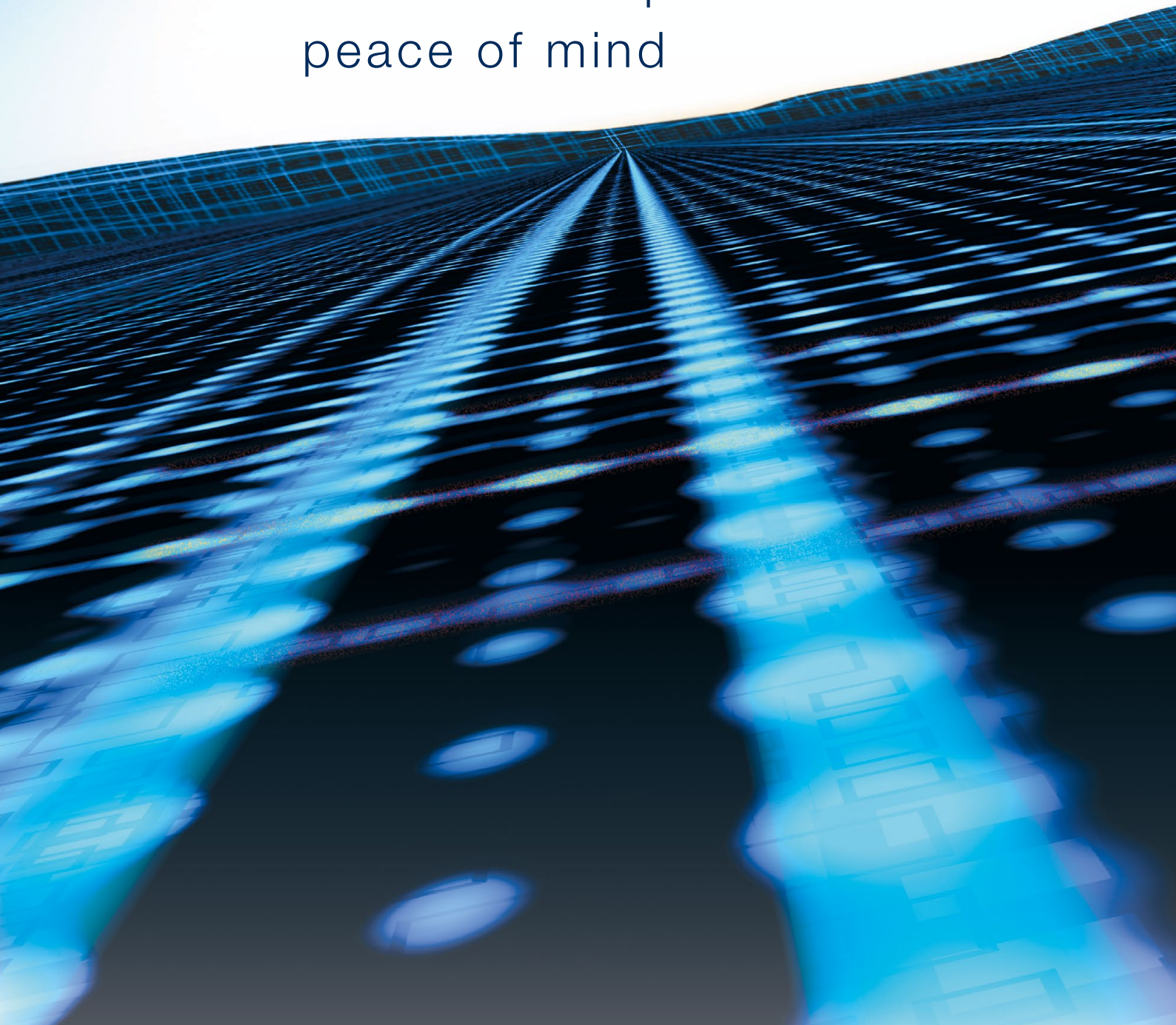




Protect your investment

Maximum uptime and peace of mind

Scania Support Programmes
– maximum uptime and
peace of mind



| | | |
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Choose the right programme for your

O LICENCE
PROTECTOR

SERVICE ONLY

SERVICE PLUS



Supporting partners

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 programmes for truck, bus and coach – as well as trailers and ancillary equipment – so there's a Scania Support Programme for every kind of transport operation.

Q. Why take out your aftersales contract with us?

A. Maximum uptime and peace of mind.

The best vehicles deserve the best aftersales care, so we've designed our range of Support Programmes to provide just that. And what makes us so special? You'll have quick, easy and reliable access to all our services, expertise and Scania experience – that means maximum operating time and the best value for your money.

NATIONWIDE NETWORK

We have 89 depots across the UK so you're never far from help. And we use a single, centrally managed network database so any one of our depots can instantly access your vehicle's history.

TECHNICAL EXPERTISE

The award-winning Scania Training Centre is widely regarded as one of the best training facilities of its type in the world. All our technicians are trained to the highest standards of excellence and technical ability to guarantee you the best service within the best time frame.

FLEXIBLE PROGRAMMES

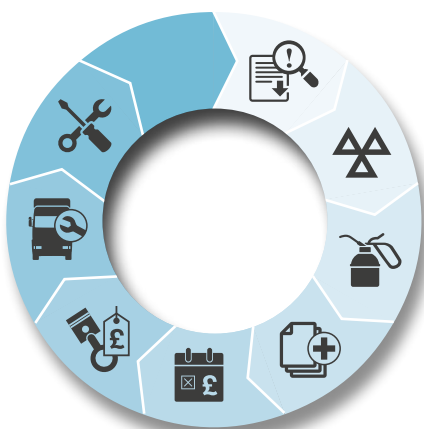
We offer a complete aftersales solution, so you have preferential parts and labour rates with a single point of contact and a single monthly invoice. And your Support Programme is designed just for you. So you have what you need, exactly when and where you need it.

SCANIA ASSISTANCE

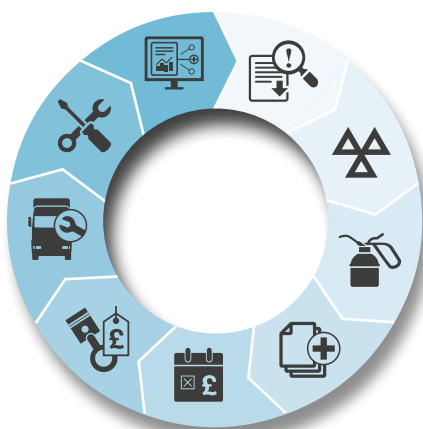
Scania Assistance is an essential support service that provides operators with a complete back-up system designed to minimise downtime and keep your vehicle on the road. We are there to help wherever you are, 24 hours a day, 365 days a year.

transport operation

REPAIR AND MAINTENANCE



FLEET CARE BY SCANIA



Helping you to stay compliant

Our O Licence Protector programme makes sure you stay fully DVSA compliant.

Our O Licence Protector programme is available for vehicles aged over 24 months.

We'll carry out your O Licence inspections, then store 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.



KEY FEATURES

- O Licence inspections and Document Filing
- Full MOT package (optional)
- Manageable monthly payment terms
- Preferential parts and labour rates



WHAT'S IN IT FOR ME?

- 100% Compliance
- Reduced Cost
- Optimised Uptime

Did you know . . . ?

We use an online vehicle document filing system, so you can access your Service and Inspection records any time you want.



For full terms and conditions, please contact your local dealer.

Keeping your vehicle in optimum shape

Our Service Only programme makes sure you stay DVSA compliant and fully serviced.

Our Service Only programme is available for vehicles aged over 24 months, for an unlimited term and distance, our programme includes all O Licence inspections and online document filing for easy, quick access.

We'll carry out your annual MOT, including presentation, journey

to test station and a steam clean for MOT.

And we'll service your vehicle according to the manufacturer's recommendations to make sure you stay compliant and roadworthy.



KEY FEATURES

- O Licence inspections and Document Filing
- Full MOT package (optional)
- Full service schedule
- Manageable monthly payment terms
- Preferential parts and labour rates
- Bulbs and adjustments at Service



WHAT'S IN IT FOR ME?

- 100% Compliance
- Fully Maintained Vehicle
- Reduced Cost
- Optimised Uptime

Did you know . . . ?

You pay a fixed monthly fee to help spread the cost across the whole term of your contract.



For full terms and conditions, please contact your local dealer.

Tailored to your needs

Our Service Plus programme gives you all the benefits of our Service Only programme, plus the possibility to include key components according to your needs.

Our Service Plus programme is available for vehicles aged over 24 months, for an unlimited term and distance, we'll make sure you stay fully DVSA compliant and fully serviced.

This programme includes all O Licence inspections and online document filing for easy, quick access. We'll carry out

your annual MOT, including presentation, journey to test station and a steam clean for MOT.

And we'll service your vehicle according to the manufacturer's recommendations to make sure you stay compliant and roadworthy.

Voluntary brake tests, tachograph calibration or specific component

replacement can be added to your contract, then invoiced across the period of the contract to help you spread the cost.



KEY FEATURES

- O Licence inspections and Document Filing
- Full MOT package (optional)
- Full service schedule
- Key components can be added
- Manageable monthly payment terms
- Preferential parts and labour rates
- Bulbs and adjustments at Service

**WHAT'S IN IT FOR ME?**

- 100% Compliance
- Fully Maintained Vehicle and Ancillary Equipment
- Reduced Cost
- Optimised Uptime

Did you know . . . ?

We'll give you preferential parts and labour costs when you take out a support service contract with us.



For full terms and conditions, please contact your local dealer.



KEY FEATURES

- O Licence inspections and Document Filing
- Full MOT package
- Full service schedule
- Key components can be added
- Scania Assistance
- MAX24 breakdown cover (for Scania vehicles only)
- Full repair cover, including wear and tear
- Manageable monthly payment terms
- Preferential parts and labour rates

We've got you covered

Our Repair and Maintenance programme offers you a complete support package for total peace of mind.

Our Repair and Maintenance programme is available for vehicles aged between 1 and 84 months or to a maximum of 1,200,000 kilometres, this programme makes sure you stay fully DVSA compliant, fully serviced, and fully covered.

We include all O Licence inspections and online document filing for easy, quick access. We'll carry out your annual MOT, including presentation, journey to test station and a steam clean for MOT.

And we'll service your vehicle according to the manufacturer's recommendations, to make sure you stay compliant and roadworthy.

If you need them, additional key components or ancillary equipment – such as tail lift, refrigeration units or body – can be added to your programme, then invoiced across the period of the contract to help you spread the cost.

With our Repair and Maintenance programme you're also covered for all repairs, including normal wear and tear.

For Scania only vehicles, we offer MAX24 breakdown cover.

And Scania Assistance is there to help 24 hours a day, 365 days a year.

WHAT'S IN IT FOR ME?

- 100% Compliance
- Fully Maintained Vehicle
- Comprehensive Cover
- Reduced Cost
- Optimised Uptime

Did you know . . . ?

As part of our MOT service, we'll steam clean your cab.



For full terms and conditions, please contact your local dealer.

Your total fleet solution

Fleet Care by Scania offers you a complete fleet support package for total peace of mind.

Fleet Care by Scania is available for all makes and models of truck, trailer, bus and coach, plus any ancillary equipment, and with no age limitation.

This product is a comprehensive and flexible maintenance and compliance product, with additional operational and financial analysis, to help you get the best from your fleets.

We'll organise all O Licence inspections and document filing, MOTs (including presentation, journey to test station and a full cab steam clean), plus all services according to manufacturer's recommendations.

And because we're committed to delivering you the best customer experience in the business, we'll give you a highly trained and experienced account manager, who'll organise and coordinate all aspects of your fleet.

We'll measure your operation's performance and recommend preventative maintenance and portfolio management measures to optimise spend and increase your uptime.

So, with one single point of contact, you'll have a fully optimised and compliant fleet, detailed monthly reports and more time to get on with the job.



KEY FEATURES FOR ANALYTICS SIDE

- Dedicated account manager for central coordination
- Fleet maintenance planning and preventative maintenance
- Invoice consolidation
- Detailed financial reporting
- Customer driven KPIs tailored to your operation
- Document management System
- Damage management



KEY FEATURES FOR REPAIR AND MAINTENANCE SIDE

- O Licence inspections and Document Filing
- Full MOT package
- Full service schedule
- Key components can be added
- Scania Assistance
- MAX24 breakdown cover (for Scania vehicles only)
- Full repair cover, including wear and tear
- Manageable monthly payment terms
- Preferential parts and labour rates

WHAT'S IN IT FOR ME?

- 100% Compliance
- Perfect Clarity
- Fully Maintained Fleet
- Comprehensive Cover
- Reduced Cost
- Optimised Uptime

For full terms and conditions, please contact your local dealer.

Summary of programmes

| | O LICENCE PROTECTOR | SERVICE ONLY | SERVICE PLUS | R&M | FLEET CARE BY SCANIA |
|--|------------------------|-----------------|-----------------|-----|-------------------------|
| O Licence inspections and Document Filing | ✓ | ✓ | ✓ | ✓ | ✓ |
| Full MOT package | ✓ | ✓ | ✓ | ✓ | ✓ |
| Full service schedule | ✗ | ✓ | ✓ | ✓ | ✓ |
| Key components can be added | ✗ | ✗ | ✓ | ✓ | ✓ |
| Scania Assistance | ✗ | ✗ | ✗ | ✓ | ✓ |
| MAX24 breakdown cover (for Scania vehicles only) | ✗ | ✗ | ✗ | ✓ | ✓ |
| Preventative maintenance | ✗ | ✗ | ✗ | ✓ | ✓ |
| Full repair cover, including wear and tear | ✗ | ✗ | ✗ | ✓ | ✓ |
| Manageable monthly payment terms | ✓ | ✓ | ✓ | ✓ | ✓ |
| Preferential parts and labour rates | ✓ | ✓ | ✓ | ✓ | ✓ |
| Dedicated account manager for central co-ordination | ✗ | ✗ | ✗ | ✗ | ✓ |
| Fleet maintenance planning and preventative maintenance | ✗ | ✗ | ✗ | ✗ | ✓ |
| Invoice consolidation | ✗ | ✗ | ✗ | ✗ | ✓ |
| Detailed financial reporting | ✗ | ✗ | ✗ | ✗ | ✓ |
| Customer driven KPIs tailored to your operation | ✗ | ✗ | ✗ | ✗ | ✓ |
| Document management System | ✓ | ✓ | ✓ | ✓ | ✓ |
| Damage management | ✗ | ✗ | ✗ | ✗ | ✓ |

For full terms and conditions, please contact your local dealer.



Optimise your vehicle

Good fuel economy depends on the vehicle, the driver and the service.

We provide driver training that can improve fuel economy by up to 10%. And our support services optimise your vehicle so it stays as fuel efficient as it was on delivery.

ALSO AVAILABLE FROM SCANIA:

Telematics Services by Scania OnBoard

Scania OnBoard is a set of computerised tools and services designed to help

you operate more efficiently by connecting your trucks, buses or coaches with your office. Our system can provide remote analysis and a range of reports on vehicles, routes and driver performance.

Scania Tachograph Services

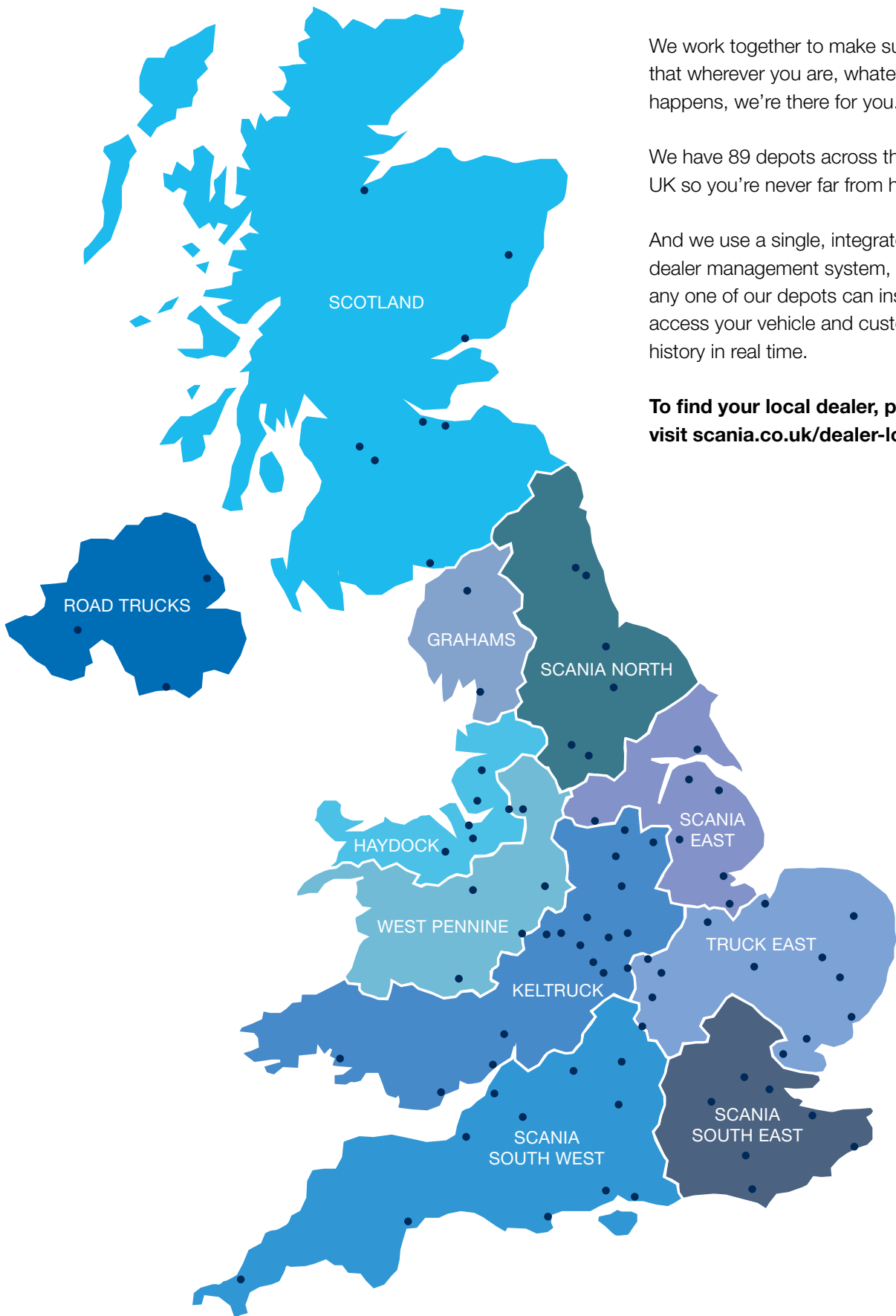
Scania Tachograph Services (STS) manages downloads, storage and activity reports remotely and automatically while you drive, for a cost effective, simple and flexible way to access your data. And

we'll securely store everything online so you can access it whenever you need it.

Scania Optimise

Scania Optimise is a driver development solution, providing one-to-one training, personal coaching and regular performance monitoring for drivers and your business. We can help you reduce fuel consumption, CO₂ emissions, maintenance costs and the wear and tear on your vehicles.

For more information on our additional Support Services, please contact 0345 450 7735.

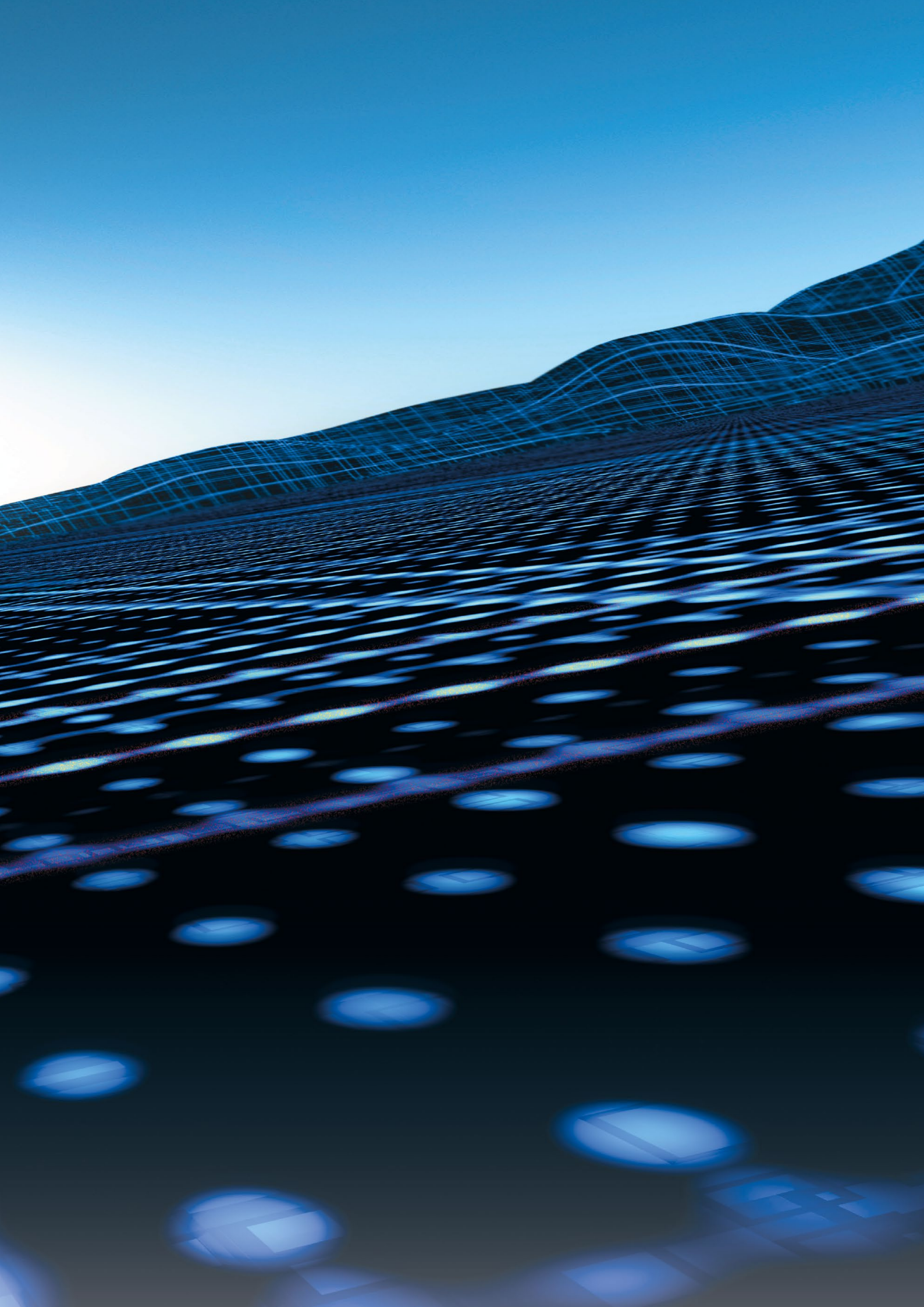


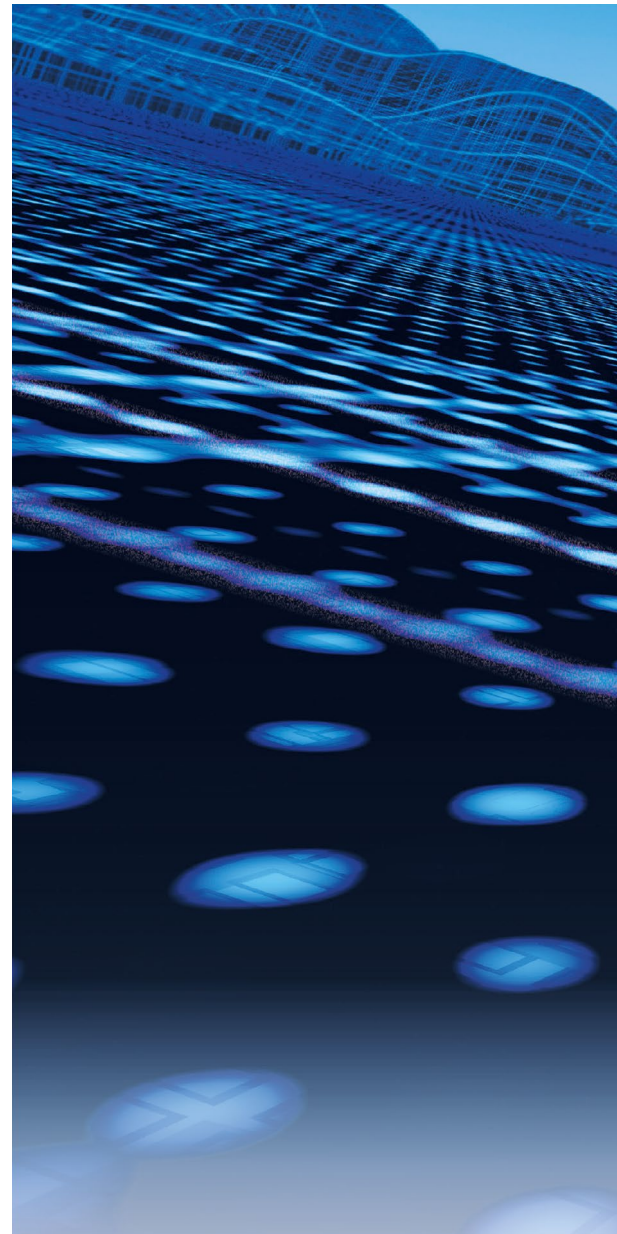
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We have 89 depots across the UK so you're never far from help.

And we use a single, integrated dealer management system, so any one of our depots can instantly access your vehicle and customer history in real time.

To find your local dealer, please visit scania.co.uk/dealer-locator





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