

# MAN SERVICE PRODUCTS

Planning security for any need.





# **KEEP YOUR FLEET ON THE MOVE. WITH PROFESSIONAL SUPPORT.**

MAN service products help to keep your fleet moving – with a modular service range that covers all servicing work, includes attractive extended warranties, ensures rapid assistance in the event of a breakdown and can be precisely tailored to the needs of your fleet.

Your vehicles are professionally maintained at 1,300 MAN service outlets across Europe. At the same time, you cut your administrative workload so you can concentrate on your core business. MAN service products: success takes support!

# MAN SERVICE CONTRACTS. TAILORED TO YOUR NEEDS.





More planning security. More flexibility. More efficiency. Our service contracts help you reduce your costs and increase your fleet's uptime. You can combine different contract modules to optimally meet your needs. Our portfolio provides the perfect solution for almost any requirement.

All MAN service contracts include MAN ServiceCare S – the free-of-charge entry into our digital maintenance and repair management.

This service allows you to keep track of your fleet's maintenance status at all times via the RIO platform.

The MAN service outlet will pool together all your maintenance requirements and proactively coordinate maintenance appointments for you.

Do you require even more flexibility, transparency and data availability? Then we recommend MAN ServiceCare M.

	 ComfortSuper	 ComfortPlus	 Comfort	 ComfortOil
<b>DIESEL DRIVE</b>				
MAN ServiceCare	✓	✓	✓	✓
Oil change	✓	✓	✓	✓
Service and inspections as per maintenance plan	✓	✓	✓	
Driveline repairs	✓	✓		
Complete vehicle repairs	✓	optional		
Wear-and-tear repairs	✓			
General options <sup>1</sup>	optional	optional	optional	
Uptime guarantee	optional	optional	optional	

## ▪ Comfort

All services and inspection work\* listed in your vehicle's maintenance plan are included in this package.

## ▪ ComfortPlus




ComfortPlus adds an extended warranty to the services included in the Comfort service contract. It includes the driveline warranty as standard, which can be supplemented with the optional expansion package (starter motor, alternator, air compressor and exhaust gas aftertreatment) or alternatively upgraded to a complete vehicle warranty.

## ▪ ComfortOil

This service contract is a cost-effective entry-level product for ensuring vehicle quality through optimised service and perfectly matched oils for engine, axle and gearbox (including valve clearance setting).

## ▪ ComfortSuper

In addition to the services provided by the Comfort service contract, ComfortSuper covers all wear-and-tear repairs as well as complete vehicle repairs. The contract provides comprehensive cover for all the cost-intensive components of your vehicle. For vehicles with electric drive, the contract covers repairs to the complete vehicle excluding the high-voltage battery, which can be added as an optional extra.

	 ComfortSuper	 ComfortPlus	 Comfort
<b>ELECTRIC DRIVE</b>			
MAN ServiceCare	✓	✓	✓
Service and inspections as per maintenance plan	✓	✓	✓
Driveline repairs including high-voltage components	✓	✓	
Complete vehicle repairs	✓	optional	
Wear-and-tear repairs	✓		
High-voltage battery repairs	optional	optional	
General options <sup>1</sup>	optional	optional	optional
Uptime guarantee	optional	optional	optional

\* See contract conditions.

# MAN EXTENDED WARRANTIES: LONGER-LASTING COVER.

You can optionally add an extended warranty to your MAN service contract. Our modular portfolio is tailored to the needs of your fleet. It offers additional protection against unforeseen repair costs.



## And for those who just can't get enough:

For new vehicles, we offer an extended warranty up to a total mileage of 1,000,000 kilometres – or even longer for electric vehicles. We guarantee; you drive.

For used vehicles, MAN TopUsed warranties are available with a duration of up to 36 months and a total mileage of up to 1,100,000 kilometres.



Extended warranties are not available for the German market!

# COVER FOR ELECTRIC VEHICLES TOO:

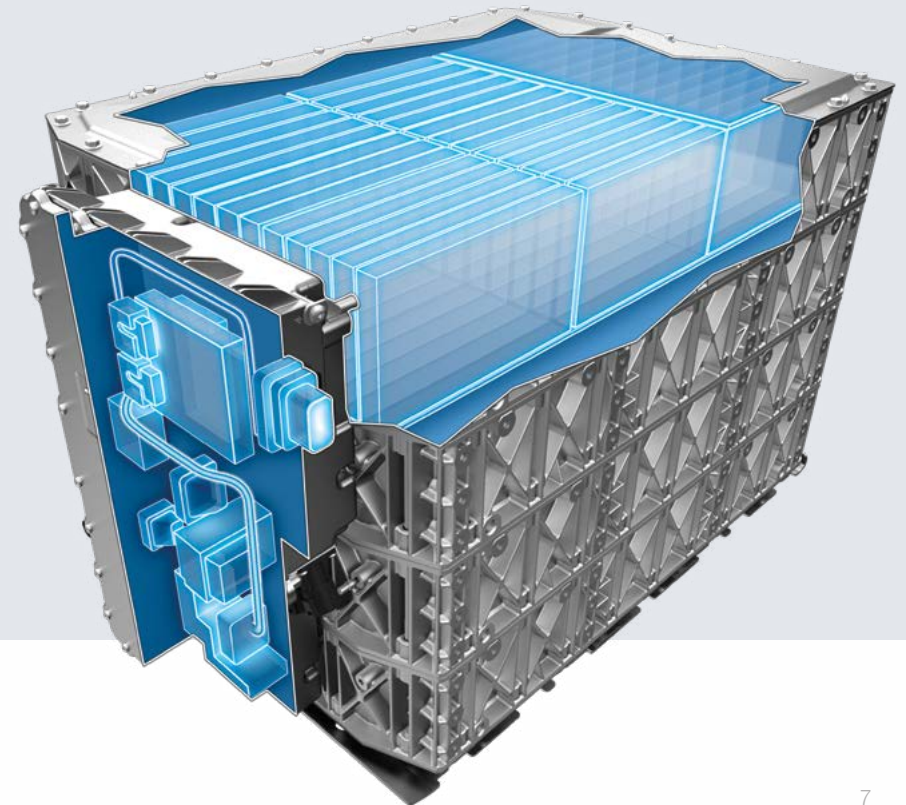
New high-voltage technology can be fully covered. You can individually tailor your coverage to include the complete vehicle\*, the driveline or the valuable high-voltage batteries. "Individually tailored" means the warranty modules are matched to the application – depending on vehicle configuration, service life or annual mileage.

## The driveline warranty:\*\*

- From engine to axle
- Includes high-voltage components, such as:
  - Onboard charger
  - HV power distribution unit
  - Potential balancing unit
  - Control units
  - and more

## The HV battery warranty:\*\*

- Matched to number of packs
- Performance coverage included



\* HV batteries are not considered part of the complete vehicle, but can be covered separately. \*\* See contract conditions.

# MAN UPTIME GUARANTEE – WE’LL GET YOU THERE!

Also available  
for MAN TopUsed  
trucks

**The MAN uptime guarantee gives you peace of mind:** even if your vehicle breaks down, we’ll get you to your destination – with cover for most European countries.

We’ll either arrange roadside assistance or tow your vehicle to the next MAN service outlet, so our dependable mechanics can get it back on the road again. Or else we’ll provide a replacement vehicle as quickly as possible. If we aren’t able to do so, you’ll receive compensation for the downtime.

- If your MAN vehicle develops a technical fault, we will be there for you – quickly and reliably
- The MAN Mobile24 emergency centre provides reliable assistance in the event of a breakdown
- Experienced mechanics know exactly what to do
- You benefit from long warranty periods
- Breakdowns can be handled across national borders





# MAN **MOBILE24** – SOLUTIONS ON THE ROAD.

With MAN Mobile24, we make sure you get to your destination – with round-the-clock support 365 days a year right across Europe. In the event of a breakdown, call MAN Mobile24. Our team coordinates all measures, from on-site service and towing to booking a workshop and carrying out repairs.

- Available round the clock 365 days a year
- Single number for all services in 25 languages
- More than 2,000 MAN service outlets and partner workshops throughout Europe
- Free referral to a workshop

With the MAN Mobile24 Interactive Tracking, you can send us important information online when opening the breakdown case and receive up-to-date status information as the case progresses.

- Transmission of the exact breakdown location
- Description of the cause of the breakdown with photo documentation
- Overview of order status in real time



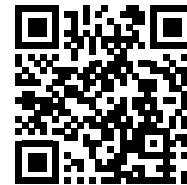
# MAN DIGITALSERVICES – DIGITAL MANAGEMENT FOR YOUR FLEET

MAN DigitalServices make fleet management easier and more transparent – and also let you boost your fleet's efficiency and uptime.

Our digital solutions can support you in the following areas:

- Vehicle tracking and route planning
- Tachograph and time management
- Economical driving
- Charging and battery management
- Contactless transactions and cost management
- Maintenance and repair management
- Over-the-air software upgrades
- Driver assistance

The MAN Marketplace on the RIO platform at [www.man.eu/marketplace](http://www.man.eu/marketplace) offers you access to the digital services that you can use via a suitable telematics box in your vehicle.







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[www.man.eu](http://www.man.eu)

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