

CUSTOMER SUPPORT AGREEMENTS

You've made a smart investment by choosing Volvo Construction Equipment. Don't leave the care of your moneymaker to chance — especially today, when uptime is more crucial than ever. Volvo-trained dealer experts use the latest technological advancements to facilitate uptime, lower your operating costs, and increase your ROI.

VOE2110009335

Volvo Construction Equipment



SUCCESS STARTS HERE.

VOLVO CUSTOMER SUPPORT AGREEMENTS



Volvo Lubricants are premium products specially designed to reduce fuel consumption, extend service life, and protect your investments during daily use.



VOLVO

Volvo Construction Equipment



You invested in a Volvo machine because you demand maximum uptime. Don't chance your profits on inferior filters. Only Genuine Volvo filters offer the best protection for your Volvo equipment.



WHY CUSTOMER SUPPORT AGREEMENTS?

They're the best way to capitalize on your machine investment.

- **Volvo-trained** dealer technicians know the ins and outs of your Volvo machine and how to **maximize the technology** better than anyone else. These experts can easily **detect** what to do and when to do it, **preventing potential costly downtime**.
- Strategic cost and cash flow control enables you to more **efficiently plan** your operations to win more business.
- You'll **boost your profits** when you can **focus on what you do best**, and let your Volvo dealer focus on what they do best.

Ask your Volvo dealer about which Customer Support Agreement most closely fits your business needs.

Customer Support Agreements protect your investments. Here's how:

Customer Support Agreements	Blue Agreement (Preventive Maintenance)	Gold Agreement (Includes PM plus repairs)
Service with Volvo-trained Technicians (proactive maintenance approach lowers ownership costs and improves your efficiency)	■	■
Comprehensive Volvo Service Program, Including Inspection of Wear Items and Consumables	■	■
Volvo Analysis Service (includes oil analysis, machine performance/improvement analysis, machine software updates, telematics services, and basic Volvo diagnostics)	■	■
Machine Tracking Information Systems (MATRIS) Downloads	■	■
Customizable Volvo Service Program (customizable with customer)	■	■
Volvo Genuine Parts	■	■
Resale Package (service history documentation)	■	■
Consumables Replacement Kit (e.g., bulbs, fuses, etc.)	■	■
Set Price (for better planning, cost control, and more competitive bidding)	■	■
Volvo Lubricants, Designed for Volvo Machines	■	■
Travel and Mileage	■	■
All Component Repairs		■
VCADS Machine Enhancing Software		■
Customized Options can be Added to an Agreement (e.g., attachments and advanced diagnostics)		■