

CUSTOMER SUPPORT AGREEMENTS (CSAs)

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CUSTOMER SUPPORT AGREEMENTS

- Service Parts Kits
- Labour Discount - on all service work (10%)
- Annual Software Upgrade & Machine Inspection*
- CareTrack Subscription - Standard
- Online Parts Account



L1: CONNECT

-
- Service Labour
 - Regular Software Upgrades & Machine Inspections - at every service
 - CareTrack Subscription - Advanced
 - Insights Reports Package
 - SMT ActiveCare
 - Connected for Life Cover**
 - Customer Service Guarantee



L2: ENHANCE

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- Repair & Maintenance Parts & Labour
 - Simulator Programme***



L3: OPTIMISE

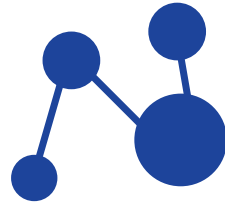
** Once for each 12 months the CSA is active*

*** Valid only whilst there is an active L2 or L3 CSA on the machine*

**** Simulator Programme offer is up to a maximum of 3 sessions (1 day's simulator use for up to 6 operators per session) for multi machine deals. Can be upgraded to site based EcoOperator Programme on request and for an additional charge.*

LEVEL ONE

CONNECT



Connect to SMT GB and to your machine so that we can provide you with genuine Volvo parts at the right time.

Benefit from access to our highly qualified engineers when you need them as well as from the peace of mind knowing that once a year we will come to you to carry out a visual health check of your machine and to ensure all of its software is up to date.

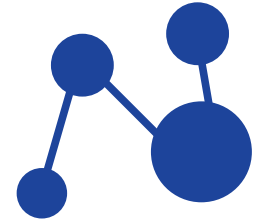
Key Benefits

We will:

- Plan and despatch your parts kits for you whenever a service is due. By using the hours from your connected machine we can ensure your parts arrive on time, allowing you to keep your servicing up to date yourself and without having to hold part stocks any longer than necessary.
- Provide regular contact with our service team so you can easily request additional support - but only as and when you need
- Send one of our highly trained engineers to visit your machine every 12 months so they can carry out all software updates and perform a visual machine check, ensuring your equipment is performing at its best.

CONNECT

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ENHANCE



OPTIMISE



LEVEL TWO ENHANCE



Enhance your operations by accessing the wide range of support that SMT GB can provide to your business.

Allow us to take care of all your scheduled servicing work and gain greater control over your fleet with our bespoke Insight Reports and Advanced Level CareTrack subscriptions.

We guarantee to service your machine when we say we will and our Connected For Life cover ensures that you don't ever have to worry about the health of your CareTrack telematics system.

Key Benefits

In addition to everything you receive from an L1 CONNECT agreement we will also:

- Send a highly qualified SMT GB engineer to carry out all scheduled servicing for you and update your machine's software throughout the year. Furthermore, we will provide a Customer Service Guarantee that ensures we service your asset to the level of quality and at the time we have committed to.
- Give you access to the CareTrack Advanced subscriptions allowing you to view critical operational data such as fuel consumption, machine utilisation and idling data as well as valuable productivity reports where your machine is fitted with on board weighing technology.
- Supply you with own bespoke Volvo Insight reports to identify quick wins to drive down your Total Cost of Ownership

ENHANCE

- Service Parts Kits
- Labour discount on all service work (10%)
- Annual software upgrade and machine inspection
- CareTrack subscription - Standard
- Online Parts account



- Service Labour
- Regular software upgrades and machine inspections at every service
- CareTrack subscription – Advanced
- Insight Report package
- SMT ActiveCare
- Connected For Life cover
- Customer Service Guarantee



OPTIMISE



LEVEL THREE OPTIMISE



Optimise your operations and minimise the risk of unexpected costs and downtime by letting us take care of all your repairs and maintenance.

A fixed rate agreed up front means that you know what your costs are going to be and allows you to plan more effectively.

Focus on your core business and let us take the worry and risk away. What's more, we will even include a day of our Simulator Programme to ensure your operators are working as efficiently as possible, allowing you to extract every penny of value from the job.

Key Benefits

In addition to all the benefits from an L2 ENHANCE Agreement we will:

- Provide peace of mind by ensuring that as well as all of the scheduled maintenance any repairs that are required will also be covered in one easy fee*
- Provide the opportunity for up to 6 operators to spend a day using our in-house simulators so that they can refine their skills and knowledge and further improve your Total Cost of Ownership

**Subject to terms and conditions. Excludes site damage and repairs subject to insurance claims.*

OPTIMISE

- Service Parts Kits
- Labour discount on all service work (10%)
- Annual software upgrade and machine inspection
- CareTrack subscription - Standard
- Online Parts account



- Service Labour
- Regular software upgrades and machine inspections at every service
- CareTrack subscription – Advanced
- Insight Report package
- SMT ActiveCare
- Connected For Life cover
- Customer Service Guarantee



- Repair & Maintenance Parts & Labour
- Simulator Programme



FLEX OPTIONS

In addition to our standard customer support bundles you can also add in any of our FLEX options where they are not already included at your chosen agreement level.

Available FLEX options:

- FLEX CareTrack Subscription - Advanced
 - FLEX Efficiency Bundle (CareTrack Advanced & Insight Reports)
 - FLEX Repairs Payment Option
 - FLEX Undercarriage Inspections
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GLOSSARY OF TERMS

Annual Software Upgrade and Machine Inspection

A fully trained SMT engineer will come to your machine once a year to carry out updates on all your machine's ECUs plus a full machine visual inspection. Updates of the ECUs are vital to ensure that your machine has the latest software settings so that it is working at its optimum level.

CareTrack Subscription – Basic

- Access machine hours and location
- Manage machine service plans and wear parts
- Geo and time fencing
- Status report provides on machine fuel level, location and hours.

CareTrack Subscription – Advanced

Includes CareTrack Operation and CareTrack Production subscriptions (where machine is fitted with on board weighing technology)

CareTrack Operation: View fuel consumption, machine utilization and idling times. Create a notification plan and receive email or SMS alerts when a machine alarm is activated.

CareTrack Production: See your machine's true productivity including load efficiency, number of cycles and percentage of cycles overloaded.

Connected For Life cover

If your CareTrack hardware is not working, we will send an engineer out to troubleshoot it and if it can't be fixed, we will replace it free of charge.

Customer Service Guarantee

If you believe that we have not serviced your equipment in line with the agreed terms of your CSA we will send an engineer out to rectify the issue free of charge.

Once we have agreed a date with you to come and service your machine we commit to not cancelling this appointment within 24 hours of when it is due. If we do, we will give you a voucher to spend at our Online Parts store.

Full Undercarriage Inspection

A trained engineer will measure and carry out a full assessment of the machine's undercarriage and provide a report with recommendations

Insight report package

Bespoke reports created for your chosen machines and sent to the recipients of your choice.

Reports can be received on a weekly or a monthly frequency and in a pdf or spreadsheet format.

Fuel Efficiency Report - identifies machines that are not being used as intended, highlighting units that could result in unnecessary fuel expenses. Tracks progress of business objectives and can include budgeted fuel expenses to predict potential costs and savings.

ActiveCare (Health) Report – tracks technical alarms and operating behaviour alerts. Provides recommended actions to reduce unnecessary strain placed on the machine.

Summary report (monthly only) – Shows key information related to the health, fuel efficiency and productivity of a fleet allowing you to look at the big picture and identify trends

Labour Discount

10% labour discount* for any scheduled servicing work booked with your local SMT Customer Support Centre.

Online Parts Account

Creation of an account to use on our Online Parts store:

- Access to full parts lists by machine and model type
- Next day delivery for stock parts ordered before 4pm
- Open 24 hours a day
- Free delivery on all orders over £50 and under 30Kg

Simulator Programme

A programme intended to identify operator performance needs using specifically designed static equipment with bespoke software, and then provide support and expertise to address these.

There are 2 simulators available, one for operators of Articulated Trucks and Wheel Loaders and the other for Excavators. The simulators can be used at customer sites or SMT regional Customer Support Centres however this is subject to the intended location being appropriate for the physical size and weight of the equipment (subject to Terms & Conditions).

Each session is designed to support up to 6 operators per day.

Repair & Maintenance Parts & Labour

A comprehensive repair and maintenance program with fixed costs set at the outset of the agreement. Covers all machine costs (apart from site damage and repairs subject to insurance claims) and can include as much as required e.g. undercarriage, tyres, attachments etc. SMT are responsible for all aspects of the maintenance and servicing of the machine from general servicing to major breakdown situations.

Repairs Payment Option

Ability to pay an additional amount each month to put towards future repairs of your machine. We provide a quarterly statement showing the balance and you are able to adjust the rate if required.

Service Labour

Provision of a fully trained SMT engineer to visit and service the machine over the duration of the agreement as per the manufacturers guidelines. Includes a visual machine inspection each time. Oil sampling as standard. Lubricants are a chargeable optional extra.

Service Parts Kits

Provision of the parts required to service your machine over the duration of the agreement as per the manufacturers guidelines.

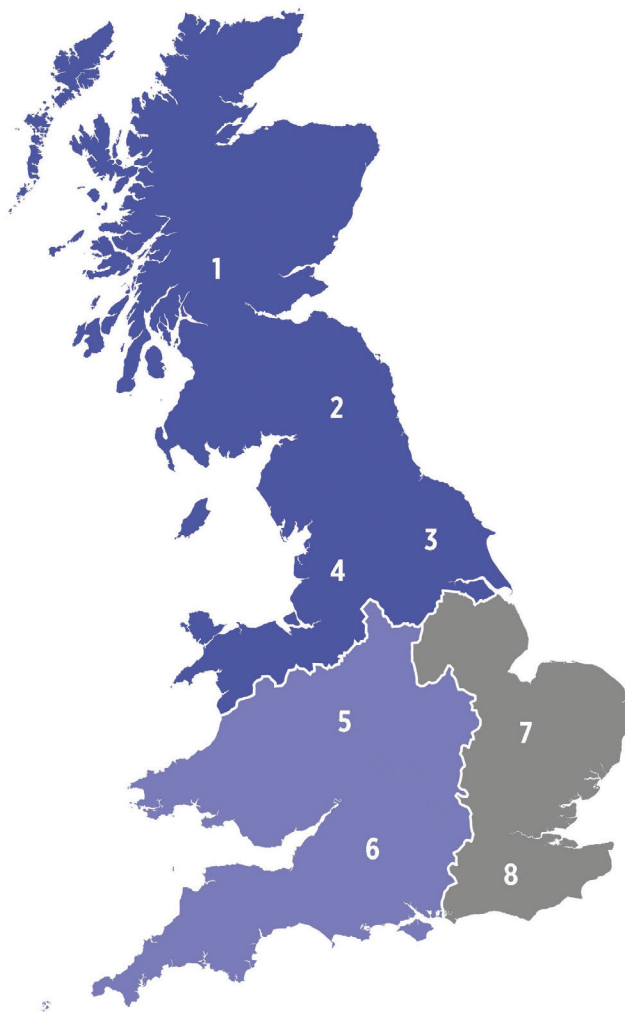
Note: Lubricants and oil sampling are not included as standard but can be added in as extras if required.

SMT ActiveCare

SMT's proactive monitoring service is designed to support your machine's health and performance in the field. Backed up by the team at Volvo's Uptime Centre, our in house analysts monitor and analyse condition based data from your machine to help identify any issues that may cause unscheduled downtime and unplanned costs.

**FOR MORE INFORMATION CONTACT
YOUR LOCAL CUSTOMER SUPPORT CENTRE**

0870 600 1112



REGION NORTH

1 STIRLING

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Whitehouse Road
Springkerse Ind. Estate
Stirling FK7 7SP

2 NEWCASTLE

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Portobello Road, Birtley
Co Durham DH3 2RR

3 IMMINGHAM

01469 540806

Lancaster Approach
North Killingholme
Immingham DN40 3JY

4 WARRINGTON

01925 817330

Clayton Road, Birchwood
Warrington WA3 6PH

REGION WEST

5 BIRMINGHAM

0121 351 7711

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West Midlands B76 1BA

6 TREFOREST

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Treforest
Pontypridd CF37 5YL

REGION EAST

7 DUXFORD

01223 836636

Moorfield Road, Duxford
Cambs CB22 4QX

8 HORSHAM

01403 739460

Wilberforce Way
Southwater, Horsham
West Sussex RH13 9RT