

Terms & conditions

This maintenance contract does not cover:

- Tyres, batteries, fifth wheels, tow hitches, winches, superstructure, hydraulics, PTO's, accessories and equipment warranted by other manufacturers
- Equipment/parts, superstructure or other installation work not assembled/installed by UD Trucks
- Additional costs due to equipment/parts, superstructure or other installation work being assembled/installed by someone else other than UD Trucks, a Division of Volvo Trucks Southern Africa (Pty) Ltd, which renders the contract work more difficult or prevents the contract work from being performed.

The maintenance contract does not apply if it is likely that the defect in material or faulty workmanship, for which contract is invoked, resulted from:

- the driver failing to comply with the UD Trucks Corporation's applicable manuals and other available driver information, or failing to receive UD Trucks driver training;
- the vehicle being used in a manner other than that which is normal, or having been rebuilt or modified, or where its superstructure has not been mounted in accordance with UD Trucks Corporation's valid instructions;
- anti-tamper seals (e.g. on the engine injection pump) having been broken or the vehicle having been overloaded;
- the vehicle having been involved in an accident, subjected to misuse, or in any other way subject to external strain;
- the vehicle not having been operated in accordance with UD Truck Corporation's

valid instructions, e.g. that the stipulated warranty service, basic and full service have not been carried out at the correct time and/or mileage intervals (services which is not registered with UD Trucks dealer network will be deemed to have not been performed unless proven so);

- repair work (including adjustments of software) having been performed by a workshop other than one authorized by UD Trucks;
- the use of parts other than genuine UD Trucks Corporation parts;
- the use of oils, fuel (Bio fuel B30 max), greases or coolants other than those stipulated by UD Trucks Corporation;
- the defect/fault having been aggravated due to the failure by the driver to take immediate and appropriate action after such time as the defect/fault became known, or should have become known, to the driver, or after activation of the vehicle's warning indicator system.

The maintenance contract applies on the condition that UD Trucks is given full access to all electronic data stored in Electronic Control Modules.

UD Trucks makes no representations or warranties other than those expressly set forth above, and UD Trucks disclaims any implied warranties of any kind, including and without limitation quality, performance, merchantability or fitness for a particular purpose. Consequently, except as provided in this maintenance contract, UD Trucks disclaims any liability for direct and indirect losses, costs or damage which may result from defects in material or faulty workmanship.

Limitations of contractual responsibilities:

Responsibility or compensation liabilities other than those mentioned in the maintenance contract are not reimbursed by UD.

The UD maintenance contract excludes compensation for costs paid by the customer such as:

- telephone calls
- travel expenses
- vehicle hire
- business losses
- additional costs, as freight costs, when part is purchased in emergency

The UD maintenance contract excludes compensation (labor and material) for parts which have been damaged due to:

- accidents
- modification
- overloading
- neglected adjustments
- abnormal conditions or usage
- objects from surroundings
- incorrect or inadequate maintenance or repair (according to UD service program and maintenance requirements)
- lightning, flooding or other natural disasters
- driving through rivers, potholes or other road conditions that do not constitute normal road conditions other than which the vehicle is designed for.

Breakdown:

A breakdown constitutes a failure which causes a vehicle to be unable to proceed to a workshop under its own power safely without causing extensive damage to the vehicle or that the vehicle presents a road safety hazard when being driven.

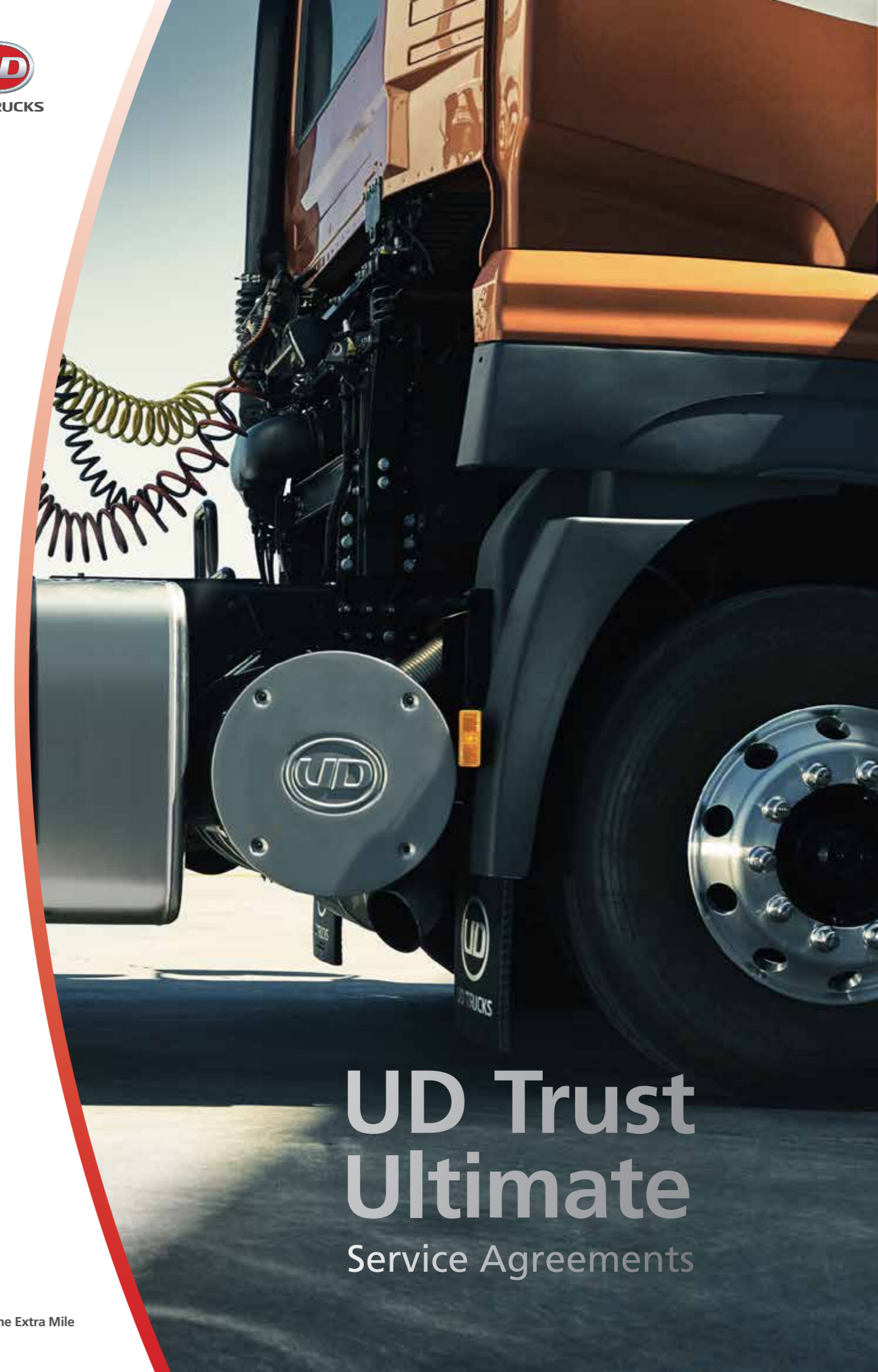


UD TRUCKS

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UD Trust Ultimate Service Agreements

Going the Extra Mile

Ultimate dependability. Ultimate cost-effectiveness.

You're in business for the long run, and you expect the same of your fleet. But you're also in business to make money – which means you need to increase uptime and limit operating expenses. UD Trust service agreements ensure you make the most of the expertise and quality of UD Genuine Service & UD Genuine Parts. You get the best of our aftermarket support and maximise the benefits of your investment. So, while your UD Trucks workshop takes care of your fleet, you are free to focus on your business.



Get ultimate dependability with UD Trust Ultimate.



More hours on the road

UD Trucks helps you optimise your uptime by basing our service efforts on your actual business needs. We set up a personalised and optimised service schedule to support your operations.



Better service in less time

With UD Trust service agreements you can relax, knowing that your UD trucks will always be taken care of by UD Trucks service technicians, and that you get optimal service intervals and UD Genuine Parts with high dependability.



No costly surprises

UD Trust service agreements put you in control of your maintenance budget – you pay a specified amount on a regular basis, while we take care of the service scheduling and costs.



Improved lifecycle profitability

UD Trust service agreements will ensure that your trucks are maintained according to UD Trucks' standards. A well-maintained truck is more fuel efficient, which reduces transport cost and maximizes its resale value.



Convenience you can bank on

Partnering with UD Trucks is the most convenient way to get total control over your service and maintenance costs. Your trucks are always serviced on time, the costs are predictable, and everything is carried out with full transparency.



Reduced administration

The UD Trust service agreements save you both time and administrative work. We send you only one invoice a month, reducing your administration burden so that you can focus on what's really important – your business.



UD Service planning

The service agreement journey starts with setting up your personal maintenance schedule, based on shared and agreed information reflecting how you intend to use your UD truck. This provides you with a pre-defined and optimised maintenance schedule. The schedule can be updated based on actual use of your truck by connecting your UD trucks to UD Telematics Services*.



UD Genuine Service

Your UD Trucks workshop will contact you to remind you about your scheduled services. The UD Genuine Service is always performed by authorised workshops that have access to the most up-to-date tools and UD Trucks diagnostic equipment.



UD Genuine Parts

To ensure optimum truck performance, only high-quality UD Genuine Parts are used on your trucks. They are designed to last for optimal service intervals, resulting in fewer stops for maintenance.

* Available in selected markets.

Service Agreement Options

Tailor the benefits of your UD Service Agreements by selecting from the following options:

UD Trust Standard

Covers the cost of all services during the period you choose, with the benefit of additional support functions.

UD Driver Training

Ensure your trucks' fuel efficiency by developing your drivers' skills.

UD Trust Ultimate

Offers the customer full cover on all repairs and maintenance over the designated period, with the added advantage of all support functions.

UD Trucks Telematics Services

Get improved cost management by controlling and collecting data about your fleet in real time.

Contact your nearest dealer for more information and further expert assistance.

COVERAGE

(all parts not listed below are specifically excluded):

	Trust Standard	Trust Ultimate
Scheduled services (parts, lubricants, labour)	●	●
Top up fluids (only during scheduled services)	●	●
Limited clutch & pressure plate, release & pilot bearing (only if specified)		●
Limited brake linings (only if specified)		●
Limited Wearcheck reports (only if specified)		●
Limited Wearcheck reports (only if specified)	●	●
Wipers (only during scheduled services)	●	●
Access to UD breakdown call centre		●
Breakdown repairs (only if repair covered by contract)		●
Towing of vehicle (only if repair covered by contract)		●
Engine repairs and related parts (fair wear & tear)		●
Clutch system (incl. clutch & pressure plate, release & pilot bearing)		●
Gearbox repairs and related parts (fair wear and tear)		●
Retarder repairs and related parts (fair wear and tear)		●
Power take off (genuine UD part and installation)		●
Propshaft repairs and related parts (fair wear and tear)		●
Differential repairs and related parts (fair wear and tear)		●
Hub repairs and related parts (fair wear and tear)		●
Suspension repairs (fair wear and tear)		●
Steering system and related parts (fair wear and tear)		●
Air conditioning system and related parts		●
Brake system (incl. brake linings) and related parts (fair wear and tear)		●
Electrical system and instruments		●

EXAMPLES OF EXCLUSIONS:

Superstructure (crane, tipper body, concrete mixer, etc)

Power take off (dealer/customer installed)

Hydraulic system

Batteries

Glass, mirrors, windscreen, lens

Tyres, rims and wheel alignment

Fifth wheel, tow hitch and winch

Fuel, air & hydraulic tanks

Chassis rails, cross members

Mounting brackets, straps, tailboards, tool boxes, mudguards, battery box

Wind deflectors, body, cab and interior

Accessories

Towing of trailers

COF, PDI