

ROKBAK

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Rokbak Haul Track telematics boost uptime with proactive maintenance

The simple, user-friendly telematics system fits seamlessly into customers' operations, helping them to make data-led decisions about the maintenance of their machines for increased availability, lower repair costs and a longer lifespan.



Using Haul Track telematics, site managers keep track of data from a Rokbak RA30 ADT in real time.

In the earthmoving, quarrying and mining businesses, equipment reliability is paramount. Every hour of downtime can mean lost productivity and increased costs, which is why fleet managers are increasingly turning to telematics as an enabler for proactive maintenance and operational efficiency.

According to Garry Moore, a customer support manager for Scottish articulated dump truck (ADT) brand [Rokbak](#), telematics is no longer a 'nice to have' but an essential tool for business success.

“More and more customers have been engaging with our [Haul Track](#) telematics system over the last few years,” Garry says. “Some even have full ‘[command centres](#)’ filled with screens as they monitor data from their fleets in real-time.”

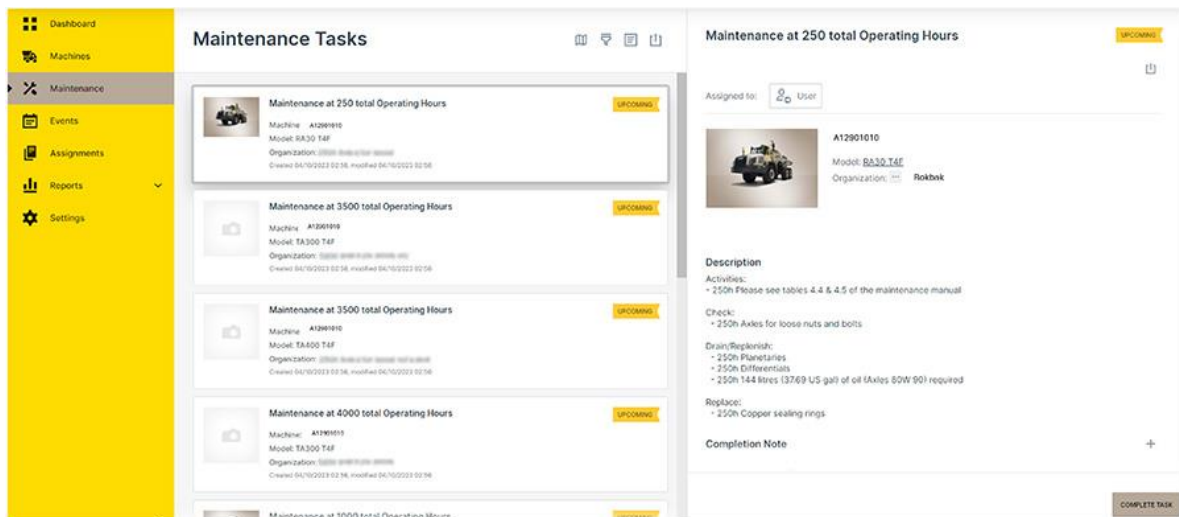
Simplifying the complex

The Rokbak Haul Track telematics system comes as standard on the brand’s [RA30](#) and [RA40](#) ADTs, designed to help customers monitor and maintain their machines with ease. Its simplicity and user-friendly interface are what set it apart, enabling customers to access actionable insights and make data-driven decisions about their fleet management.

“Our customers are hardworking people who need hardworking trucks – and Haul Track ensures they can optimise their operations without adding complexity,” Garry explains.

For example, the online portal includes tools such as Fleet Manager and Fleet Tracker, which allow users to customise dashboards according to their priorities and targets, set maintenance parameters and receive automated reports and email alerts.

Another reason for Haul Track’s growing popularity is the comprehensive onboarding and training Rokbak provides to help customers tailor the system to their specific needs. “We work closely with our customers to ensure Haul Track fits seamlessly into their operations and that they’re getting the most value from it,” Garry says.



The online Haul Track portal includes a dedicated maintenance section with a list of all machines due for attention and their service requirements.

The key to uptime and longevity

When fleet managers have an accurate picture of machine health and status in real time, they are able to stay on top of regular maintenance requirements and address minor issues before they can turn into serious and expensive problems. This

proactive maintenance approach leads to greater equipment uptime and a longer lifespan, as well as a reduced total cost of ownership (TCO).

“There are so many instances where timely intervention can protect crucial components and prevent major failures,” Garry explains. “The drop box, for example, requires precise oil levels and has a short service interval. Haul Track helps ensure routine servicing is completed on schedule by sending timely email reminders for maintenance. This prevents unnecessary wear on components and promotes the longevity of the drivetrain.”

Besides service reminders, Haul Track can also be configured to directly alert fleet managers via email to fault codes that signal potential issues before they escalate. This capability not only protects key components but also helps maintain effective operation, minimise downtime and protect the owner’s investment.

“To give further examples, issues with the clutch or injector in the engine could result in significant downtime and costly repairs if left unnoticed,” Garry continues. “By identifying problems early, Haul Track facilitates timely maintenance interventions that keep equipment running efficiently over the long term.”

Designed with the customer in mind

Rokbak’s commitment to simplicity, reliability and customer-centric support is reflected throughout its offer. Recognising that many customers operate mixed-brand fleets, Rokbak has integrated the Haul Track telematics system with the AEMP 2.0 API, the industry-wide standard that enables seamless management of telematics data across various equipment brands.

Rokbak also offers an On-Board Weigh load system that comes with a separate HMI (human machine interface) screen connecting to Haul Track to provide live payload data.

“It’s important to strike the right balance between productivity and machine longevity,” Garry explains. “On the one hand, carrying too little load can actually increase wear and tear on your machines because operators will be making more journeys than needed to transport the target volume of material. On the other hand, excessive loads risk overburdening critical systems and compromising safety.”

When combined with the On-Board Weigh system, Haul Track helps operators to maintain the ideal payload, promoting efficient operation, protecting key components and supporting the long-term health and reliability of the equipment.

“We focus on making our two models – the RA30 and RA40 ADTs – the best solutions they can be for our customers,” Garry concludes. “Whether through our durable trucks or the valuable insights from Haul Track, our customers can rest assured that we’ve got their back.”

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Rokbak is a manufacturer of off-highway articulated haulers that are used in mining, quarrying, and construction applications around the world. A member of the Volvo Group and headquartered in Motherwell, Scotland, UK, Rokbak has two models of articulated haulers, with payloads ranging from 28 to 38 tonnes (30.9 to 41.9 US tons).

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