

Frequently Asked Questions

What additional applications are available on the secured website?

Please contact your local dealer for more information.

I tried to log in 3 or more times, but wasn't successful.

After three unsuccessful attempts to log in, the system temporarily locks out the User Name. Please try again later. If you have forgotten your password, please click on the "Forgot your password?" link on the CPS website.


The CPS website requires a separate User Name and password than any other application you may normally use. If you have never created a User Name on this site, please do so.

How do I create a User Name?

Follow the steps below.

Customer Personal Service Online

Customer Personal Service Online	Customer Personal Service Online
ZXLink	
Product Support	
Safety & Training	
Order Manuals	



Put the power of the Internet to work for you

Customer Personal Service is an application designed to provide information to help make your job easier. Keeping the fleet up and running is your job, making sure you have the information to do that is ours.

Visit the links on the navigation bar to the left for around the clock, Internet-based access to information and solutions regarding your equipment, parts and service.

Additional applications for Customer Personal Service are available by entering the secured web site:

Current Users: Sign In Forgot your password? Forgot your Username?	New Users: Signing up is a two step process: 1. Create a Username 2. Contact your local dealer to request access to the secured site.
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Having trouble? Visit our [Frequently Asked Questions](#).

Access the CPS website (Customer Personal Service) by going to HitachiConstruction.com --> Services and Support --> Customer Personal Service (located on the left navigation bar)

To create a NEW User Name and password, click on the 'Create a Username' link as shown above.



Registration

By completing the information below, you'll become a registered user. If you are already registered, simply [sign in](#).

* Required Fields

Sign In Information

* User Name:
(Must be at least 8 characters)

* Password:
(Must be at least 8 characters)

* Confirm Password:
(Must be at least 8 characters)

Challenge Question

* Challenge Question:

* Answer:

If you forget your password, we will ask your challenge question and if you answer correctly, you will be prompted to create a new password.

User Information

Create a NEW User Name. It must be at least 8 characters long. Make sure that the customer address is the accurate mailing address for any CDs that might need to be shipped to the customer.

You should now be able to log in to CPS.