



SCANIA CONTRACTED SERVICES

YOUR SCANIA. OUR KNOWLEDGE.



SCANIA

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YOUR SCANIA. OUR KNOWLEDGE.

HERE TO HELP YOU GET THE VERY BEST
FROM YOUR VEHICLE.

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 contracted services for truck, bus, coach and engines – as well as trailers and ancillary equipment. Whatever your operation type we will be able to support you.

The best vehicles deserve the best services care, so we've designed our range of Contracted Services to provide just that. And what makes us so special? Our Knowledge. We know your vehicles better than anyone. Our people are equipped with the latest training, equipment and technology meaning you can be confident you are getting the best value for your money and the best uptime for your operation.





DESIGNED FOR THE FUTURE

STATE-OF-THE-ART VEHICLES NEED STATE-OF-THE-ART CARE.

Scania's aerodynamic design and fuel-saving features bring a new dimension to maintenance. Our electrical systems are more complex and integrated with an increased number of Electronic Control systems. Communication between vehicle systems is performed with high-speed data transfer, CAN and LIN networks and our diagnostics capability and advanced troubleshooting skills allow our workshop Technicians to identify and rectify problems even quicker. All in all, we have the very latest and most advanced tools right at our fingertips to keep your business running.

Emissions Aftertreatment

Scania are able to deliver a specialist service for Exhaust Aftertreatment systems, including:

- AdBlue dosing
- Diesel Oxidisation Catalyst
- Diesel Particulate Filter(s)
- Selective Catalytic Reduction
- Exhaust Temperature
- NOx
- Differential pressure sensors.



DPF Filter

Every Euro 6 Scania is equipped with a DPF filter which over time accumulates particulate matter and although your vehicle is equipped with a regeneration button this alone is not enough. The filter will need to be replaced at regular intervals to avoid increased regeneration down-time, loss of horsepower, reduced fuel economy, filter damage and possibly if left too long lead to expensive repairs. Going on to a Scania contract will alleviate the worry as the filter change will automatically be scheduled in, in line with your maintenance. DPF Filters are available on an R&M or Service Contract, they also can be added on for O Licence Protector contract.

DID YOU KNOW?

Scania's next generation trucks have up to 50 individual control units compared to the previous generation which typically featured 20.





SCANIA EXPERTISE, ALL FOR YOU

TECHNICALLY BETTER, TOO.

Flexible Maintenance

Scania's Flexible Plans are a tailor-made service based on how you use your vehicle. They're geared to maximising uptime and minimising unexpected and costly stops. By using data, exactly the right service is planned for each vehicle, adapted to route and driving style. For example, driving in dusty environments will affect how often you need to change the air filter.

Timing your visits

Maintenance is scheduled to achieve the longest possible intervals between workshop visits. If you require shorter workshop visits, no problem. We'll review your service plan every week to make sure it's right and call to book your next visit. Before arrival, we'll do a remote diagnosis to prepare any work. With Scania's extensive experience and knowledge, all maintenance will be up to date even when the conditions change.

Enjoy the very best backup and support

Today, Scania Technicians call upon high-level support in real time with head-mounted high-definition cameras



to discuss issue with the Technical Support team using live images. For issues requiring more in-depth examination, Scania has Escalation Technicians to take the problem to the highest levels. In other words, nobody is better placed than Scania to maintain its customers' vehicles efficiently. In a world where uptime matters more than ever before, the Scania network has the resources to resolve any issue more rapidly than ever before.



THE RIGHT PROGRAMME FOR YOUR OPERATION

AT SCANIA WE CAN TAILOR THE PERFECT CONTRACTED SERVICES PROGRAMME TO YOUR NEEDS.

We have 3 main contracted services options, Repair & Maintenance, Service and O-Licence Protector. Each programme has standard inclusions but can be tailored to your individual requirements, we can add items such as:

Key Features

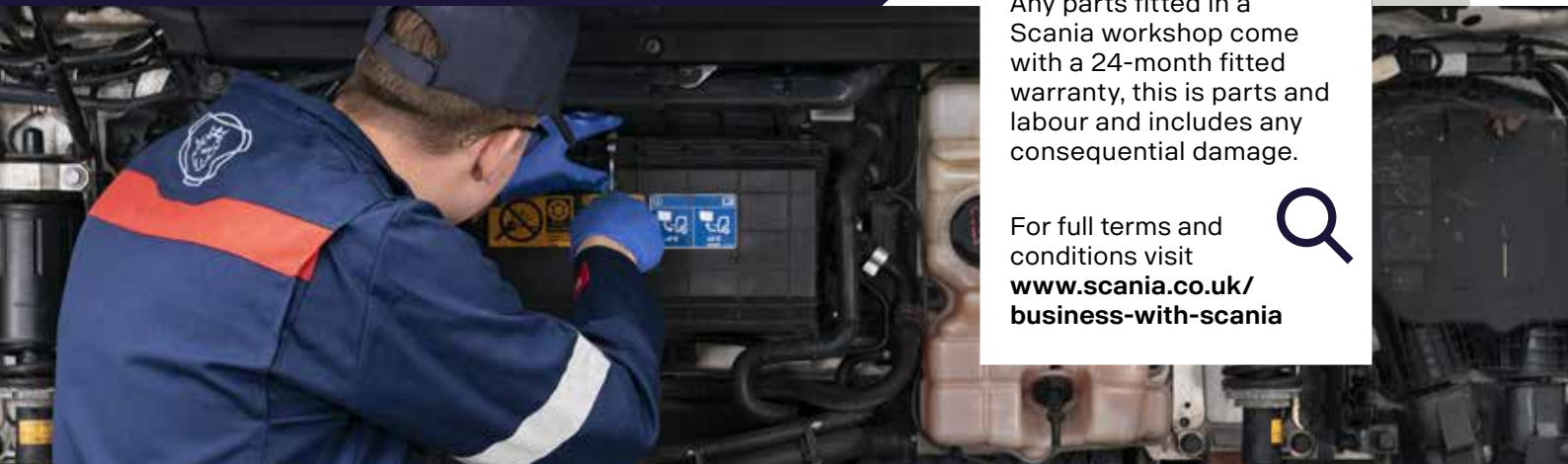
- ✓ Tyres
- ✓ Tail-lift
- ✓ Refrigeration
- ✓ ADR/SLP/ Tank Testing
- ✓ PTO
- ✓ Connected Services
- ✓ Tachograph Services
- ✓ European Cover

Speak to your local Service Sales Executive about your options and how this can be added to a contract. This means you can spread additional items over the course of your contract term.

DID YOU KNOW?

Any parts fitted in a Scania workshop come with a 24-month fitted warranty, this is parts and labour and includes any consequential damage.

For full terms and conditions visit
www.scania.co.uk/business-with-scania





REPAIR AND MAINTENANCE

OUR SUPPORT CARE PACKAGE.
FOR YOUR PEACE-OF-MIND.

Summary

The Scania Repair and Maintenance programme offers you a total support package, including a comprehensive product cover against component failure or wear and tear. You also get all servicing carried out to manufacturer's guidelines and the peace of mind that the maintenance element of your operator's licence is protected. Not to mention all Ministry inspections, annual MOT and certification, too. This package is available for vehicles aged between 1 and 84 months or to a maximum of 1,200,000 kilometres.

DID YOU KNOW?

Changing components before they fail at routine inspection/services helps avoid unnecessary down-time. Our Preventative Maintenance helps keep the vehicle running at optimum levels.



Key Features

- ✓ Full repair cover, including wear and tear
- ✓ Preventative Maintenance – Including a battery change every 24 months
- ✓ 4x loaded brake tests p.a. for compliance
- ✓ Scania Assistance
- ✓ MAX24 breakdown cover (for Scania vehicles only)
- ✓ Software updates
- ✓ DPF filter change
- ✓ Full MOT Package

Repair and Maintenance programme overview:



Terms & Conditions apply, please refer to the back of this brochure for more information.



SERVICE

WHEN IT COMES TO SERVICING,
SCANIA HAVE YOU COVERED.

Summary

The Scania Service Plus programme ensures protection of the maintenance element of your operator's licence. The programme features unlimited term or distance and includes all Ministry inspections and annual certification.

This programme is designed so any of your supplementary requirements can be added in such as: brake relines or a specific component replacement such as a clutch replacement.

Key Features

- ✓ 4x loaded brake tests p.a for compliance
- ✓ Full service schedule to your vehicle's requirements
- ✓ Bulbs and adjustments
- ✓ Tacho Calibrations
- ✓ Defect reporting
- ✓ Software updates
- ✓ DPF filter change*
- ✓ Full MOT Package

DID YOU KNOW?

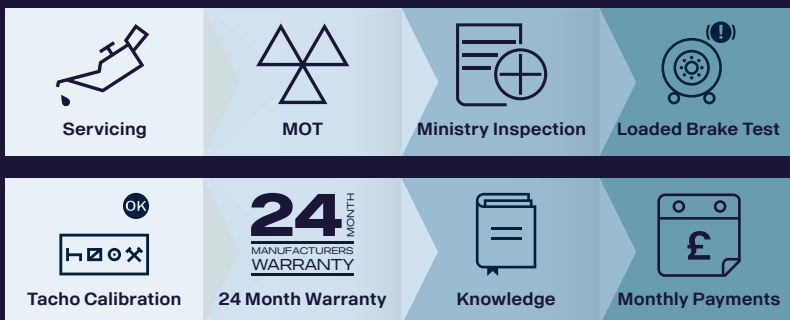
Your DPF filter will be changed as part of a Scania service contract.

The filter needs to be replaced at regular intervals to avoid increased regeneration down-time, loss of horsepower, reduced fuel economy, filter damage and possibly if left too long lead to expensive repairs! Going into a Scania contract will alleviate the worry as the filter change will automatically align with your scheduled maintenance.



*Subject to KMs quoted

Service programme overview:



Terms & Conditions apply, please refer to the back of this brochure for more information.



O-LICENCE PROTECTOR

OUR SUPPORT WILL KEEP YOUR VEHICLE COMPLIANT

Summary

Our O-Licence Protector programme is available for vehicles aged over 24 months. We'll carry out your O Licence inspections, storing them online, so you can access a copy any time you want. We'll also take care of your annual MOT, including presentation, journey to the test station and a steam clean for MOT. We can ensure you will be 100% compliant on your inspections and MOT.

Key Features

- ✓ O Licence inspections and document filing
- ✓ Full MOT Package
- ✓ 4x loaded brake tests p.a for compliance
- ✓ Manageable monthly payment terms
- ✓ Software updates
- ✓ Defect reporting
- ✓ Tacho Calibrations

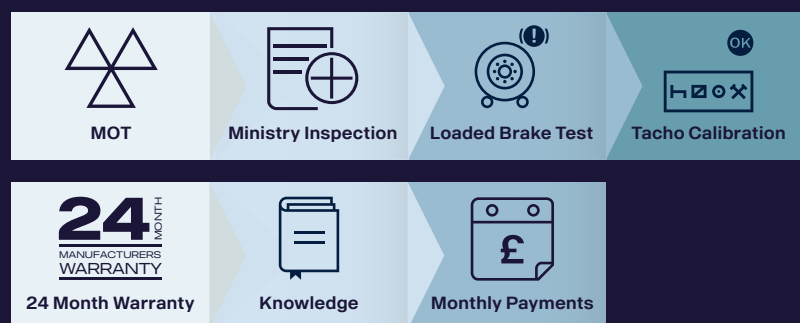
DID YOU KNOW?

Software updates are included as standard in all Scania contracts.

Peak performance depends on having the correct components and software updates installed if they are to operate in harmony. Keeping on top of this requires significant investment in the correct diagnostic and monitoring equipment. Software updates, including safety-critical releases, have to be installed by a Scania dealer. As such, this is the only way to guarantee vehicles are maintained to the very highest standards.



O-Licence programme overview:



Terms & Conditions apply, please refer to the back of this brochure for more information.



SUMMARY OF PROGRAMMES

CHOOSE THE PROGRAMME THAT SUITS YOUR OPERATION

Key Standard Features	R&M	Service	O Licence Protector
Ministry Inspections and document filing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Full MOT package	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manageable monthly payments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Document management system	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Software updates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Loaded brake tests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tacho Calibrations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Defect reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bulbs and adjustments (at Services only)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Full services schedule	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DPF Filter Change*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Scania Assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MAX24 breakdown cover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full repair cover, including wear and tear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accident, damage, repairs due to miss-use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Subject to KMs quoted

Included **Excluded**

Terms & Conditions apply, please refer to the back of this brochure for more information.



TRAILERS

SCANIA IS YOUR ONE STOP SHOP FOR TRUCK AND TRAILER

Trailers

Let us look after your trailer too, no matter what type of trailer you operate we can maintain it and have a comprehensive range of parts available through our VRS range too.

- Ministry Inspections
- Full MOT package
- Loaded Brake Tests
- Bulbs & Adjustments
- 24 month fitted parts warranty on trailer parts
- Manageable monthly payments
- Ancillaries can be added

DID YOU KNOW?

We can offer an R&M or Service contract on Trailers too?



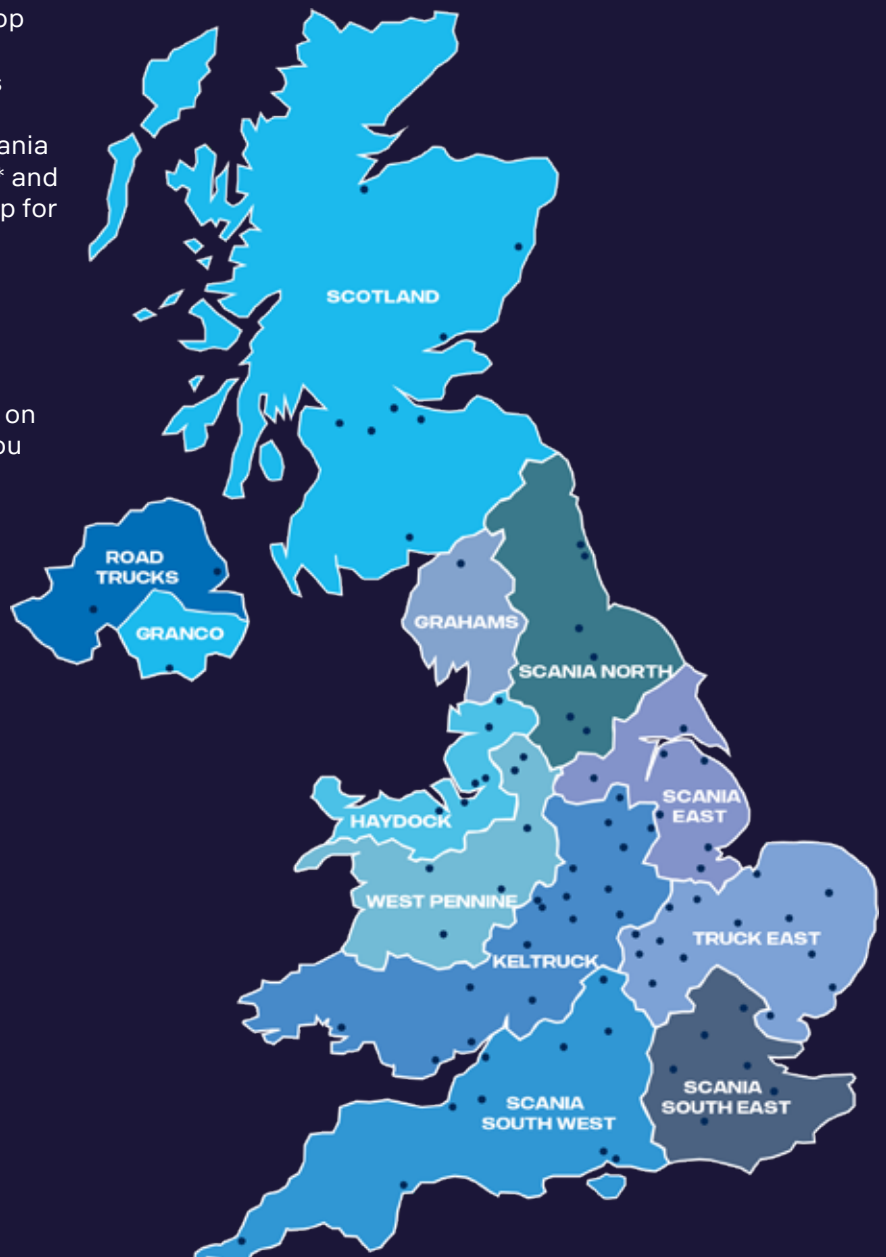


NATIONWIDE NETWORK

TECHNICAL SUPPORT

With Scania, you don't just get 84 workshop locations with 1400 highly trained and skilled Technicians, you enjoy the benefits of Escalation Technicians strategically located around the UK. Not to mention Scania Assistance breakdown support 24/7/365* and Global Technical Support providing backup for our workshops and technicians.

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.



*Subject to availability



THE RIGHT CHOICE FOR YOU

TALK TO US TODAY ABOUT HOW WE
CAN SUPPORT YOUR OPERATION.

If you are interested in finding out more on how Scania can support your business, get a price or have any specific questions regarding our contracted services then please get in contact and we can arrange an appointment to suit you.

Call **0845 034 3034** today, or visit [scania.co.uk/dealer-locator](https://www.scania.co.uk/dealer-locator) to find your local dealer.



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Terms and conditions apply. Prices exclude VAT. Contract inclusions stated are for quotes received and contracts signed after 01.09.2021. All products and services are subject to availability. 3 months cancellation notice required. Contract inclusions shown are based on Scania Trucks only, bespoke contract quotes for Scania bus, Scania coach, Scania engines and All Makes Trucks available on request. All information correct at time of going to press. R&M packages only available for vehicles aged between 1 & 84 months or to a maximum of 1,200.00 KMs and may be subject to a pre-inspection. Contracts are subject to a credit check. For full terms and conditions, please visit: <https://www.scania.com/uk/en/home/legalnotice/business-with-scania.html>.

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