



SCANIA CONTRACTED SERVICES

Get the most out of your Scania







## SCANIA CONTRACTED SERVICES

No one knows your Scania better. Whether it's brand new or a bit older, your Scania vehicle is a precision machine backed by over one hundred years of intelligent engineering tradition. So it makes sense to have a contract with Scania for all your repair and maintenance needs — we know every single Scania inside out.

Our maintenance procedures are proactive to avoid time-consuming and costly problems from occurring to maximise your uptime and your operating economy. Scania Contracted Services also gives you predictable costs, so you can focus your time and energy on your business.

## WE'RE THERE WHEN YOU NEED US

Our extensive service network has excellent geographical placement, with 11 workshops in Malaysia and Singapore. There's also Scania Assistance 24/7 standby service vans for roadside assistance and each service centre is staffed with highly qualified and well-equipped Scania technicians who are trained to keep your vehicles, and your business, moving. With the Scania Dealer Operating Standard, you can be sure that you'll always receive the same high level of dedicated professional service.

## THE CARE YOUR SCANIA DESERVES

With Scania Contracted Services you benefit from highly qualified and well-equipped technicians who know your vehicle inside out. They work with specially designed tools, and use high quality Scania Genuine Parts — including Scania Oil. But maintenance is more than just changing oil, filters and other fluids. We also:

- value data from on-board computers
- check wear and tear
- visually inspect main functions, components and any damages.

Along with the inspection results, we'll give you advice and recommendations on repairs, security measures and more.

## A CONTRACT MAKES IT EVEN EASIER

Unexpected repair costs can knock a big hole in your budget. So systematic maintenance and professional repair make good financial sense. Scania Contracted Services cover long-term maintenance plans that are tailored to your individual vehicles and how they are driven, as well as any repairs due to wear and tear from operating the vehicle within the agreed contract terms.



The flat monthly fee gives you easy administration and stable costs, so you can be more confident when pricing transport assignments for your customers.

We can customise the contract for older vehicles too.

To cover your Scania vehicle under Scania Contracted Services, speak to your Scania sales representative at the time of purchase of your new Scania.

Alternatively, please call +603 7845 1000 and speak to a Scania Service Sales Executive (SSE) representative for full information on Scania Contracted Services and how you can cover your vehicle under a plan that best suits your operations.

**Both customer and Scania must agree on the scope-of-work that is being covered in the Scania Contracted Services agreement.**

**Both customer and Scania must then agree on the cost of the agreed scope-of-work that is being covered in the Scania Contracted Services agreement.**





# FAQs

## WHAT IS SCANIA CONTRACTED SERVICES?

Contracted Services provide all repairs and/or maintenance requirements of the vehicle according to manufacturer’s specifications. This is provided to customers for a fee at either per-kilometre or per-month rate, which includes labour and materials.

We spread the cost over a desired period of time. To do this, we will first determine the cost of services based on your vehicle’s condition and your contract needs. Then, we’ll spread the total evenly over the years.

## WHAT ARE THE KEY FEATURES OF SCANIA CONTRACTED SERVICES?

Only genuine parts are used. No quotes or approvals are needed to commence contract-covered jobs — this saves time for both parties.

Towing service is included (to the nearest Scania workshop), and it is available to you 24 hours daily, in the event roadside repairs are not possible.

## HOW DOES SCANIA CONTRACTED SERVICES BENEFIT YOU AS A CUSTOMER?

Higher vehicle availability with lesser breakdowns — thanks to correct repair methods. Higher resale value — owing to well-maintained vehicles. Reduced administrative work. Savings on unexpected call-outs and towing.

No delays on repairs due to pending approvals. Prevention of fraudulent claims on repairs. Savings on waste oil disposal in line with environmental regulations. Budgeting for repair costs is easier, making for steadier cash flow (certainly more beneficial than owning your own workshop). With everything taken care of, you can just focus on accelerating your business.

## HOW DOES SCANIA CONTRACTED SERVICES WORK?

We will determine how much the contract costs and spread it out evenly across the duration. For type of contracts, please refer to the information below.

## WHAT IS AVAILABLE UNDER SCANIA CONTRACTED SERVICES?

### ***Scania Maintenance***

A maintenance contract. The contract provides required scheduled maintenance requirements of the vehicle according to manufacturer’s specifications.

### ***Scania Maintenance Plus Labour***

Maintenance plus a customised arrangement to meet your needs. The most basic customised arrangement would be to include repair labour in the maintenance contract. A small step-up from the basic maintenance contract, where we include repair labour into the contract — based on the age and operating condition of your vehicles, among other factors.

The contract provides scheduled maintenance as required by the vehicle according to manufacturer’s specifications. Labour for repairs are covered as well. Additional work packages (eg. scheduled repairs) can be agreed upon and added into the contract.

### ***Scania Repair and Maintenance***

A repair and maintenance contract. The contract provides required repairs and/or maintenance requirements of the vehicle according to manufacturer’s specifications. Available for new vehicles only. Repairs using exchange units — saving you time. Guaranteed availability of mechanics. Long service interval using high quality oils. Correct repair methods. Guaranteed workmanship.

## WHAT IS THE DEFINITION OF MAINTENANCE AND REPAIR UNDER SCANIA CONTRACTED SERVICES?

Maintenance — all routine inspections and maintenance work per Scania recommendations, including filters, lubricants, labour and any other maintenance-related material required to keep the vehicle in roadworthy condition throughout the contract period.

Repair — all work and parts, over and above routine Maintenance, necessary to keep the vehicle in roadworthy condition throughout the contract period.

## WHAT IS COVERED UNDER SCANIA CONTRACTED SERVICES?

All fair “wear and tear” parts due to normal operation (under R&M Agreements only). All lubricants and filters on scheduled services (S, M, L). Related labour charges to carry out the jobs. 24/7 breakdown assistance from the Scania Assistance Team without call-out charges (repair work will depend on the contract type). Other features include long service interval (subject to vehicle specification and operating conditions). You may request for additional features prior to our contractual agreement.

WHAT IS NOT COVERED UNDER SCANIA CONTRACTED SERVICES?

Accident repairs, trim parts, glass parts, windscreen repair, window repair, accessories, damage from abuse and misuse, any other part/item fitted after signing of contract, any item fitted after legislation, or after other local requirements, wear and tear due to change in operation or incorrect vehicle specifications, and other items per agreement.

WHAT FACTORS ARE TAKEN INTO CONSIDERATION THAT AFFECT THE PRICE OF SCANIA CONTRACTED SERVICES?

Scania Maintenance

Depends on the configuration, operating conditions, lubrication type and intervals required.

Scania Maintenance Plus Labour

Depends on the configuration, operating conditions, lubrication type, intervals required, age of vehicle and any repair packages or scheduled repairs required.

Scania Repair and Maintenance

Depends on configuration, number of years, required distances, weights, operating conditions, location and special conditions.

The contract MUST start from new and not after warranty. We reserve the right not to offer R&M and/or warranty if the vehicles have been repaired by third party workshops during the warranty period.

Scania reserves the right to assess the operating conditions before proposing a contract. Contracts will be awarded as long as the assessment falls within the guidelines of the policy.

Scania pursues an active policy of product development and improvement. For this reason, the company reserves the right to change specifications without prior notice. Furthermore, due to national and legal requirements, some accessories may not be available in local markets. For further information in these respects, please contact your local dealer or visit [www.scania.com.my](http://www.scania.com.my)

SCANIA CONTRACTED SERVICES TYPES

Your Scania vehicle is a precision machine backed by over one hundred years of intelligent engineering tradition. So it makes sense to have a contract with Scania for all your repair and maintenance needs. Different businesses have different requirements when it comes to this. Choose from the Scania Contracted Services types below for the one that suits your business best.

Scope of work covered by the contract	Maintenance	Maintenance Plus Labour	Repair and Maintenance
Scania Assistance			
Assistance call-out charges	✓	✓	✓
Travelling charges to/ from the breakdown site	✓	✓	✓
Diagnosis		✓	✓
Labour for Repairs		✓	✓
Replacement of fair wear & tear parts			✓
Towing to the nearest Scania Workshop			✓
Workshop Services / Maintenance			
Scheduled Maintenance*	✓	✓	✓
Lubricants	✓	✓	✓
Filters	✓	✓	✓
Labour for Maintenance	✓	✓	✓
Workshop Services / Repair			
Labour for Repairs		✓	✓
Diagnosis		✓	✓
Replacement of fair wear & tear parts			✓
Additional Information			
Available to	New and older vehicles	New and older vehicles	New vehicles only
Starting options	Anytime	Anytime	From vehicle delivery
Contract renewaw	✓	✓	Depends on km and age

Every Scania truck, bus and coach chassis now comes with two years free Scania Maintenance (subject to mileage limit). This is in addition to the two years free Scania Assistance and ten years free Scania Fleet Management that already come with all Scania vehicles ordered today.

For more information call us at +603 7845 1000, email us at [smyenquiries@scania.com](mailto:smyenquiries@scania.com) or visit our website at [www.scania.com.my](http://www.scania.com.my)

\*To Scania manufacturer's recommendations.



Scania (Malaysia) Sdn Bhd (518606-D)  
No. 1, Jalan Tiang U8/93  
Bukit Jelutong Industrial Park  
40150 Shah Alam, Selangor D.E.  
Malaysia

Tel: +603 7845 1000

[www.scania.com.my](http://www.scania.com.my)



Scania pursues an active policy of product development and improvement. For this reason the company reserves the right to change specifications without prior notice. Furthermore, due to national and legal requirements, some accessories may not be available in local markets. For further information in these respects, please contact your local dealer or visit [www.scania.com.my](http://www.scania.com.my)

