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CUSTOMER SUPPORT AGREEMENTS

FOR VOLVO CONSTRUCTION EQUIPMENT



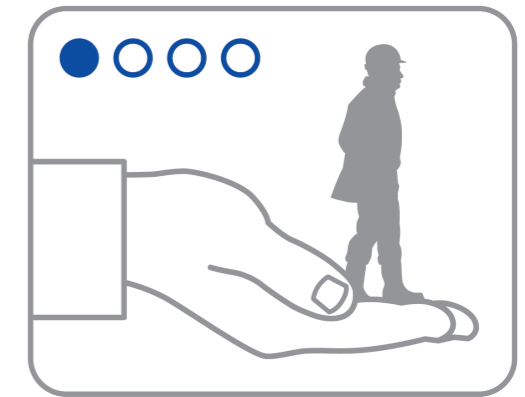
GOLD



SILVER



BLUE



WHITE

SPARES//SALES//SERVICE

FREEPHONE 0800 848 267

VOLVO CUSTOMER SUPPORT AGREEMENTS

Customer Support Agreements offer service and maintenance for your Volvo machine providing maximum cost control and minimum downtime. The agreements provide flexible solutions to handle your demands for machine service, ranging from regular inspections to complete repair, service and maintenance programs.

A Customer Support Agreement allows you to tailor the maintenance of your Volvo machine fleet to the specific needs of your operation. Volvo understand that the needs of your business vary, so have created four different Customer Support Agreement Packages to suit.

1. The Gold Agreement - Total repair and maintenance program

2. The Silver Agreement - Repair on selected components and maintenance program

3. The Blue Agreement - Maintenance program

4. The White Agreement - Inspection program covering vital parts and functions

Regardless of what your business looks like and how it changes over time, a Customer Support Agreement steers you clear from unplanned downtime and unexpected costs. Customer Support Agreements help you achieve maximum productivity and profitability with complete peace of mind.

Main benefits of a Volvo Customer Support Agreement:

- Quality - Maximum uptime for your machine. TransDiesel has comprehensive sales and service coverage, with nationwide branches and service dealers and fully qualified diesel technicians.
- Fixed costs - Maintenance and service costs are known. This means unplanned repairs of the engine, transmission, axles, hydraulic pumps and motors are less expensive.
- Regular visits by TransDiesels Service Technicians - Specialist product knowledge, access to the latest service information, Volvo CE diagnostic systems and Product and Software updates.
- The work is always done by TransDiesels Volvo trained Service Technicians.
- All spare parts are Genuine Volvo Parts.
- Safety - Regular maintenance checks reduce the chance of safety related failures.
- Minimise your company's environmental footprint - Regular maintenance and preventative maintenance inspections and tools such as MATRIS will assist you to operate machines as efficiently as possible. This means reduced fuel consumption, less CO² emissions along with reduced wear and tear.

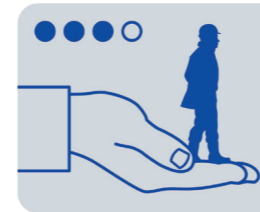


GOLD AGREEMENT



- A Gold Customer Support Agreement is the most comprehensive offer. It gives you complete peace of mind and lets you focus on your core business, while TransDiesel takes care of your machine.
- The machine is inspected and serviced at regular intervals, at a fixed cost. Maintenance work is done at the right time and all necessary repairs are performed quickly and professionally by Volvo Service Technicians to ensure maximum uptime of your machine.
- With a Gold Customer Support Agreement you are guaranteed fixed costs for the life of the agreement - the cost of all repairs, maintenance and service is known.
- The agreement is ideal for machine owners with high expectations of machine availability and productivity. This means that you can make long-term financial plans and eliminate unexpected costs.

SILVER AGREEMENT



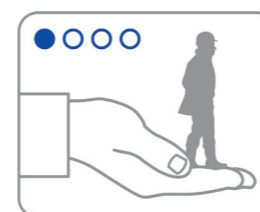
- A Silver Customer Support Agreement offers repairs on selected major components and ensures maintenance and inspections are carried out by Volvo Service Technicians.
- With a Silver Customer Support Agreement, your Volvo machine gets the right service and maintenance at the right time, all at an agreed fixed rate - the cost of major repairs, maintenance and service is known.
- The agreement can be tailored to meet your needs. It can cover one or more of the machine's most important components or you can choose a budget-controlled program that includes all the agreed parts.
- At a fixed rate you get a machine that will have high performance and availability - today, tomorrow and for as long as the agreement runs. It lowers your risk of high repair costs in case of failure on major components.

BLUE AGREEMENT



- A Blue Customer Support Agreement offers preventive maintenance and provides early indications about the status of your machine to help keep it productive.
- With a Blue Customer Support Agreement you pay an agreed fixed cost or hourly rate for service and maintenance - you get no surprises and avoid negative impact on your finances and profitability.
- Any work is always carried out by Volvo Service Technicians.

WHITE AGREEMENT



- A White Customer Support Agreement is based on simplicity. It is a service inspection where Volvo Service Technicians perform an overall machine inspection on all vital parts and functions.
- Following the inspection you receive a diagnosis of the machine's status as well as recommendations for maintenance, service and repairs. This way you can prevent unnecessary wear, unplanned downtime and expensive machine breakdowns.