

V O L V O

VOLVO SERVICE CONTRACTS

Secure your uptime



Volvo Buses

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

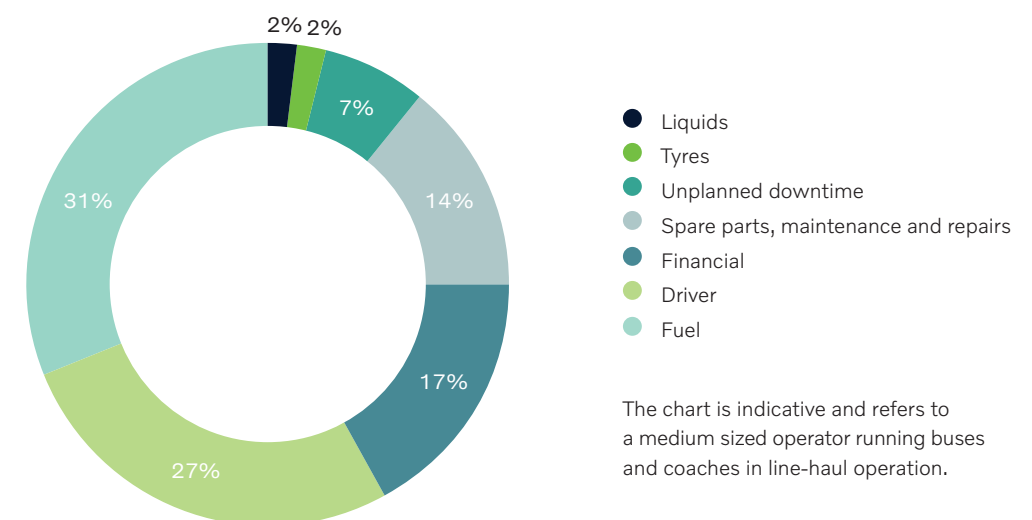
Each vehicle has its own service plan and Volvo takes responsibility for keeping, and updating, the service schedules. The workshop visit is well planned, which means your downtime is minimised. Based on the vehicle's usage, the maintenance plan is adjusted to ensure optimum availability.

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 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 two main types of service contracts. Blue for optimised maintenance, 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.

Find your ideal contract

- City, intercity, line-haul or charter
- Maintenance only or including repairs
- Big or small fleet
- New vehicles or already in operation

A scenic landscape featuring a winding asphalt road that curves through a lush green valley. A white bus is traveling along the road. In the background, a small village with red-roofed houses is nestled in the valley. Beyond the valley, the ocean stretches to the horizon under a dramatic, orange-hued sunset sky. The overall scene conveys a sense of journey and reliability.

A higher level of
PRODUCTIVITY

Gold Contract – the all-inclusive solution

A Gold 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 and driveline.

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 and chassis. 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.



Plan for lifecycle

RELIABILITY

The 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.

Blue Contract – whatever your needs

All operators have their specific requirements for service and maintenance. Therefore, Volvo offers the 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.

Preventive maintenance

The 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. 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.

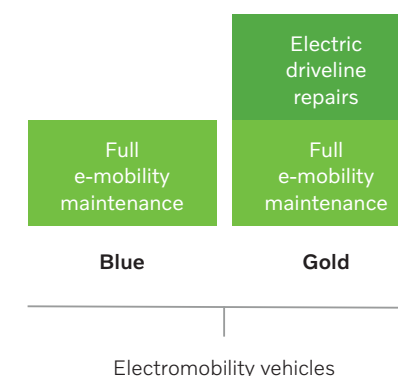


Secure and reliable E-MOBILITY

For electric buses, our service contracts 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.



Blue

The Blue Contract for electric buses is a full maintenance contract. 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.

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 and chassis, 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.



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.

Preventive maintenance	Blue	Gold
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	● ●	● ●
Road test	● ●	● ●
Repairs		
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		● ●

● Diesel buses

● Electric buses

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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.