

V O L V O

# VOLVO SERVICE CONTRACTS

Secure your uptime



Volvo Buses. Driving quality of life



Keep your fleet

# PROFITABLE

A service contract has one purpose only; to keep your vehicles available, safe and productive. A well-maintained bus or coach will simply do a better job.

The risk for unplanned stops, or even break-downs, is significantly reduced.

And a properly serviced vehicle will also better keep its value.





# Peace of mind – the easy way

Service and maintenance represent a significant share of the operating costs for a bus or coach owner. When you sign up for a Volvo Service Contract your vehicles will be taken care of in the best way possible. At a specified cost and with a minimum of administration. And with a Gold contract, even the repairs are included.

## Invest in uptime

A service contract is an investment. And it pays back. Properly maintained vehicles secure uptime, punctuality – and your revenue.

## Maintain vehicle quality

With the right service contract, your vehicles will stay in top condition. You can rest assured that all parts are Genuine Volvo Parts, and that a trained technician put them in place.

## According to plan

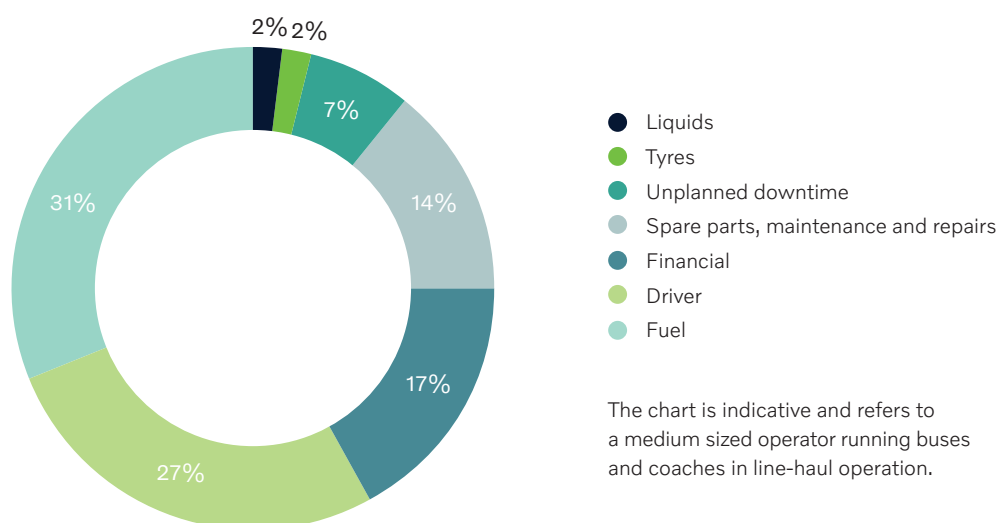
Each vehicle has its own service plan and Volvo takes responsibility for keeping, and updating, the service schedules. The workshop visit is well planned, which means your downtime is minimised. Based on the vehicle's usage, the maintenance plan is adjusted to ensure optimum availability.

## Financial predictability

With a service contract, your financial planning gets so much easier. You'll know your exact service and maintenance costs in advance, which supports stability over your fiscal year. And you will also benefit from a smoother cash flow and easier budgeting throughout the entire contract period.

## Less administration

For each vehicle you get a clear and concise service report. And your fixed maintenance fee is confirmed by a single monthly invoice. Simply a reduction of paperwork so you can focus on your core business. When Volvo is responsible for maintenance and repairs of your vehicles you will save valuable time. Allowing you to focus on the core of your business.



A woman with dark hair pulled back, wearing a dark blue polo shirt, is looking towards a man whose back is to the camera. The man is wearing a light blue shirt. The woman is holding a smartphone in her hands. The background is a bright, slightly blurred indoor setting with a window and some greenery.

A service plan

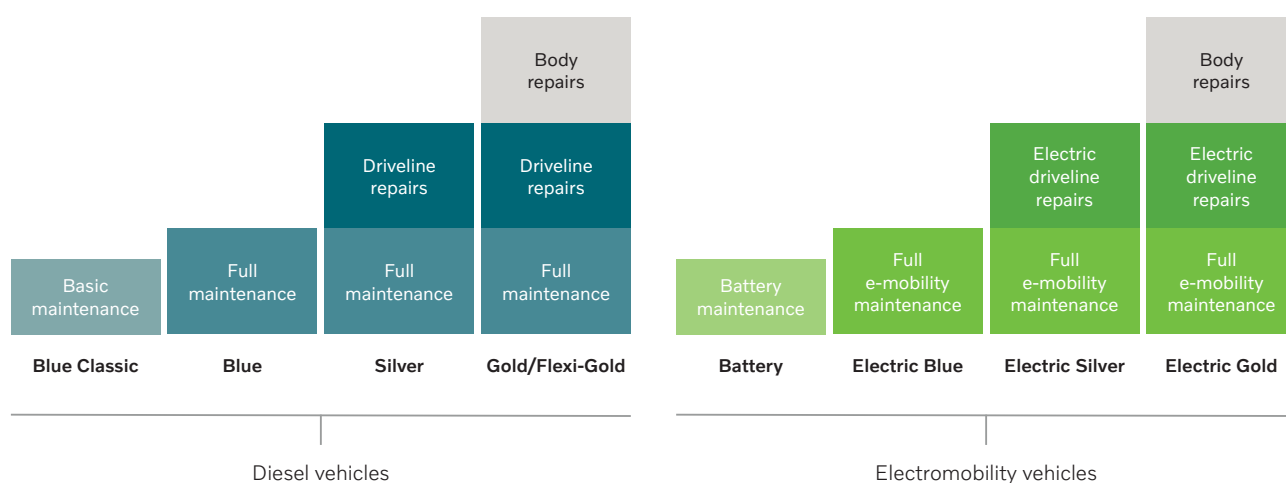
# FOR YOUR OPERATION

There is a Volvo Service Contract for everyone, and it's easy to choose one that suits you, whatever your type of operation. And each vehicle gets its own individual service plan. That's how we optimise and make sure you get the most out of your maintenance budget.



# Choose your way to optimise

With the service contract, we define a maintenance plan based on the way each vehicle is driven. City buses with long service days, need another type of attention than a low-mileage intercity short-hauler. And what is the relevant maintenance for a vehicle with 100,000 km already on the odometer? In each case, Volvo offers the right level of maintenance.



## The right care for any vehicle

Volvo offers three main types of service contracts. Blue for optimised maintenance, Silver for maintenance and driveline repairs, and Gold for full maintenance and repair coverage. For electrified vehicles there is a corresponding structure. They all have a number of quality hallmarks in common, such as only using Genuine Volvo Parts and providing outstanding expertise and competence.

## Connect to the future

Volvo Connect is a fleet management system and your entrance to the world of Volvo Bus Services. Connected services as well as documentation and workshop tools – all in one place. It supports thorough follow-up of vehicle performance, maintenance planning and productivity-boosting efforts.

### Find your ideal contract

- City, intercity, line-haul or charter
- Maintenance only or including repairs
- Volvo or non-Volvo body
- Big or small fleet
- New vehicles or already in operation
- Own workshop or outsourcing



A higher level of

# PRODUCTIVITY





# Gold Contract – the all-inclusive solution

A Gold Service Contract will give you the highest level of protection against unplanned stops, and an assurance that your bus or coach is always in mint condition. All at a fixed monthly cost, based on your vehicle usage. The contract includes full preventive maintenance, real-time monitoring and repairs of chassis, driveline and body.

## **Preventive maintenance**

The maintenance programme includes over a hundred checkpoints, specified in the Genuine Volvo Service plan. In addition to digital diagnostics, your vehicle is visually inspected by technicians with bus and coach expertise. And prior to returning your vehicle, a thorough road test is conducted. The preventive maintenance covers the following areas, each with detailed list of specific tests.

## **Repairs**

Repairs, included in the Gold Contract, gives maximum reassurance, reliability and uptime. It includes all necessary repairs of driveline, chassis and for Gold, also the body.

Of course always with Genuine Volvo Parts fitted by experts. The coverage does not include damage caused by incorrect or careless handling of the vehicle, or neglected maintenance.

## **Flexi-Gold**

Flexi-Gold follows the seasonal changes in your business. The contract coverage is identical to that of the Gold Contract and your monthly payments are split into a fixed and a variable part. Using real-time monitoring we track the vehicle's mileage, allowing a  $\pm 20\%$  deviation from the figures in your contract.

## **Gold Contract for vehicles with non-Volvo body**

Of course, there are Gold contracts also for buses and coaches with a body from a third-party bodybuilder. Maintenance, driveline and vehicle repairs are included, the only exceptions are body parts, such as doors, hatches and panels. Contact your Volvo representative to find out whether there is a possibility to include third-party body repairs in your Gold Contract.



A plan for enhanced

# UPTIME PROTECTION





# A Silver Service Contract – best of two worlds

The Volvo Silver Contract covers the complete maintenance needs – and repairs – of all driveline components. This gives enhanced protection against unplanned stops, at a known monthly cost. And, as with all our service contracts, you get Genuine Volvo Parts, fitted by experts.



## **Preventive maintenance**

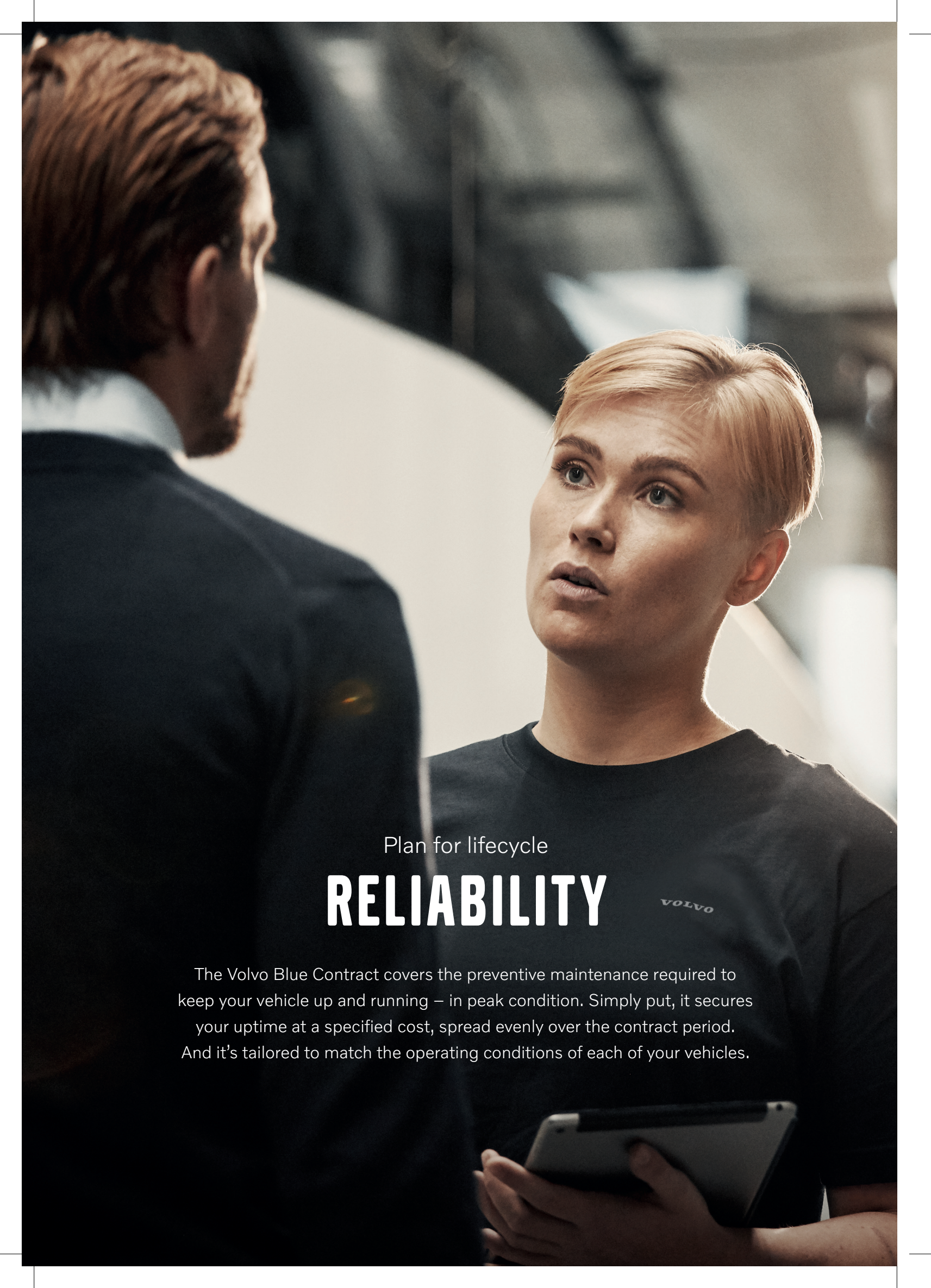
The Volvo Silver Contract covers your complete maintenance needs. The programme includes over a hundred check-points. In addition to digital diagnostics, your vehicle is visually inspected by technicians with bus and coach expertise who also conduct a thorough road test.



## **Driveline repairs**

The Volvo Silver Contract is an offer that includes all necessary repairs to critical driveline components such as engine, transmission and drive unit components. The coverage does not include damage caused by incorrect or careless handling of the vehicle, or neglected maintenance.



A woman with short blonde hair, wearing a dark t-shirt with the Volvo logo, is looking up and to the left, talking to a man in a dark suit. The man is seen from the back and side. They are in a workshop or garage setting with various tools and equipment visible in the background.

Plan for lifecycle

# RELIABILITY

The Volvo Blue Contract covers the preventive maintenance required to keep your vehicle up and running – in peak condition. Simply put, it secures your uptime at a specified cost, spread evenly over the contract period. And it's tailored to match the operating conditions of each of your vehicles.



# A Blue Service Contract – whatever your needs

All operators have their specific requirements for service and maintenance. Therefore, Volvo offers Blue Contract with optimised coverage both for new vehicles and for those already in operation. After each service visit Volvo submits a detailed overview of what needs to be repaired or looked after on the vehicle.

## **Blue**

The Volvo Blue Contract covers the complete maintenance need. The programme includes over a hundred checkpoints. In addition to digital diagnostics, your vehicle is visually inspected by technicians with bus and coach expertise who also conduct thorough road test.

## **Blue Classic**

The Volvo Blue Classic Contract is an offer for vehicles which have been in operation for at least 12 months. The service costs are spread evenly throughout the contract period. The contract covers labour, Genuine Volvo Parts and other materials. You know exactly what your servicing needs will cost you over the duration of the contract.



Your Volvo will always be taken care of by well-trained technicians with access to the latest technical information, tools and software updates. And spare parts, Original or Reman, always meet the specification of the new vehicle.



Secure and reliable

# E-MOBILITY

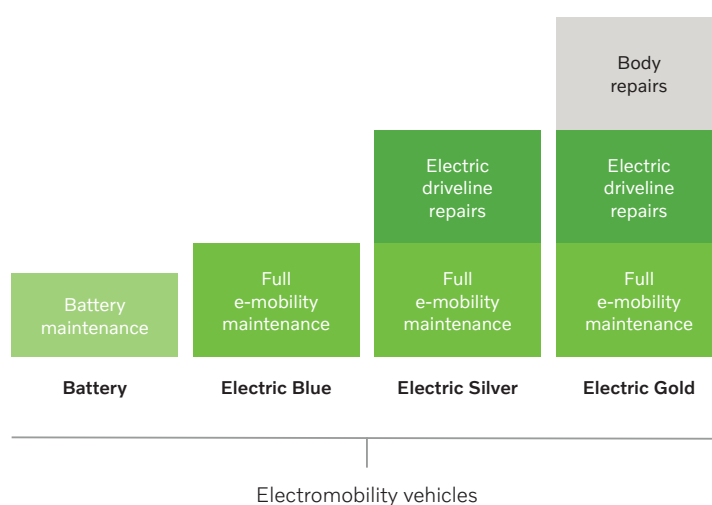
Volvo's service contracts for electrified buses focus on uptime and reliability. That's why we proactively follow up every single vehicle and tailor the service contract to optimise your operational performance, often as part of a Turnkey solution. And with our usable energy commitment we can guarantee that your batteries will last throughout the contract period.





# Protecting uptime and range

In addition to the range of service contracts, Volvo Buses now offers a usable energy commitment for electric buses. Put simply, we ensure that the defined amount of energy needed for operation on the route will be available from day one to the end of the contract period. The basis is a real-life route analysis undertaken jointly by Volvo and the operator. In this way we can tailor a solution that ensures the right energy capacity is always available.



## Battery Contract for hybrid buses

The Battery Contract is a guarantee of hybrid battery performance at a specified monthly cost. Volvo Buses monitors the hybrid system of each vehicle to secure performance and trouble-free operation. This follow-up is done by remote access data capture and does not require any action from the operator. Therefore, you don't have to worry about battery capacity or need for battery replacement.

## Electric Blue

The Electric Blue Contract is a full maintenance contract including Battery Contract coverage. The maintenance schedule has over a hundred check-points and we use both computer diagnostics and visual inspection to detect conditions that could turn into an unplanned stop.

## Electric Silver

The Electric Silver Contract is an extension of the Battery Contract and includes maintenance of the vehicle's charging components, power management converters and electric motor. From a mechanical point of view, an electric motor is simple and durable. Still, it is vital to maintain it to secure lasting performance and optimise its service life.

## Electric Gold

This gives the ultimate peace of mind assurance. The coverage includes everything in the Battery Performance and Electric Driveline but also all necessary repairs of driveline, chassis and body, of course always with Genuine Volvo Parts fitted by experts. The coverage does not include damage caused by incorrect or careless handling of the vehicle, or neglected maintenance.



# Towards 100% uptime

Volvo buses and coaches are among the most reliable vehicles on our roads. Still, circumstances outside your control can cause an unplanned stop. At Volvo we continuously develop our products and services to prevent this and – in case it happens anyway – to minimise inconvenience and unnecessary cost.



## **Towing Assistance**

An unplanned stop on the road will not only cause your passengers a frustrating delay. As the operator, you will face an unknown cost for assistance, repairs and compensation to your passengers. The solution is our Towing Assistance service, which includes much more than the name reveals. The basic version covers vehicle-related costs, while Towing Assistance Extended also helps you compensate costs for transport and accommodation of drivers and passengers. One year is included when you buy a new coach, but the package can be included when purchasing of a pre-owned vehicle. You can also make it part of your service contract, or buy it as a stand-alone insurance.

## **Real Time Monitoring**

With Real Time Monitoring we keep an eye on critical uptime components to prevent breakdowns, avoid unplanned stops and maximise uptime. A Volvo coach features an extensive data network onboard and through connectivity, data can be transmitted and analysed remotely. The relevant uptime data is transmitted to a Volvo International Uptime Center where it is processed and analysed. If an alert is raised, it is then communicated to the home dealer so they can take preventive action before a breakdown occurs.



# Our service contracts at a glance

Which of our service contracts serves you best? Depending on your type of operation, vehicle models and the competence within your company, you can choose the contract that suits you best. And there are several options that make it easy to fully customise your service contract.

	Blue Classic	Blue	Silver	Gold/ Flexi-Gold	Battery	Electric Blue	Electric Silver	Electric Gold
<b>Preventive maintenance</b>								
Lubrication, oil and fluids level check	●	●	●	●				
Periodic and annual inspections	●	●	●	●		●	●	●
Engine oil and filter	●	●	●	●				
Fuel filter replacement	●	●	●	●				
Valves and injectors replacement	●	●	●	●				
AdBlue® filter replacement		●	●	●				
ESS Cooling package (filters, coolant drain/refill, radiator)						●	●	●
Brake system check		●	●	●		●	●	●
Gearbox oil and filter replacement		●	●	●		●	●	●
Rear axle oil replacement		●	●	●		●	●	●
Check of controls and driver's station		●	●	●		●	●	●
External functional check		●	●	●				
Engine compartment		●	●	●				
Front suspension		●	●	●		●	●	●
Steering gear		●	●	●		●	●	●
Check underneath the vehicle		●	●	●		●	●	●
Body maintenance*		●		●		●		●
Road test		●	●	●		●	●	●
<b>Repairs</b>								
Engine			●	●				
Traction battery monitoring and performance assurance					●		●	●
600V components including electric motor							●	●
Electronics				●				●
Transmission			●	●			●	●
Drive unit			●	●			●	●
Brake system				●				●
Wheel suspension				●				●
Steering				●				●
Chassis, springs, shock absorbers and wheels				●				●
Body repairs*				●				●

\*The coverage does not include damage caused by incorrect or careless handling of the vehicle.

Coverage	Towing Assistance	Towing Assistance Extended
Diagnostics technician on site	●	●
Towing after technical failure	●	●
Towing after accident	●	●
Jump-start	●	●
Replacement coach	●	●
Transport of drivers to home, hotel or destination		●
Hotel accommodation for drivers		●
Transport of passengers to hotel or temporary waiting place		●
Hotel accommodation, one night, for passengers		●



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Equipment that is shown or mentioned in the folder may be optional or available as an accessory and may vary from one country to another. We retain the right to alter product specifications without prior notification.