

VOLVO CONSTRUCTION EQUIPMENT
**CUSTOMER SUPPORT
AGREEMENTS**



MORE CARE. BUILT IN.



FOUR LEVELS OF SUPPORT, ONE LEVEL OF CARE



The best way to get the most out of your Volvo is to invest in a Volvo Customer Support Agreement. Since businesses' needs vary, we've made it easy for you to select the Customer Support Agreement that's right for your business by creating four Customer Support Agreement packages – from a program of regular machine inspections to a comprehensive repair and maintenance program that removes the need for an on-site engineering workshop. Volvo dealers offer you four different levels of support, all with the same level of Volvo care.

●○○○ The White Agreement

- A program of regular machine inspections carried out by the experts – Volvo service trained technicians.
- Comprehensive inspection reports to help with preventative maintenance, support extended warranties and enhance the value of your machine at resale.
- Regular proactive machine analysis to assist in ensuring ongoing maximum productivity.



●●○○ The Blue Agreement

- A specialist program of machine inspection and servicing carried out by Volvo trained technicians.
- Comprehensive, proactive reports and MATRIS* (Machine TRacking Information System) data to provide you with the information you need to maximize machine productivity and enhance resale value.
- Machine software update to keep up with improvements.
- The option of professional maintenance for attachments.



●●●○ The Silver Agreement

- Complete flexibility in the way the agreement is put together – with the option to alter details, including the budget, during the course of the agreement.
- Allows you to spread the cost of inspections, maintenance and even major repairs to reduce the impact on cashflow.
- Provision for including major specialist repairs that might be beyond your site engineers, such as driveline and engine.



* For the machine models concerned

