



MAN | Service

MAN | **Support**

MAN | Finance

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A member of the MAN Group.



MAN ComfortService Packages

Tailor-made Repair & Maintenance Solutions



MAN ComfortService

Tailor-made Repair & Maintenance Solutions

Designed to provide a range of scheduled maintenance and repair packages to suit an operator's individual requirements, MAN ComfortService enables operators to choose the specific level of support they need for their new trucks.

Today, operators can select the exact level of maintenance package they want, paying only for those elements best suited to their operation's needs.

MAN ComfortService is available in three specific levels:

- ▶ **ComfortPlus**
- ▶ **ComfortSuper**
- ▶ **ComfortManaged**

The MAN ERF UK approach to R&M allows operators to mix and match, adding as many extra options as they require to the three specific levels on offer. Whichever level of MAN ComfortService specified, operators can be sure to get what they pay for - with no misunderstandings, no hidden costs and no unpleasant surprises.

MAN Fleet Management

MAN Fleet Management delivers a positive solution to your on-going administration requirements in the key areas of:

Compliance, Maintenance and Performance.

Now available **as standard** on all new MAN ComfortService contracted vehicles, MAN Fleet Management is the on-line solution to removing those headaches caused by vehicle administration and management concerns; the system provides *instant access*, 24/7 - to all your vehicles stored data at the touch of a button!

The MAN Fleet Management system is fully VOSA compliant.

Removing the burden of paperwork, the system records and displays all of the vehicle documentation likely to be required by VOSA to illustrate your vehicles are compliant and that your company is working within the terms of **your 'O' Licence**.

In addition, all new MAN TGA haulage models, with an MAN ComfortService contract, are automatically eligible to the system's unique Vehicle Performance Reporting module - showing operators how their trucks and drivers are performing. (Optional on MAN TGL and MAN TGM products).

See 'MAN Fleet Management' leaflet for full details.



MAN ComfortPlus includes:

- ▶ All routine servicing – to MAN and ERF's current service schedules
- ▶ 6 weekly Preventative Maintenance Inspections (PMIs) – to meet your legal requirements
- ▶ Steam Clean prior to MOT test
- ▶ Presentation to MOT test station and Fee – for each year of cover
- ▶ Mobile24 Roadside Assistance cover
- ▶ MAN Fleet Management

Notes: Can be linked to an Extended warranty package

No wear and tear items or vehicle repairs are included with the MAN ComfortPlus cover.

MAN ComfortSuper includes:

- ▶ All routine servicing – to MAN and ERF's current service schedules
- ▶ 6 weekly Preventative Maintenance Inspections (PMIs) – to meet your legal requirements
- ▶ Steam Clean prior to MOT test
- ▶ Presentation to MOT test station and Fee – for each year of cover
- ▶ All repairs to standard specification including wear and tear items failing through manufacturing defect or normal use
- ▶ Mobile24 Roadside Assistance cover
- ▶ MAN Fleet Management

MAN ComfortManaged includes:

- ▶ Similar to MAN ComfortSuper, all monthly maintenance and repair charges are invoiced direct to you on one consolidated invoice (rather than fixed fee basis)
- ▶ Unique offering to completely manage the trucks R&M costs within agreed pre-authorised parameters (prior to contract start)
- ▶ Preferential parts and labour rates
- ▶ Utilisation of entire UK network
- ▶ Centrally controlled and adjudicated by MAN ERF UK for an economic pre-agreed administration charge
- ▶ Can also be included on an MAN ComfortPlus package - removing the monthly servicing aspect costs
- ▶ MAN Fleet Management

Available on all new MAN trucks, for periods up to 72 months, MAN ComfortService provides tailored R&M - specific to your chassis operational needs - at affordable rates.

MAN ComfortService also enables operators to compliment their contracts with a range of tailored options, including: the maintenance of bodies and other ancillary equipment.

MAN ComfortService, *with MAN Fleet Management included*, reduces vehicle downtime; increases vehicle availability; and helps to ensure your truck administration is VOSA compliant - across the lifetime of your R&M contract - *with instant access 24/7!*

MAN ComfortSuper options:

- ▶ Continental cover
- ▶ Alternative periods of Preventative Maintenance Inspections (2 weekly to 12 weekly)
- ▶ Collection and Delivery to local Servicing Dealer
- ▶ Out of Hours servicing
- ▶ Pet. Reg Checks
- ▶ Maintenance of body / ancillary equipment
- ▶ Tyres

Please refer to MAN ComfortService 'Terms & Conditions for Contracted Vehicles' leaflet for full cover details.

