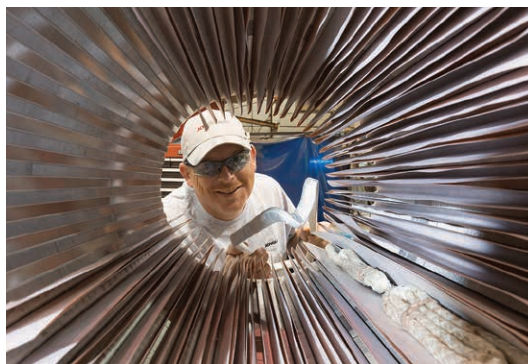


JOYGLOBAL

Bluefield, Virginia

Service center





WHO WE ARE

Joy Global is a leading supplier of advanced equipment, systems and direct services for the global mining industry.

Vision

To be a **world-class service company** delivering the most reliable and productive products, systems, and solutions that **solve mining's toughest challenges**.

Mission

To **partner directly with customers** to help them to achieve zero harm, the highest production, and the lowest lifecycle cost for their mining operations, while **making every customer a reference**.



At the core of our commitment to customers is to be a service leader, providing the products and solutions required to generate world-class mine performance. Our direct service network allows us to collaborate with customers to achieve the highest production, lowest cost per ton and zero harm, making every customer a reference.

World-class

People

We attract, develop and retain highly-skilled manufacturing technicians, innovative engineers, and smart business people to foster a diverse workforce that enables us to deliver world-class products and service.

Products

For 130 years, Joy Global has been the preeminent manufacturer of world-class surface and underground mining equipment, recognized for its quality and reliability. Today, our commitment to innovation and quality continues to solve mining's toughest challenges.



Service

Joy Global is the leading service provider for the mining industry, with a 24/7 direct service and support network to help our customers.

Processes

We excel by deploying consistent world-class processes, methods, and metrics throughout our global network, with the ability to customize locally.



Social responsibility and environmental responsibility

Joy Global works to enhance the quality of life in our local communities through support of organizations that address each community's immediate needs and build a foundation for the future. We believe our success is tied to the strength of the communities in which we operate and we strive to be valued corporate citizens and neighbors.

We also are committed to the safest possible environmental practices and stewardship, minimizing risk to our employees, our business operations and the surrounding communities. We always apply the most stringent federal, state or local regulations for air quality, water quality, waste management and other environmental requirements.

Financial performance

Joy Global has a history of achieving profitable results and providing long-term value for shareholders. The company's stock is publicly traded on the New York Stock Exchange (NYSE) under the symbol JOY.

Fast facts on Joy Global

Global headquarters in Milwaukee, WI ...

- Over 130 locations
- 16 countries
- Approximately 12,000 employees worldwide
- \$3.1 Billion (2015) in annual sales
- NYSE: JOY



Joy Global's history in Bluefield

The Bluefield, Virginia service center has highly skilled and experienced employees that offer premium direct customer service to meet the most challenging repair needs.

The Bluefield operations began in 1969 as Hart Electric – a division of Joy Mining Machinery. The facility specialized in motor repairs and motor coil manufacturing, as well as other services for the mining industry.

In the mid 1970's, Joy purchased 15 acres of land in the Bluefield industrial park and constructed a 7500 sq. ft. building to expand into different products. In 1976, the facility was opened, specializing in hydraulic and cutter drum repairs. In 1978, the current building was constructed, providing 90,000 square feet of floor space. As Joy's first service location, the facility was set up to provide aftermarket support for underground mining equipment including components, motors, motor coils and hydraulics.

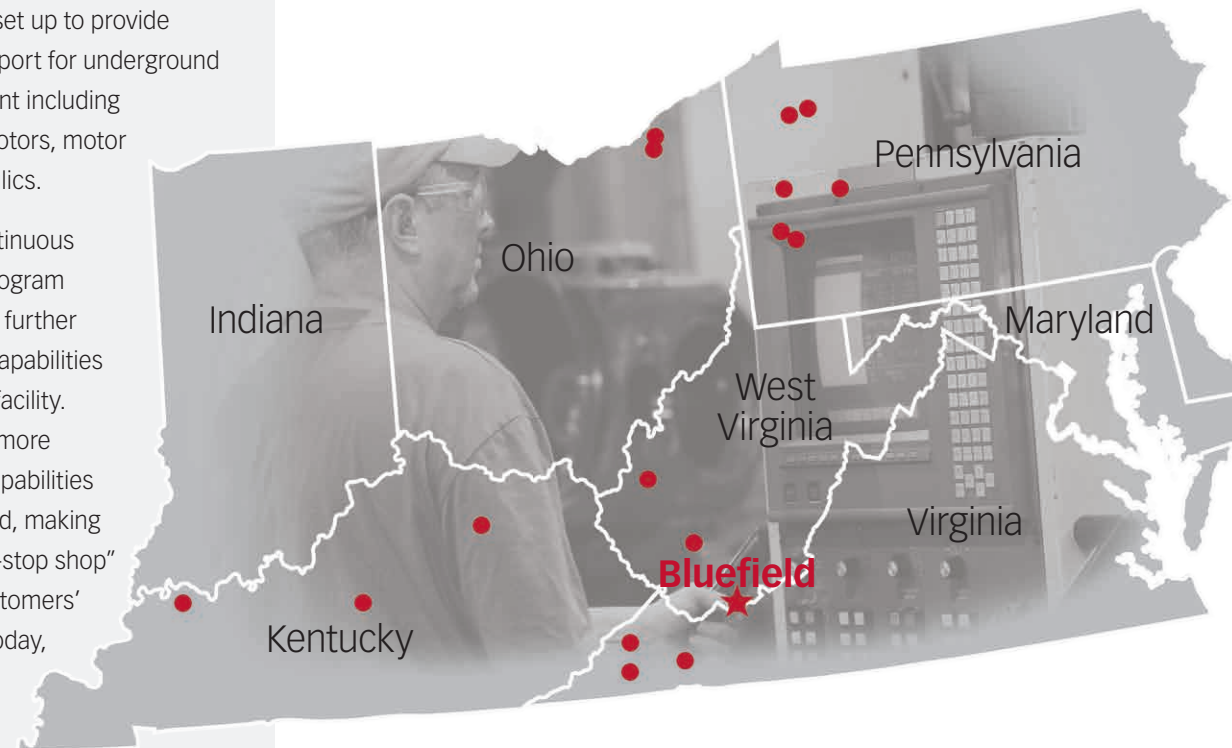
In 1982, the continuous miner rebuild program was introduced, further expanding the capabilities of the Bluefield facility. Over the years, more products and capabilities have been added, making Bluefield a "one-stop shop" for all of our customers' repair needs. Today, we continue to expand our capabilities and improve our processes in order to provide the best possible service to our customers.

Solving mining's toughest challenges

"Our focus is to drive zero harm for all of our employees, while exceeding the expectations of our customers. We continuously drive to partner with our customers to provide solutions to their everyday needs, delivering products and services on-time with the highest quality they expect. We are dedicated and focused on making continuous improvements in our efforts to offer the best service and products."



Justin Massey
Bluefield Site Manager



Direct, world-class service

Our direct service model is what makes Joy Global unique. The direct collaboration with our customers allows us to work together on innovative solutions to maximize production and lower cost of ownership for Joy and P&H mining products. Our direct service network includes the following:

Parts delivery

With dedicated regional warehousing and computerized inventory management, Joy Global can get you OEM specification products when you need them, anywhere in the world.

Life Cycle Management (LCM) contracts

Reduce downtime, optimize equipment performance and take the uncertainty out of maintenance and rebuild management.

Machine rebuilds

Joy Global's team of experts provide world-class service by adhering to strict standards as part of our Flawless Start-Up process.

Component Exchange Program (CEP)

Get like-new, remanufactured components incorporating the latest design improvements delivered same- or next-day.

JoySmart solutions

JoySmart Solutions are integrations of our smart connected products and systems, advanced analytics and direct services customized to solve customers' toughest challenges. It is a solutions-based offering designed to help reduce costs and increase productivity for customers. JoySmart is available to help customers achieve their operating and financial goals in surface and underground mining operations worldwide.





Capabilities

Welding / fabrication

- 7250 sq. ft. floor space
- AWS D1.1 certified welders
- 25-ton overhead crane capacity

Machining

- 8400 sq. ft. floor space
- (3) 5" Cincinnati-Gilbert horizontal boring mills
- Mazak H-22 horizontal machining center
- G & L vertical turning lathe
- Toshiba BTD-110 R16 horizontal machining center
- 25-ton overhead crane capacity

Assembly

- 7500 sq. ft. floor space
- 25-ton overhead crane capacity

Inspection

- Hydraulic testing for valve banks / cylinders
- Wheel unit run in / testing
- Gathering head reducer run in / testing
- Motor load testing

Motor repair

- 15,400 sq. ft. floor space
- 1000 hp. load testing equipment
- VPI system for high voltage / low voltage motors

Motor coil manufacturing

- 6160 sq. ft. floor space

Hydraulic repair

- Schroeder test bench (pressure up to 5000 psi)
- Sunnen Hone (up to 12" bore x 120")
- Hydraulic cylinder disassembly bench (capacity 60,000 ft. lbs.)
- Longwall system test bench (5000 psi)

Paint / wash / blast

- Paint booth system
- Sand blast booth
- Steam cleaning

Equipment serviced

- Continuous miners / components
 - Complete machine rebuilds
 - Gathering head reducers
 - Traction reducers
 - Boom / pan complete repairs
 - Electrical assembly
 - Conveyor / support complete repairs
 - Hydraulic valves and cylinders
 - Motors
 - CLA's
- Feeder breakers / components
 - Complete machine rebuilds
 - Complete fabrication details
 - Breaker assemblies
 - Head shaft assemblies
 - Tail shaft assemblies
 - Electrical assembly
 - Hydraulic valves and cylinders
 - Motors
- Longwall systems
 - Roof support repairs
 - AFC repairs
 - Longwall shearers / components
 - Ranging arm motors
 - Hydraulic cylinders
 - Stageloader repairs / assembly
- Shuttle cars / components
 - Wheel units
 - Reducers
 - Spooling devices
 - Cable reels
- Battery hauler repairs
 - Fabrication and structural repairs
- Repair services available for other OEM mining equipment

1081 Hockman Pike
Bluefield, Virginia 24605

Hours of Operation:
24 / 7 / 365

Phone: (276) 326-5100

Contact your Joy Global
service representative for
more information or visit
www.joyglobal.com



Joy Global worldwide locations

JOYGLOBAL



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