



Volvo Buses. Driving quality of life

VOLVO SERVICE CONTRACTS

Secure your uptime



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

A clear service documentation is a sign of quality and of a business properly run. 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.

Financial predictability

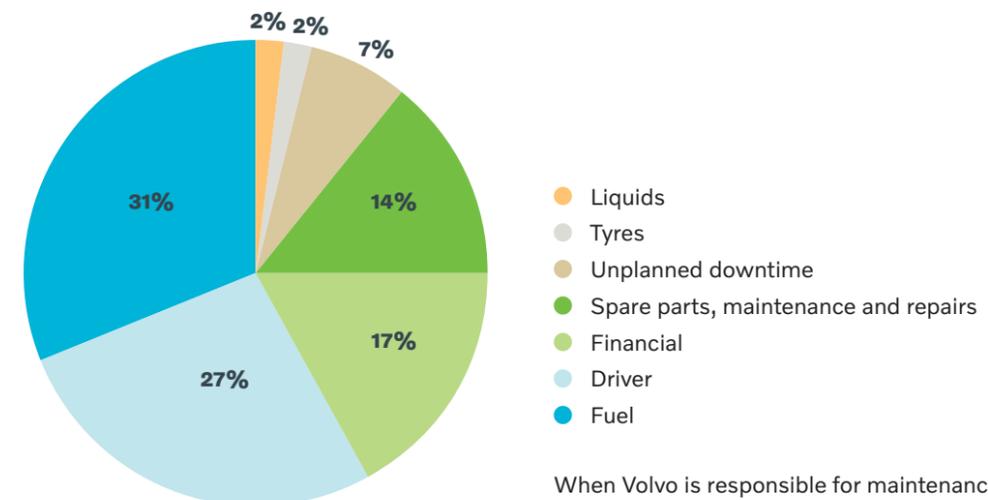
With a service contract your financial planning gets so much easier. You'll know your exact monthly maintenance costs in advance, which gives stability over your fiscal year. And you will also benefit from a smoother cash flow and easier budgeting throughout the entire contract period.

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.

Protect your residual value

Volvo has a solid quality reputation which you can benefit from when you renew your fleet. And a fully serviced vehicle is more attractive on the used bus market. Documented maintenance pays back.



The chart refers to a medium sized operator running intercity traffic and coaches in line-haul operation.

When Volvo is responsible for maintenance of your vehicles you will save valuable time. Instead, you can focus on customer relations and optimising of the major cost fractions.

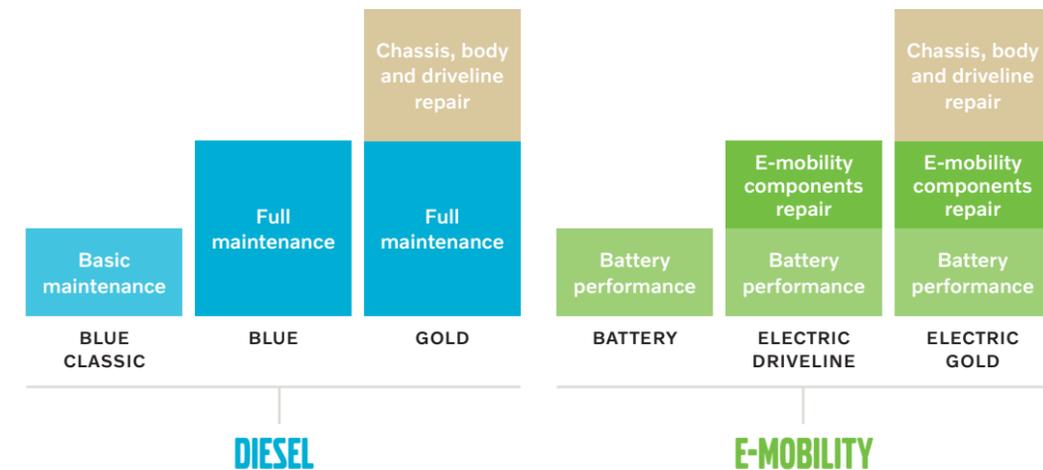
A service plan FOR YOUR OPERATION

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

Within the service contract, we design 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, Gold for full maintenance and repair coverage, and dedicated contracts for electromobility. 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

Volvos's connected services are valuable complements to a service contract. With your vehicles online you'll know the condition of each of them. It's a powerful toolbox that lets you follow up, analyse and optimise your operation. Contact us to learn more about Vehicle Status and Fleet Management.

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

The highest level of **UPTIME PROTECTION**

GOLD CONTRACT

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 and repairs of chassis, driveline and body. You are also offered optional extensions to the contract to include maintenance of auxiliary equipment.

Preventive maintenance

The maintenance programme includes over a hundred checkpoints, specified in the Genuine Volvo Service plan. In addition to the computer assisted 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 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.

Options

In addition to what's included in the service contract you can choose from a range of valuable options. The exact list and content is market specific. Please contact Volvo for further information.

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.





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 the computer assisted 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 13 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.

Options

In addition to what's included in the service contract you can choose from a range of valuable options. The exact list and content is market specific. Your Volvo representative can advise on the best solution for you.



In addition to the computer assisted diagnostics, your vehicle is always inspected by a Volvo expert technician. Advanced technology can always benefit from the human touch.



SECURE 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 agreement to optimise your operational performance, more often as a part of a Turn-key solution. E-buses are different and call for special competences. With Volvo that’s included. Always.

Battery Performance

The Battery Contract is an assurance of battery performance at a specified monthly cost. Volvo Buses monitors the battery 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 Driveline

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

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.

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 gives you optimised maintenance and secures your uptime. Your Volvo representative will be happy to assist you.

	Blue Classic	Blue	Gold	Battery Contract	Electric Driveline	Electric Gold
Preventive maintenance						
Lubrication, oil and fluids level check		●	●			●
Periodic and annual inspections	●	●	●			●
Engine oil and filter	●	●	●			
Fuel filter replacement	●	●	●			
Valves and injectors replacement	●	●	●			
AdBlue® filter replacement	●	●	●			
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		●	●			●
Repairs						
Engine			●			●
Battery monitoring and performance assurance				●	●	●
600V components					●	●
Electronics			●			●
Transmission			●			●
Drive unit			●			●
Brake system			●			●
Wheel suspension			●			●
Steering			●			●
Chassis, springs, shock absorbers and wheels			●			●
Body repairs *			●			●
Options						
Legal inspection						
Delivery/pick-up from workshop						
Repairs outside normal working hours						
National roadside assistance						
International roadside assistance						
Replacement of wiper blades, bulbs and fuses						
Topping up of oil, coolant and antifreeze						
Repairs of non-standard fitted components, such as accessories, audio/video, coffee machines etc.						
Maintenance of additional equipment						

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VOLVO

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