



REPAIR & MAINTENANCE AGREEMENTS



OPERATING EFFICIENCY WITH PEACE-OF-MIND

- Flexible Agreements
- Control your costs
- Increased Profitability
- Maximise your Uptime

SCANIA



SUPPORTING PARTNERS

At Scania we work together to make sure that wherever you are, whatever happens, you can rely on us. We offer a selection of individually tailored agreements with no lock-in contracts for truck, bus and coach – as well as trailers – so there’s a Scania Support Agreement for every kind of transport operation.

The best vehicles deserve the best aftersales care. We’ve designed our range of Support Agreements to provide just that. You’ll have quick, easy and reliable access to all our services, expertise and Scania experience – that means maximum operating time and the best value for your money. Monthly fees are agreed up-front, which allows you to accurately control and forecast expenditure.

NATIONWIDE NETWORK

We have 9 company-owned branches and over 50 authorised independent parts and service dealers across Australia so you’re never far from help. And we use a single centrally, managed network database so any one of our dealers and branches can instantly access your vehicle’s history.

TECHNICAL EXPERTISE

The Scania Training Centre provides one of the best training facilities of its type and all our technicians are trained to the highest standards of excellence and technical ability to guarantee you the best service within the shortest time frame.

FLEXIBLE AGREEMENTS

We offer a complete aftersales solution, so you have preferential parts and labour rates with a single point of contact, and a single monthly invoice. And your Support Agreement is designed just for you. So you have what you need, exactly when and where you need it.

SCANIA ASSISTANCE

Scania Assistance is an essential support service that provides operators with a complete back-up system designed to minimise downtime and keep your vehicle on the road. We are there to help wherever you are, 24 hours a day, 365 days a year.

CHOOSE THE RIGHT AGREEMENT

FOR YOUR TRANSPORT OPERATION

MAINTENANCE AGREEMENT

MAINTENANCE + PREVENTATIVE AGREEMENT

MAINTENANCE + DRIVELINE AGREEMENT

REPAIR & MAINTENANCE AGREEMENT



MAINTAIN PEAK CONDITION

Our Maintenance Agreement delivers peace-of-mind by ensuring your vehicle is regularly serviced at a consistently high standard.

Scania maintenance agreements make sure that planned maintenance keeps your vehicles on the road and increases your uptime. Our detailed maintenance plans are proactive and preventative. We make a note of our inspection results, along with any advice and recommendations, and we'll suggest repair dates if necessary.

For full terms and conditions, please contact your local dealer.



KEY FEATURES

- Safety inspections
- Scheduled servicing
- National service scheduling - Flexible or Periodic*
- Fleet management system - Monitoring Package on new vehicles

WHAT'S IN IT FOR ME?

- Maximum uptime
- Tailored service schedule
- Agreed/fixed monthly fees
- Lowest parts and labour rates available
- Reduced cost and optimised uptime

** See page 10 for more information on how Scania Maintenance with Flexible Plans can benefit you.*

OPTIONS

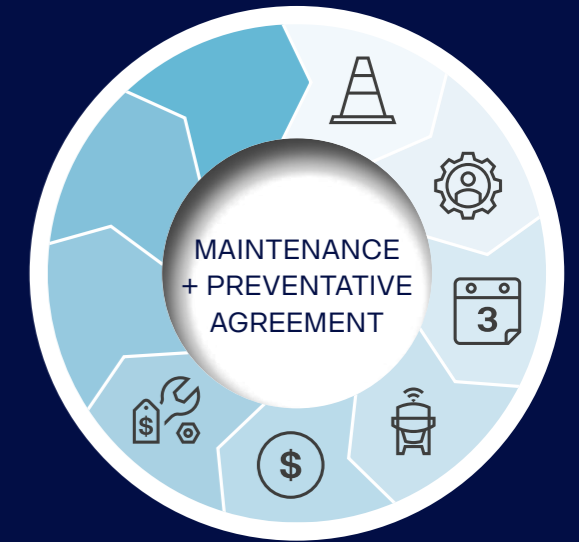
- Annual roadworthy inspection
- Consumables Plus+
- Schedule Service pick-up and delivery
- Scania Communicator – Onboard Fleet Management System
- Fleet Management

TAILORED TO YOUR NEEDS

Our Maintenance + Preventative Agreement gives you all the benefits of the maintenance agreement, plus the inclusion of key components and actions.

The Scania Maintenance + Preventative Agreement utilises our agreed and fixed monthly payments, so you can predict your maintenance costs from start to finish, safe in the knowledge that you are paying our lowest possible parts and labour rates, and that your vehicles or engines are being serviced with key components replaced at the correct intervals, reducing the risk of unplanned downtime.

For full terms and conditions, please contact your local dealer.



KEY FEATURES

- Safety inspections
- Scheduled servicing
- National service scheduling - Flexible or Periodic*
- Fleet management system - Monitoring Package on new vehicles
- Preventative maintenance Items

WHAT'S IN IT FOR ME?

- Maximum uptime
- Tailored service schedule
- Agreed/fixed monthly fees
- Lowest parts and labour rates available
- Reduced cost and optimised uptime

** See page 10 for more information on how Scania Maintenance with Flexible Plans can benefit you.*

OPTIONS

- Annual roadworthy inspection
- Consumables Plus+
- Schedule Service pick-up and delivery
- Scania Communicator – Onboard Fleet Management System
- Fleet Management

KEEPING YOUR VEHICLE IN OPTIMUM SHAPE

Our Maintenance + Driveline Agreement provides additional benefits to keep your vehicle's vital driveline components turning smoothly.

The Scania Maintenance + Driveline Agreement can be tailored to your individual needs and operating requirements, and includes preventative maintenance and general wear and tear or failure of driveline components, as well as powertrain and transmission. This extended coverage ensures the running gear remains in prime condition across the contract period, maximising uptime, and removing the risk of major powertrain/driveline failure and the attendant cost. Where repairs are carried out they will use Scania Genuine Parts to ensure your vehicle remains 100% Scania.

For full terms and conditions, please contact your local dealer.



KEY FEATURES

- Safety inspections
- Scheduled servicing
- National service scheduling - Flexible or Periodic*
- Fleet management system - Monitoring Package on new vehicles
- Preventative Maintenance Items
- Extended Driveline coverage - Wear and tear and failure

WHAT'S IN IT FOR ME?

- Maximum uptime
- Tailored service schedule
- Agreed/fixed monthly fees
- Lowest parts and labour rates available
- Reduced cost and optimised uptime
- Extended coverage

** See page 10 for more information on how Scania Maintenance with Flexible Plans can benefit you.*

OPTIONS

- Annual roadworthy inspection
- Schedule Service pick-up and delivery
- Scania Communicator – Onboard Fleet Management System
- Fleet Management

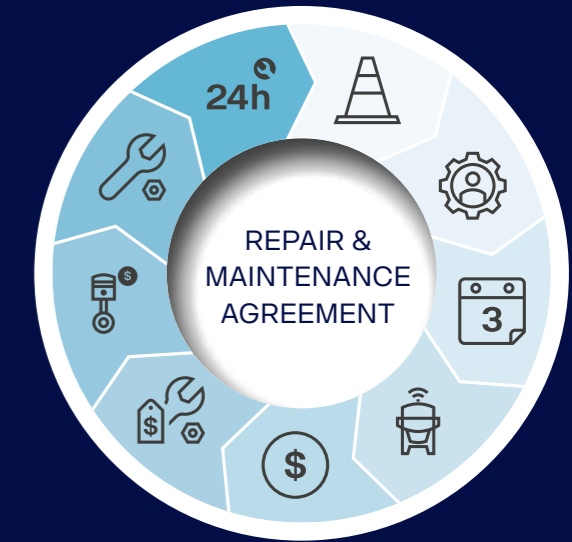
WE'VE GOT YOU COVERED

Our Repair and Maintenance agreement offers you a complete support package for total peace-of-mind.

Our most comprehensive assurance package even comes with an on-road guarantee, which gives you ultimate peace-of-mind that you are covered wherever your vehicles or engines are operating. For vehicles we include 24/7 national roadside assistance and if required, towing, but we believe that by following the Repair & Maintenance Agreement the potential for unplanned downtime has been significantly reduced.

The comprehensive nature of the cover extends far beyond major driveline and powertrain components to climate control, cooling systems, steering and suspension and cab and chassis components. It's bumper-to-bumper cover for a single monthly, individually agreed fee that gives you more time to focus on doing what you do best; running your business.

For full terms and conditions, please contact your local dealer.



KEY FEATURES

- Safety inspections
- Scheduled servicing
- National service scheduling - Flexible or Periodic*
- Fleet management system - Monitoring Package on new vehicles
- Preventative maintenance items
- Full coverage - Wear and tear repairs and failures
- Max24 - on road guarantee

WHAT'S IN IT FOR ME?

- Maximum uptime
- Tailored service schedule
- Agreed/fixed monthly fees
- Lowest parts and labour rates available
- Reduced cost and optimised uptime
- Full coverage
- 24/7 National Roadside Assistance
- Maximum residual value

** See page 10 for more information on how Scania Maintenance with Flexible Plans can benefit you.*

OPTIONS

- Annual roadworthy inspection
- Schedule Service pick-up and delivery
- Scania Communicator – Onboard Fleet Management System
- Fleet Management
- 24/7 National Towing

SUMMARY OF SUPPORT AGREEMENTS

	Maintenance	Maintenance + Preventative	Maintenance + Driveline	Repair and Maintenance
 Safety inspections	✓	✓	✓	✓
 Scheduled servicing	✓	✓	✓	✓
 Lowest parts and labour rate available	✓	✓	✓	✓
 National service scheduling	✓	✓	✓	✓
 Fleet management system - Monitor Package on new vehicles	✓	✓	✓	✓
 Preventative Maintenance Items		✓	✓	✓
 Extended Driveline coverage - Wear and tear and failure			✓	✓
 Full coverage - Wear and tear repairs and failures				✓
 Max24 - on road guarantee				✓
Road side assistance				✓
Towing				✓
Remote diagnostics	✓	✓	✓	✓

For full terms and conditions, please contact your local dealer.

TAILORED SOLUTIONS

Scania can save you time and effort by incorporating the maintenance and repair of more than just your trucks and buses. We can look after your trailers and ancillary equipment, providing you with the convenience of one location, one contact for booking, and the time-saving convenience of one invoice for all the work, reducing the impact on your back office.

When you place this equipment into one of our service agreements, you also gain full transparency and predictability of maintenance costs throughout the term.

So while we plan and carry out maintenance on your behalf, you're free to focus on your core business.

With a Scania tailored solution across all your equipment, you benefit from maximum uptime and enhanced productivity: operating efficiency and complete peace-of-mind.

Scania can provide support for a wide range of equipment:

- Trailers (Repair and maintenance, maintenance or pay-as-you-go arrangements)
- Refrigeration units
- Tippers
- Tail lifts
- Cranes
- Tyre management
- Wheel alignment
- PTO equipment
- Roadworthy inspection
- Scheduled service pick-up and delivery

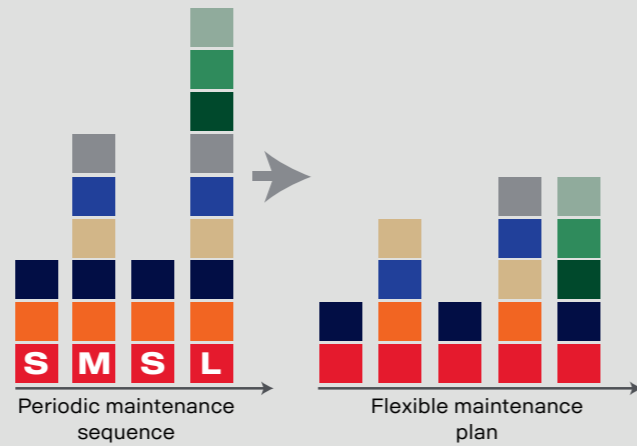


SCANIA REVOLUTIONISES TRUCK MAINTENANCE WITH FLEXIBLE PLANS.

MAINTENANCE TAILORED FOR YOUR NEEDS.

A truly tailored maintenance programme, Scania truck maintenance intervals and service requirements are now determined by using real-time operating data from each truck. This means that instead of service intervals based on set kilometres, and standard predefined service sheets, vehicles are called in for service when the operating data indicates that maintenance is needed. This means the vehicle receives exactly the maintenance it needs and, in most cases, delivers increased uptime by spending less time at the workshop. Scania Flexible Plans will take maintenance to an entirely new level. This new technology continuously monitors the vehicle's operating data which makes it possible to determine with a great deal of precision when various maintenance operations need to be carried out. A Scania service agreement means that the operator does not have to keep track of when the vehicle needs to be serviced; instead he or she is contacted by Scania when it is time for a tailored service and informed how long the vehicle will be needed.

Scania Australia has approximately 2000 vehicles connected via the Scania Communicator that can potentially begin using flexible maintenance plans. Many more vehicles are prepared and can be retrofitted with the required hardware to take advantage of this leap forward in tailored vehicle maintenance plans.



- Increased Profitability
- Maximise your Uptime
- Tailored plan via Operating data
- Servicing when required

REDUCE YOUR COSTS FURTHER WITH DRIVERS REWARD

With Scania service agreements already increasing resale values, being able to produce an Excellent or Elite driver status throughout the agreement term may see this value enhanced even more.

With the driver having a major impact on the fuel burn and wear and tear on the truck, a service agreement with Scania Flexible Plans will reward a well driven truck with not only an increase in uptime, but a reduction in monthly service agreement invoices.

DRIVER SCORE

CPK (Cents per Kilometre)				
CPK Review	6.97	6.45	6.14	5% rebate of annual invoice
	<45%	45%	54%	55%
			70%	71%
				85%
				>85%
Well Below Average	Below Average	Good	Excellent	Elite

The cents per kilometre (CPK) figures featured above are for illustrative purposes only.

* Periodic maintenance at set intervals is still available to customers or for driving patterns for which this option is most suitable.

DETAILS MATTER

Scania Driver Services offers solutions that connect you with your vehicles and drivers.

Scania Connected Services with Scania Fleet Management solutions help you identify and focus on key details needed to increase the productivity and reduce the cost of your fleet.

Scania Driver Development provides tailor-made solutions based on your business need, designed to deliver real and sustainable benefits.



SCANIA FLEET MANAGEMENT

TAKE CONTROL OF YOUR FLEET – AND LOWER YOUR COSTS



Monitoring Package



Control Package



Scania Driver Training



Scania Optimise

Scania Fleet Management consists of two service packages: Monitoring and Control.

Both service packages offer quick access to fleet overviews, help you make decisions that cut fuel consumption, and identify vehicles that are being driven optimally.

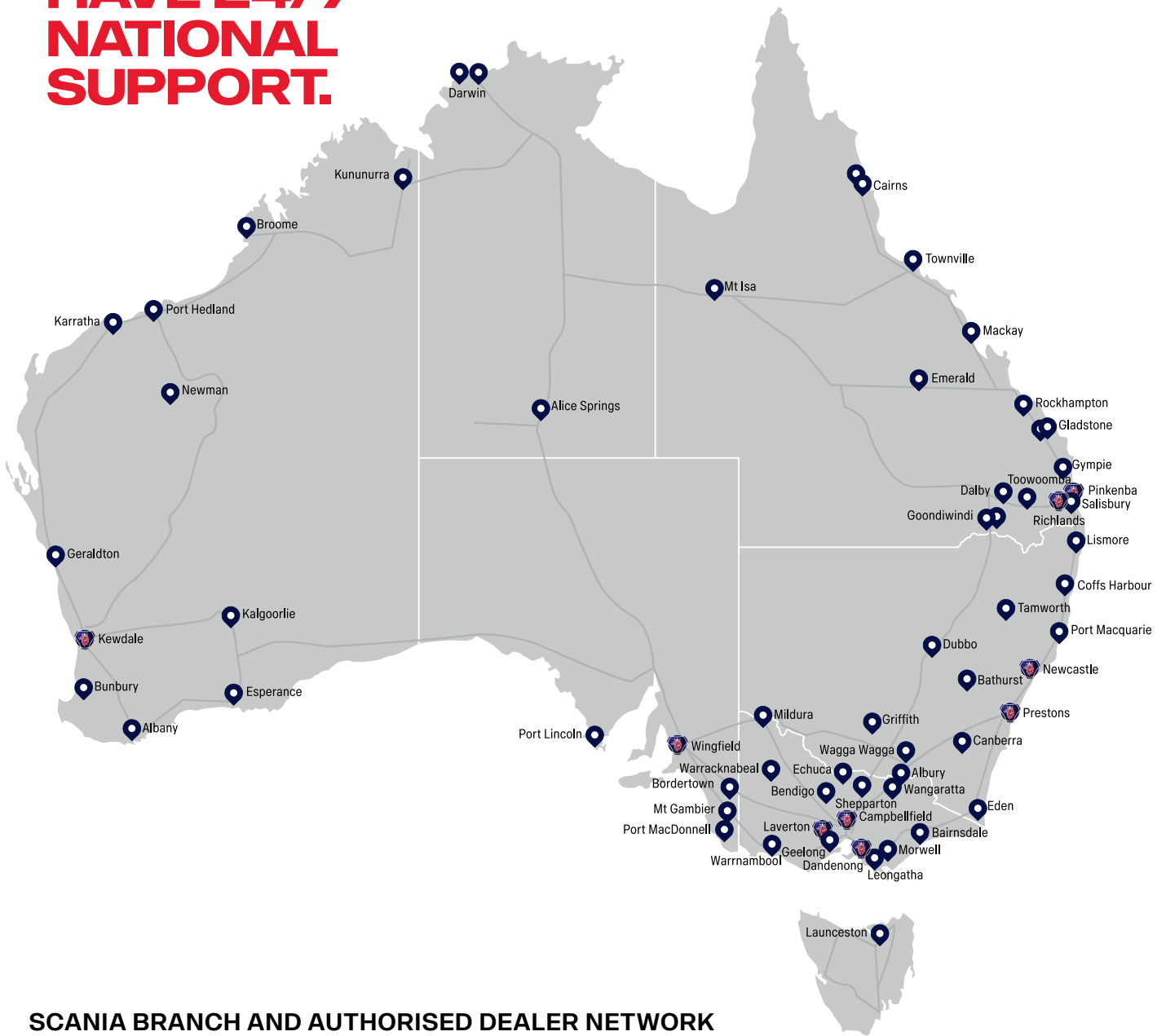
SCANIA DRIVER DEVELOPMENT

SUSTAINABLE BENEFITS TO YOUR BUSINESS

Scania Driver Development comprises two solutions: Driver Training and Optimise. Both have the focus to get the best out of your drivers and achieve the best out of your vehicles.

Both the Driver Training and Optimise solutions work with clients to reduce costs by offering training & coaching to drivers, to continuously improve their performance.

YOU SCANIA HAVE 24/7 NATIONAL SUPPORT.



SCANIA BRANCH AND AUTHORISED DEALER NETWORK

Scania Campbellfield

Ph: 03 9217 3300

Scania Prestons

Ph: 02 9825 7900

Scania Pinkenba

Ph: 07 3712 7900

Scania Dandenong

Ph: 03 9217 3600

Scania Newcastle

Ph: 02 9825 7940

Scania Wingfield

Ph: 08 8406 0200

Scania Laverton

Ph: 03 9369 8666

Scania Richlands

Ph: 07 3712 8500

Scania Kewdale

Ph: 08 9360 8500



Scania Owned Branch



Scania Dealer

