



# 2019

Hydraulic Mining Shovels

## Service Conference

Dortmund, Germany  
24th - 27th June



Dear All,

We would like to invite you to attend the 2019 Hydraulic Mining Shovels Service Conference which will be held from 24<sup>th</sup> to 27<sup>th</sup> June 2019 in Dortmund, Germany.

The meeting will start on Monday morning and end on Thursday afternoon. Speakers from the HMS Product Support team will present on recent activities and developments, Continuous Product Improvement as well as NPI will be part of the conference, too. Guest speakers will talk about latest developments on GET, Undercarriage and Service Tools.

Target Audience: Caterpillar Service Representatives & Dealer Technical Communicators & Hydraulic Shovel Experts responsible for Caterpillar Hydraulic Mining Shovels

Agenda:

A detailed agenda will be send out during the next weeks. During the conference, Product Support topics, Continuous Product Improvement, new developments, aftermarket and parts, technical training opportunities and more will be covered.

To make the trip to Dortmund most useful, there will be additional training sessions offered after the conference as follows:

**New Training Times!**

| Date:   | Topic                    | Location               | Costs   | Available seats |
|---|--------------------------|------------------------|---------|-----------------|
| 24 <sup>th</sup> – 27 <sup>th</sup> June 2019     | Service Conference       | Dortmund, Dorint Hotel | Free    | 80              |
| 1 <sup>st</sup> July – 4 <sup>th</sup> July 2019  | 6020B Technical Training | Dortmund Factory       | 1.000 € | 15              |
| 1 <sup>st</sup> July – 5 <sup>th</sup> July 2019  | 6060 Technical Training  | Dortmund Factory       | 1.000 € | 15              |
| 8 <sup>th</sup> July – 12 <sup>th</sup> July 2019 | 6030 Technical Training  | Dortmund Factory       | 1.000 € | 15              |

There is no fee for the conference, but it is expected that participants will cover travel & accommodation. The training fees and number of available seats are listed above.



Please pass on the attached registration form and have attendees submit their enrolments to Mrs. Martina Rossberg ([rossberg\\_martina@cat.com](mailto:rossberg_martina@cat.com)) and Ms. Dana Dietrich ([dietrich\\_dana@cat.com](mailto:dietrich_dana@cat.com)) by 15<sup>th</sup> April 2019.

In case of any question, please feel free to contact us.

Looking forward to your registration.

Kind regards,

A handwritten signature in blue ink that reads "Heiko Hallerdei".

Heiko Hallerdei

Head of HMS Product Support  
[Hallerdei\\_heiko@cat.com](mailto:Hallerdei_heiko@cat.com)  
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A handwritten signature in blue ink that reads "Christian Koesters".

Christian Koesters

HMS CPI & Warranty Supervisor  
[Koesters\\_christian@cat.com](mailto:Koesters_christian@cat.com)  
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+49 171 6747603



## FAQ:

### How to get to Dortmund:

Dortmund has a small regional airport, but it is recommended to fly in to the large international airports at Düsseldorf or Frankfurt and connect to Dortmund via rental car or train.

For participants from Europe, a direct flight to Dortmund is may available and is more convenient.

### Visa:

Please check visa requirements for your trip to Germany. In some cases, an invitation letter is required. If a letter is required, please contact us. Please also bear in mind that visa application may be very time consuming.

### Location:

Dorint Hotel Dortmund  
Lindemannstraße 88  
44137 Dortmund  
<https://hotel-dortmund.dorint.com>

The meeting location is the conference room on the 1<sup>st</sup> floor of the hotel.

### Hotel check in times & reservations:

The room reservation process changed this year. Please make your own reservation at the hotel. Direct reservation via phone (+49 231 9113-0) or via email ([reservation.dortmund@dorint.com](mailto:reservation.dortmund@dorint.com)) are preferred.

Please mention the Caterpillar Service Conference during your room reservation to get the best rate. If there are no rooms available, alternative hotel recommendations can be made by our team.

Dress code: Casual

### Distance Hotel / Dortmund factory:

The hotel is approx. 15min away by car from the factory. Taxi costs are around 12 to 15 Euro.



### Costs:

#### Travel & Transport:

Participants have to arrange flights & transportation to Dortmund on their own and cover the respective costs. Also transport within Dortmund have to be covered by the participants (if not arranged & announced by the Dortmund team).

#### Hotel:

Payment of hotel rooms and additional costs for consumption in the hotel restaurant or minibar have to be paid by the guest. Payment is at checkout. Common credit cards (Mastercard, Visa, etc.) are accepted by the hotel.

#### Service Conference:

Lunch and beverages are provided during the Service Conference for free. Also, the evening events are covered by HMS.

#### Training:

For costs, please refer to the course table. Standard cost for each technical training session in Dortmund is 1,000.00 € (Euro) per participant incl. training material book and lunch in our canteen.

### Factory Tour:

We have planned a factory tour optional for those, who are interested in. Please mark it in the registration form if you want to participate and be at the factory on time. PPE will be provided, but please bring your own steel toe shoes.

### Shopping / Restaurants:

Dortmund downtown is close to the hotel (10min by Taxi). A lot of shops & restaurants are located there. Most of the larger restaurants accepting credit cards (Mastercard, Visa, rarely American Express), but smaller restaurants, bars & shops do not accept credit cards and may ask for cash. Money exchange can be done at the airport.

### Registration form:

For registration, please use the attached word form and send it back to

[rossberg\\_martina@cat.com](mailto:rossberg_martina@cat.com)

[cc: dietrich\\_dana@cat.com](mailto:cc:dietrich_dana@cat.com)

You will get a confirmation email after successful registration.