

MAN SERVICE PRODUCTS

Planning security for any need.





LESS RISK, MORE SECURITY.

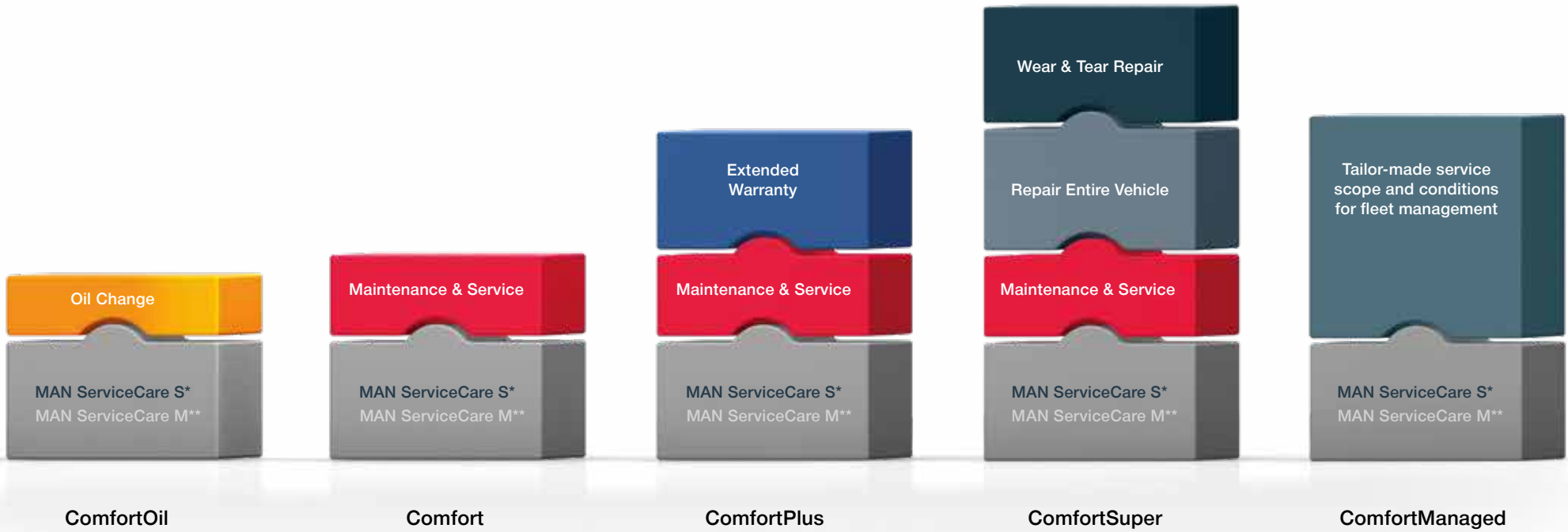
Unexpected repair costs and vehicle breakdowns are among the risks faced by the commercial vehicle sector. MAN ServiceContracts make it possible to calculate expenditure for your company: with a range that integrates all service work and whose scope can be individually extended – even to MAN TopUsed vehicles!

With MAN ServiceContracts, your vehicles will be professionally maintained at 1,300 MAN service outlets across Europe. At the same time, you are relieving the burden on your administration so you can concentrate on your core business. With MAN ServiceContracts, maintenance and service costs are no longer variable – you have our word.

MAN SERVICECONTRACTS – VARIABLE SERVICES FOR ANY REQUIREMENT.

MAN ServiceContracts help you to reduce your costs and increase vehicle availability. With varied, combinable modules, you can optimally adjust your MAN ServiceContracts to your individual requirements. The service scope is variable, thereby guaranteeing maximum protection at minimal cost. You receive the right solution for any requirement – and security that always pays off!

All MAN ServiceContracts include MAN ServiceCare S – the free-of-charge entry level for our proactive maintenance and repair management. Here, the MAN service outlet coordinates and pools the planning of maintenance and repair appointments. Do you want more flexibility, transparency and data availability? Then we recommend MAN ServiceCare M.



* Proactive maintenance management (subject to availability). ** MAN ServiceCare M can be booked for a fee.



- **ComfortOil**
With this service, we offer 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). It can be supplemented with an extended warranty for the driveline or complete vehicle.
- **Comfort**
All services and inspection work* listed in your vehicle's maintenance plan are already 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.
- **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.
- **ComfortManaged**
ComfortManaged offers comprehensive and simplified fleet management for all brands and types of commercial vehicles and trailers. The flexible scopes of services and conditions are agreed individually with each customer. Furthermore, you receive a collective invoice from the entire MAN service network including report on all workshop activities.

* See contractual conditions

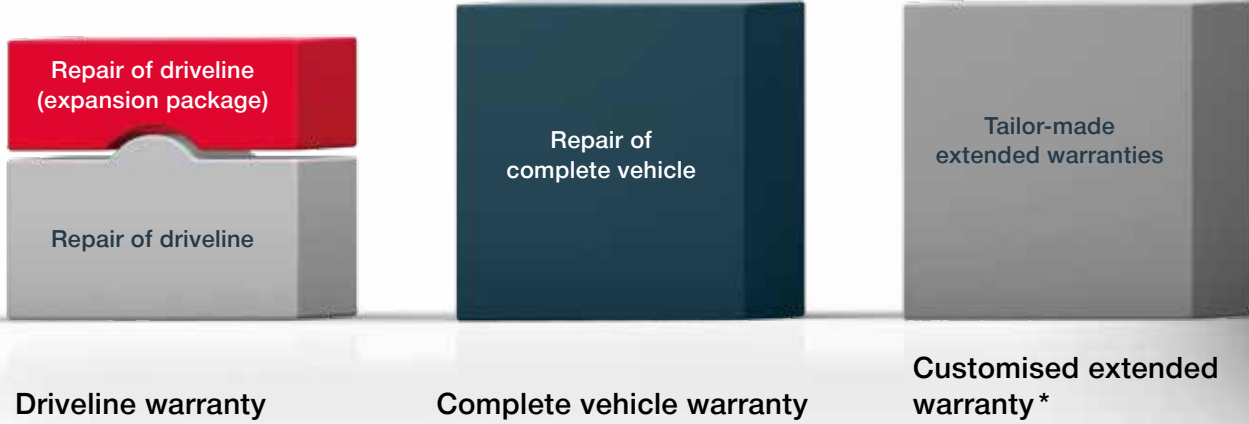
THE MAN **EXTENDED WARRANTIES** EXTEND YOUR PROTECTION.

Our attractive extended warranties for both the driveline and the complete vehicle provide additional security against unforeseen repair costs. This attractive portfolio with many combination modules provides a versatile range of guarantees. Depending on the type of vehicle and warranty, you will benefit from maximum terms up to the sixth year of operation – and that applies at all MAN service outlets.

+ AND FOR ALL THOSE WHO CAN'T GET ENOUGH:

MAN Extended Warranties are now also possible up to a total vehicle mileage of 1,000,000 kilometres. We guarantee; you drive.

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



* For individual warranty extensions, please contact serviceproducts@man.eu.

THE MAN **DRIVELINE WARRANTY** WITH AN OPTIONAL EXPANSION PACKAGE.

Other extended warranties are available optionally. The expansion package offers even greater added value in order to make the most of your vehicle's economic efficiency. In addition to the scope of the driveline warranty, the expansion package covers the starter motor, alternator, air compressor and exhaust gas

aftertreatment components and can be purchased in addition to the driveline warranty. This is the perfect way to round off your customised service package.

- ✓ ENGINES
- ✓ GEARBOXES AND TRANSFER CASES
- ✓ REAR AXLE AND ONLY DRIVEN FRONT AXLE
- ✓ PROPSHAFT
- ✓ MAN HYDRODRIVE®
- ✓ HYDRAULIC GEARBOX (AUTOMATIC GEARBOX)
- ✓ **ADDITIONAL SERVICES OF THE OPTIONAL EXPANSION PACKAGE:**
STARTER MOTOR | ALTERNATOR | AIR COMPRESSOR | EXHAUST GAS AFTERTREATMENT



Our fully electric vehicles can also be covered by warranties.

MAN UPTIME GUARANTEE – GUARANTEED TO REACH YOUR DESTINATION.

With the MAN Uptime Guarantee, one thing is for sure: we get you where you want to go. We provide assistance locally in most European countries. Either we can get your MAN vehicle reliably up and running again by organising assistance and if necessary towing you to the nearest MAN service outlet, or we will arrange a replacement.

Thanks to our close-knit network of MAN service outlets throughout Europe, it won't be long before you're back on the road. Should it prove temporarily impossible to continue the onward journey, we will organise a replacement vehicle or you will receive downtime compensation.

- ✓ 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
- ✓ Our experienced mechanics know exactly what to do
- ✓ You benefit from long warranty periods
- ✓ Breakdowns can be handled across borders

Now also available for MAN TopUsed trucks.



MAN MOBILE24 – SERVICE NONSTOP.

MAN Mobile24 provides round-the-clock assistance. We hope you never need it, but if you do, it's good to know it's there – the mobility service from MAN and NEOPLAN. You can contact our MAN Mobile24 emergency centre from anywhere in Europe by calling the hotline number. A skilled agent, speaking your language,

will then set the ball rolling so you get help as fast as possible. Wherever it is you want to go, we're at your side. It's about getting there safely. Select MAN Mobile24.

- ✓ Available round the clock, 365 days a year
- ✓ Europe-wide hotline in 28 languages
- ✓ Partnership with over 2,000 workshops in Europe
- ✓ Free referral to a workshop



MAN DIGITALSERVICES – YOUR DIGITAL FLEET MANAGEMENT.

Get started with digital fleet management – with MAN DigitalServices and the RIO platform marketplace. The available services for vehicle tracking, maintenance management, optimisation of vehicle analysis and performance, and improving driver performance support you in managing your fleet efficiently.

MAN ServiceCare – digital maintenance management for your fleet.

With MAN ServiceCare, you always have an overview of your fleet's maintenance condition. The digital maintenance management informs you about the current status of your fleet and provides a detailed overview of individual vehicle components.

You coordinate upcoming maintenance and workshop appointments with your MAN service outlet straightforwardly using the application. Depending on your individual requirements, you can choose between various MAN ServiceCare packages.

MAN Now – upgrades over the air.

Thanks to convenient new over-the-air technology, you can activate or extend existing functions for your truck and add new ones – without having to stop off at a MAN service outlet. And this can be permanent or – depending on your individual driving and business requirements – just temporary.



OUR CLEAR RANGE OF OPTIONS.

The following overview* of the MAN Service Products provides you with a fast and simple summary of the modules available. This is how to take a standard service contract and tailor it to suit your own personal requirements.

| | MAN ServiceContracts | | | | | MAN Extended Warranties | | | |
|---|----------------------|---------|-------------|--------------|---|-------------------------|--|---------------------------|---|
| Services | ComfortOil | Comfort | ComfortPlus | ComfortSuper | ComfortManaged | Driveline warranty | Expansion package driveline warranty** | Complete vehicle warranty | Customised extended warranties |
| MAN ServiceCare S Activation required depending on availability | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Oil change Including valve clearance setting | ✓ | ✓ | ✓ | ✓ | Flexible and customised scope of services | – | – | – | – |
| Maintenance and service As per manufacturer's specifications | – | ✓ | ✓ | ✓ | | – | – | – | – |
| Wear-and-tear repairs | – | – | – | ✓ | | – | – | – | – |
| Repair of driveline Included in the scope of the extended warranty | ○ | – | ✓ | ✓ | | ✓ | – | ✓ | Flexible and customised scope of services |
| Repair of driveline, expansion Starter motor Alternator Air compressor Exhaust gas aftertreatment | ○ | – | ○ | ✓ | | – | ✓ | ✓ | |
| Repair of complete vehicle Included in the scope of the extended warranty | ○ | – | ○ | ✓ | | – | – | ✓ | |
| Uptime guarantee New vehicles*** | – | ○ | ○ | ○ | | – | – | – | – |
| Uptime guarantee TopUsed | ○ | ○ | ○ | ○ | | – | – | – | – |
| General options e.g. statutory inspections | – | ○ | ○ | ○ | | – | – | – | – |
| Attachment and body options e.g. body liftgate | – | ○ | ○ | ○ | | – | – | – | – |

* Country-specific offers may vary where applicable. ** Only in combination with the driveline warranty. *** Every MAN TGE comes with a two-year uptime guarantee as standard. It is extended by a further 12 months or 50,000 km with each due inspection carried out in the MAN service network.

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