mission is to provide quick response service to clients without compromising on quality of work done.

### OUR VISION

To be the preferred OEM repair and maintenance partner for mining and construction companies, not only in South Africa, Botswana, Eswatini but on the continent.

Having established the mission and vision of the company is important as it lets our clients know that we have a plan that we live by and a goal to aim for. Declaring our values is a testament that we have set standards for ourselves in the way that we conduct business and to provide the qualities that our clients can relate to and will find comfort in.

All of these elements are of no use if it is not practiced and if we as a company do not live our mission.

At RMR Machines we have achieved major success and with this have been fortunate to have experienced exponential growth, with the outlook on the future predicting the same. This growth and success was not handed to us. This growth and success was not achieved by accident.

This growth and success was achieved by the hard work and dedication of our people. By coming to work everyday and being the best we can be. Living our values and making sure that it is a deeply rooted culture being grown within our workforce is what sets us apart from our competitors.





## QUALITY MANAGEMENT



Quality Assured

RMR Machines Components has developed and implemented a robust Quality Control Plan (QCP) which is followed with all work done. The plan dictates and makes provision for the following:

- It allows work to be completed in a structured and consistent manner.
- It allows for the detailed recording of all findings.
- It allows for the documenting and decision making on findings with the acknowledgement of all parties involved.
- It guides the artisan in the following of OEM standard procedures in repair.
- It allows for the recordkeeping of all repairs done.
- It allows for the final stringent Quality inspection prior to shipping.

Any deviation from the guidelines set out is investigated by initiating a non-conformance process. During this process the root cause is identified and the required actions are taken to avoid a recurrence of the same deviations. Action includes, but are not limited to:

- Updating and refining of the process, should it be found that the process failed.
- Disciplinary action taken, should the findings be that it was a behavioural issue which caused the deviation.
- Training offered to the artisan and teams to improve on the current methods.

## ORIGINAL PARTS ONLY POLICY

RMR Machines Components has a strict policy on using only original equipment manufacturer parts on all work done. This is dictated and enforced by the Quality Control Plan which is followed with all work done.

Should a scenario arise in which the customer demands a deviation from this policy due to application, operational or expected usage, a deviation process is followed and the limitation of support and warranties which will follow as a consequence to the deviation.



Original Parts



*All components and machine rebuilds carry a 5000 hour or 1 year warranty. The warranty comes into effect upon the successful commissioning of the unit.*

## RMR MACHINES WARRANTY

At RMR Machines we understand that availability on equipment is crucial to any mining or construction operation. Things do go wrong and when it goes wrong we are there to minimize the downtime for the client.

All warranty claims are handled as „subject to warranty“ once the customer informs RMR Machines of complications with components. This allows RMR Machines to act swiftly in getting the machine back into production with minimal downtime. Once the process is underway, the warranty department will collect the required information and conduct a thorough investigation into the cause of failure. On conclusion of the investigation, a failure report is compiled and the judgement made available.





## COMPONENT EXCHANGE



RMR Machines keeps component stock to be able to offer quick turnaround on component requests.

The exchange of components also carry a major benefit to the client, over and above the quick turnaround. When a client orders an exchange unit, the unit is supplied on a zero valued purchase order. The client has a window of up to 30 days to return the old unit. On return of the old unit, RMR Machines inspects the return and calculates the final price on the return.

It is only at this point when the final order is being requested and invoicing is generated. This model allows the customer to be supplied with a replacement unit in a short timeframe and it assists in the cashflow as the purchased unit is only billed for, once the whole process is complete.

**ZERO** VALUE PURCHASE ORDER

UP TO **60 DAYS** TO PAY

**COMPONENTS AVAILABLE IMMEDIATELY**

### PLANNED COMPONENT EXCHANGE

With the planned component exchange programme RMR Machines works with their clients to plan ahead on which components will be needed in the future.

Based on this planned schedule we then prepare all parts for the components to be built and make sure that the components are prepared and ready to be delivered in sync with the on-site component change-out.

This strategy saves greatly on time frames, as lead-times on parts and engineering are effectively eliminated, allowing the customer to resume production in the shortest times possible.

## SALES TEAM

RMR Machines has a dedicated sales team which is available 24/7 to service the requirements and needs of our customers. The sales team is supported by various support structures within the company to provide support and service to our clients, from the supplying of parts and components, to repairing of equipment and providing guidance to assure that the client can maintain and exceed the availability on equipment, required by their operations.



## CONDITION MONITORING

RMR Machines offers a condition monitoring programme to all customers. There are various options in the programme which ranges from RMR Machines assisting the customer in the monitoring of equipment using existing monitoring units or RMR Machines supplying the complete solution.

This is a crucial service to take advantage of as it allows for the constant live monitoring of equipment in the field, and in so doing assisting the availability of equipment, demanded by operations.



## FIELD SERVICE TEAM

The robust and highly efficient field service team currently has a complement of sixteen highly skilled and dedicated technicians. These technicians are supported by a team of administrative and co-ordinating members and driven by the field service manager.

The field service team is available to respond 24/7. Apart from commissioning of newly installed components, our field service team assist clients in man-on-site and ad-hoc breakdown support. The field service team is well known in industry for their availability and quick response.





## COOLER DEPARTMENT

The dedicated radiator and cooler department is equipped with specialized and custom designed equipment to test radiator cores and oil coolers. In the event of an oil cooler failing a test, the cooler will be replaced by OEM units.

This department also builds complete cooler packs for the machine rebuilds or per customer request.



## ENGINE REBUILD DEPARTMENT

The engine rebuild department has extensive knowledge and skill in building high powered mining equipment engines. More often than not, engines built for stock does not reach the PEX stores as customers place orders for these units. This is a clear indication that our customers trust our product and that we are the preferred supplier of re-conditioned mining equipment engines.



## DRIVETRAIN DEPARTMENT

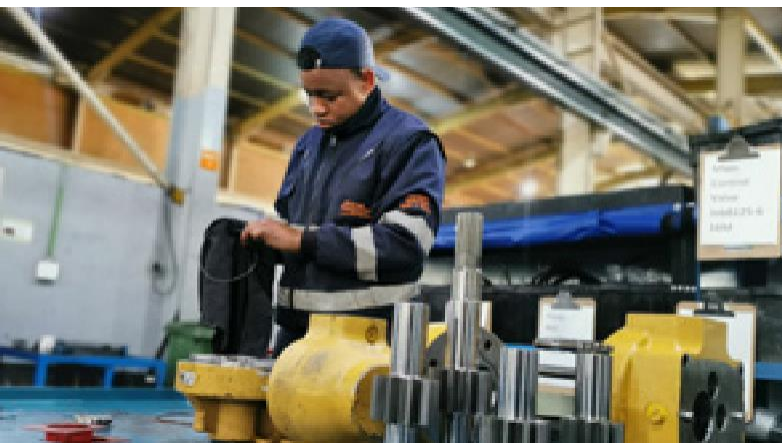
The drivetrain department is the oldest department in the company and delivers top quality work. The department covers a wide spectrum of components which ranges from transmissions to torque converters and differentials.



## HYDRAULICS DEPARTMENT

The hydraulics department specialises in the servicing and repair of hydraulic components. This includes, but is not limited to pumps, valve banks, containing control and relief valves.

This department plays a crucial role when it comes to major hydraulic flushes and machine rebuilds.



## REBUILDS CENTRE

The rebuilds centre is a department which is rapidly expanding, rebuilding all types of mobile mining equipment up to 230 ton dump trucks.

The highly efficient teams from this department completes a rebuild 33% faster than other rebuild centres with the final product which can easily be mistaken for new equipment.



## AUTO ELECTRICAL DEPARTMENT

The auto electrical department services the various workshop departments as well as customers in the field through the field service channel.

This department recently expanded to include complete harness building and braiding which offers customers a very cost effective solution in this regard.



## DYNAMOMETER BAYS

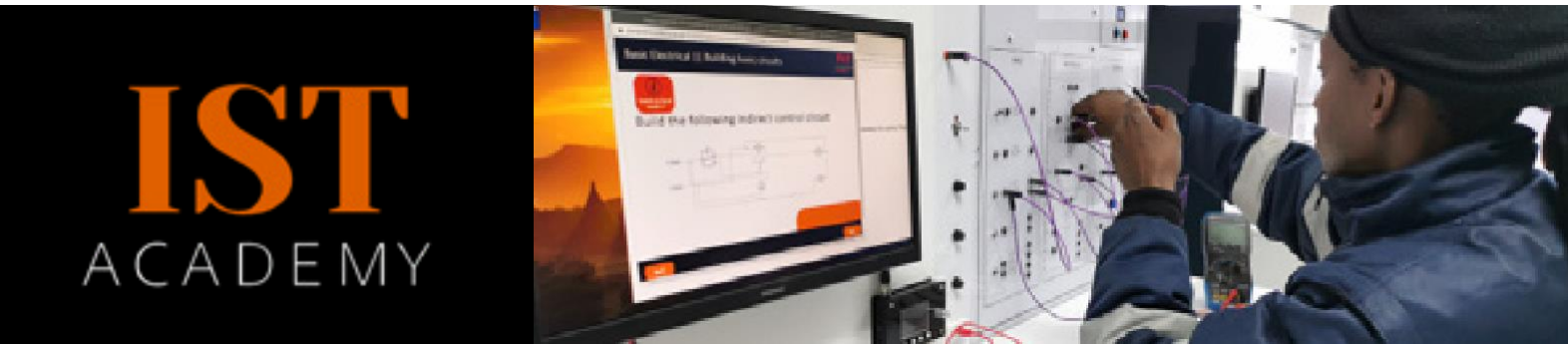
The state-of-the-art dyno bays was designed and built to world class standards. With an in-house and dedicated dyno bay it makes the turnaround on the completion of engine and transmission builds faster and allows for each unit to be properly tested.

Each unit is tested using a comprehensive test programme, where different loads and durations are applied to make sure that the unit meets the OEM requirements.

RMR Machines is in the process of building and completing another engine dyno bay which will increase the engine testing capacity.







## CLOSING THE GAP THROUGH SPECIALIZED TRAINING

### ABOUT THE ACADEMY

The International Specialized Training Academy was established at the end of 2021 and is based on the same premises as RMR Machines .

The Academy was designed and built to standards unknown to industry by embracing technology and modern methods.

As the Academy is directly linked to the industry, it is up to date with the latest trends and requirements in the field.

There is a direct channel to the Quality Control Plan and warranty system of RMR Machines to the Academy. This allows the Academy to develop specialized solutions to address problems identified and in so doing, improve the efficiency and ability of the RMR Machines team.



The Academy has recently obtained accreditations for offering the full trade in Earthmoving Equipment Mechanic, as well as numerous skills programmes. The scope is constantly reviewed and additional courses will be added soon.

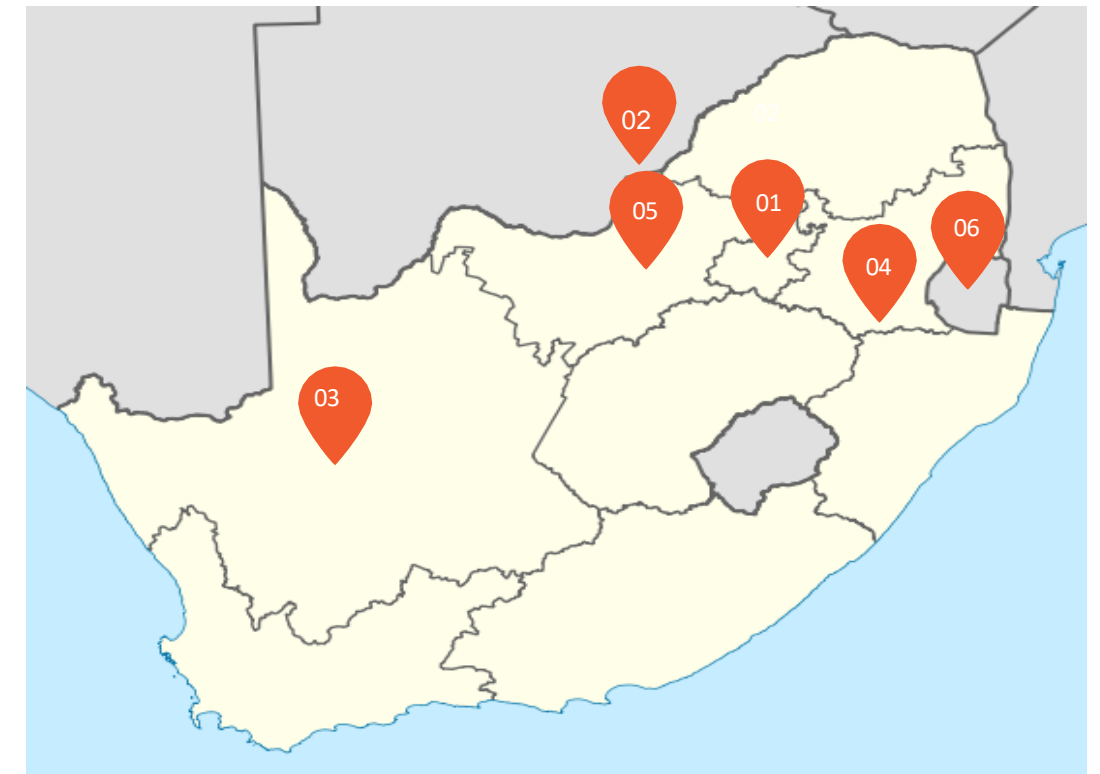
For more information, you can get hold of the Academy directly:

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[thabiso@rmrmachines.co.bw](mailto:thabiso@rmrmachines.co.bw)  
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Gaborone,  
Botswana

## GROUP OF COMPANIES FOOT PRINT

The group of companies which RMR Machines belongs to has a foot print which stretches across multiple countries.



### 01 GAUTENG

- Clients
- Group Head office
- Group rebuild center

### 02 GABORONE

- RMR Machines head office
- full-time field service support in this province
- Components and rebuild infrastructure

### 03 NORTHERN CAPE

- full-time field service support in this province and have
- Transport infrastructure

### 04 MPUMALANGA

- full-time field service support in this province
- Transport infrastructure

### 05 NORTH WEST

- full-time field service support in this province
- Transport infrastructure

### 06 ESWATINI

- Partnership office
- full-time business development
- Transport infrastructure

*RMR Machines Components are constantly expanding to more areas and more areas in Southern Africa. The map above is a representation of current established clients with whom there are regular interaction. It is not an indication of limitation of areas which can be serviced. RMR Machines has the ability to dispatch teams and components both locally and internationally. We are looking to establish more factories in Botswana .*



## CONTACT US

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