

DAF MULTISUPPORT

Service Plans



A PACCAR COMPANY DRIVEN BY QUALITY

DAF



Flexible solutions tailored to how your business operates

From long-distance transportation to local distribution, off-road construction to urban waste collection. We have clients in every sector and appreciate that every business is unique. That's why DAF MultiSupport service plans are flexible enough to reflect your priorities and tailored to address your specific needs.

Value-adding purchase solutions

- Monthly or upfront payment
- Integrated with financial agreement
- Terms up to 10 years

Choose the support you need

- Auxiliary air-conditioning
- Tyre management
- Tail lift
- Box or curtain sider superstructure
- Collection and delivery for maintenance

Contact your local DAF Partner for more on terms & conditions, options and items covered.

Your business. Your perfect service plan.

It's simple. With DAF MultiSupport service plans you optimise your fleet's uptime. Whatever sector you operate in, whatever vehicles you use, whatever size your fleet. We work with you to develop a customised service plan that schedules preventative maintenance and responds fast and flexibly when issues arise. So you have the overview and insights to plan even the most complex logistics with confidence and keep your fleet on the road and ahead of the game.

WHY DAF MULTISUPPORT?

Increased uptime

- Predictable, preventative maintenance
- Maximum vehicle reliability
- Minimized unplanned downtime

More certainty

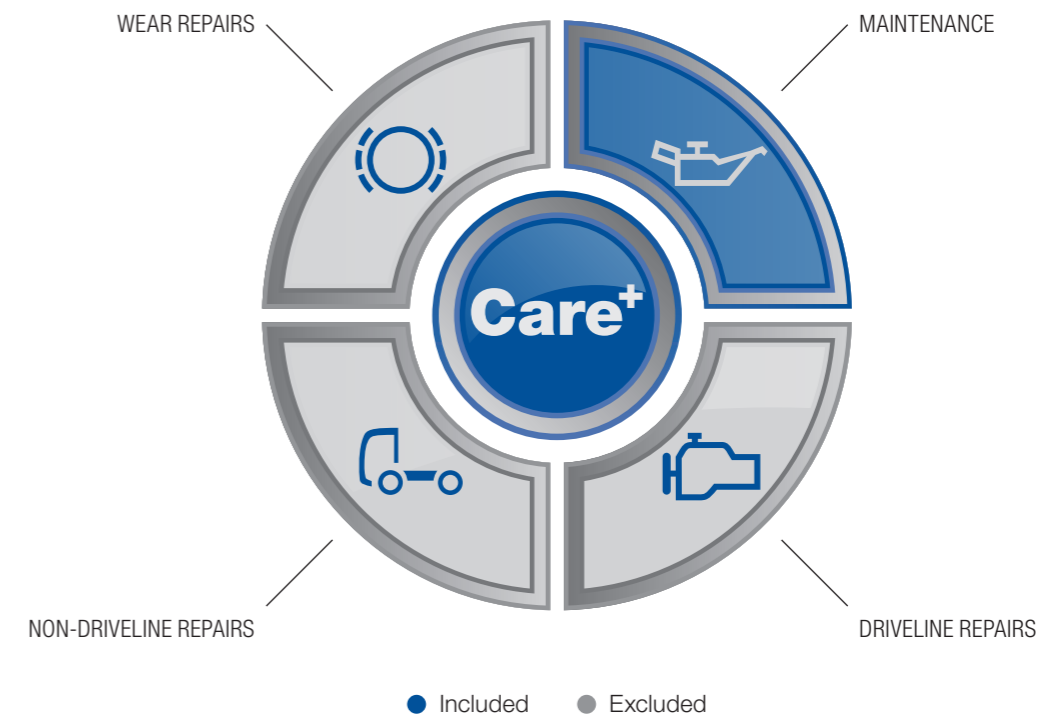
- Proactive communication and notifications
- Clear status overview of each vehicle
- All repairs by qualified technicians
- Higher resale value



Keep your business moving forward

Your maintenance coverage and tailor-made schedule keep your vehicles on the road longer, increasing uptime.

We deal with problems before they happen. A preventative approach to maintenance that ensures your vehicle isn't just in good shape today. It will stay that way tomorrow. All maintenance planning and service records are kept up-to-date by your servicing dealer. And all work we do on your vehicles is done by applying DAF's highest vehicle-specific maintenance standards.



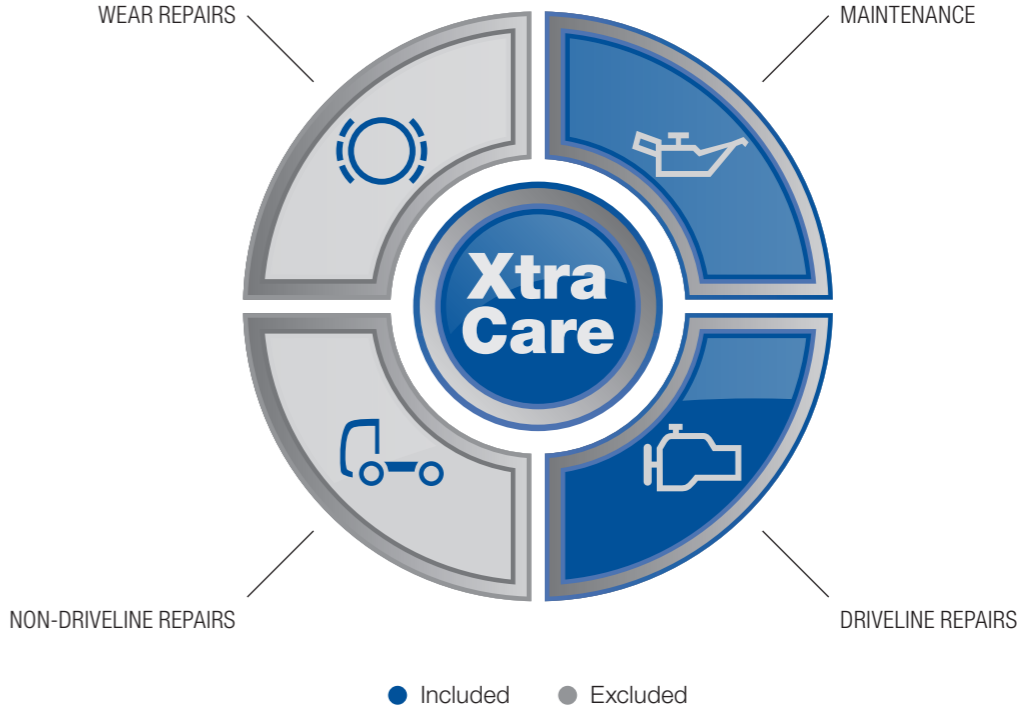
SOME ADDITIONAL BENEFITS

Alongside essential maintenance coverage, this plan also includes timely maintenance notifications. We use real-time data to accurately and efficiently plan the exact service support you need, tailoring maintenance to the vehicle's precise needs. This maximises your vehicle's time on the road, increasing uptime. Optional extras include vehicle collection and delivery.



Thinking ahead means getting ahead

DAF's high-quality services keep your vehicles in perfect shape to maximize your fleet's uptime. The extensive vehicle protection in the Xtra Care plan includes driveline repairs. So you're covered for all your most essential – and expensive – vehicle components, from camshafts right through to propellor shafts.



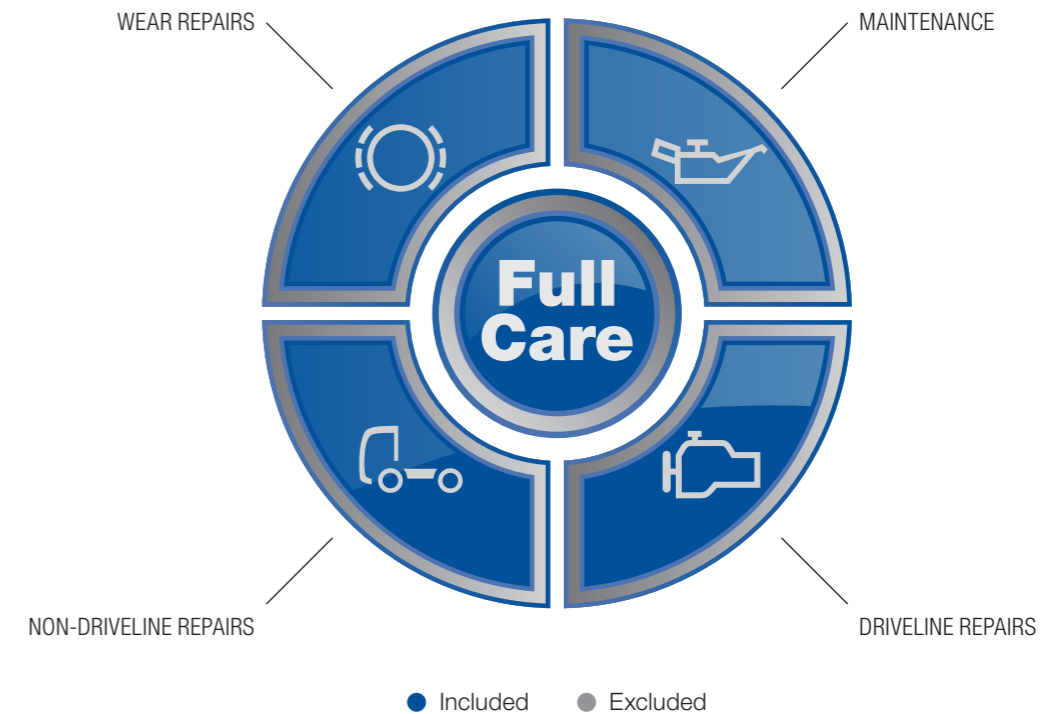
SOME ADDITIONAL BENEFITS

Your support also includes preventative maintenance inspections, tailored maintenance schedules (R&M service planner) and 24/7 roadside assistance for driveline-related repairs. Real-time data is used to plan the exact service support you need in the most efficient way. And all work is carried out by certified DAF technicians. So your vehicle stays in excellent condition. Increasing both its uptime and resale value. You can also add optional services, such as engine oil top-up support.



Everything covered, everything optimized

Total vehicle protection means maximum uptime. Every service-related aspect of your vehicles is covered: from driveline repairs to battery replacement and general wear & tear. And if the unexpected does ever happen, we're there for you with 24/7 roadside assistance and extended breakdown support including coverage for towing costs.



SOME ADDITIONAL BENEFITS

Preventative maintenance inspections and tailored maintenance schedules keep your vehicles in top condition. While real-time data is used to efficiently plan the exact service support you need, when you need it. Increasing uptime and reducing your admin burden. All for an attractive fixed monthly fee. You can also add optional services, ranging from wiper blade replacement to national and international maintenance support.

Solutions for every business

Specialist vehicles for construction or municipal use have different configurations, particularly for the cab, chassis, or driveline. DAF MultiSupport offers flexible contracts including a variety of options tailored to these applications. This means we can work with you to develop a service plan customised precisely to your operations. And that ensures maximum uptime for your specialist vehicles, so they will be wherever you need them, doing the job they're built to do.

BENEFITS

- A fleet that's always performing at its best
- Full-service package to maximise uptime
- Customised support through a wide range of optional services
- Premium DAF-prescribed maintenance and check-ups for complete peace of mind

"The strategic collaboration with DAF helps Renewi to achieve the highest availability of the fleet at the most optimal costs on a cost-effective basis."

Mark Wehrung
Manager Asset Management, Renewi



Your electric future in safe hands

You know better than anyone the economic and environmental benefits of a sustainable fleet. But with technology evolving all the time, servicing and maintaining electric trucks is complex and requires specialist support. With DAF qualified technicians and parts, we keep your trucks on the road, travelling towards a brighter future.

All our electric vehicles come with our recommended option of a Full Care service plan and 24/7 extended breakdown support. So you can keep your fleet on the road in top condition, maximising its range and uptime.





National and international coverage

Running an international operation is complex enough. So to make life easier, DAF MultiSupport lets you have your vehicles serviced by authorised DAF dealers anywhere in Europe.

Our comprehensive network is spread over more than 1,000 locations across the continent to ensure that, no matter where your operations take your vehicles, expert servicing is just around the corner. The PAN European coverage option lets you decide which dealers across Europe you want to carry out planned services, so servicing can dovetail with your hubs to ensure even more uptime.

And if a vehicle does experience unplanned downtime, quick, qualified DAF support will be there in no time to get your vehicle back where it belongs: on the road.

WHAT IT MEANS FOR YOU

- **Convenience:** servicing in workshops nearest to your vehicle's location
- **Optimal fleet utilization:** servicing fits seamlessly with your operations
- **Flexibility:** services where and when you need them, home and abroad

Uptime Services

SPEND MORE TIME ON THE ROAD WITH A DAF MULTISUPPORT SERVICE PLAN

DAF MultiSupport service plans use real-time data to tailor maintenance to that vehicle's needs. Making maintenance planning easy, accurate and efficient, and increasing vehicle uptime.

- Real-time mileage data pinpoints when maintenance needs to happen
- Alerts sent to you and your DAF service partner
- Easy to track and log completed and upcoming jobs via DAF MultiSupport portal
- Super-efficient planning with 100% up-to-date maintenance info and timely notice of upcoming jobs

BACK ON THE ROAD FASTER WITH UPTIME PLUS

Uptime Plus delivers faster support in the event of a breakdown. Your extra protection includes priority assistance throughout most European countries, with an extensive network of DAF partners who'll have your vehicle back on the road before you know it.

THE UPTIME PLUS PROMISE

- Back on the road in under 8 hours ...
- ... or replacement vehicle for up to 15 days
- ... or downtime compensation if no replacement vehicle available



"With DAF MultiSupport, we opted for certainty and maximum vehicle reliability."

Marin Kachakov
Manager, Technical Support & Control, Discordia





Boost your uptime

Choose the DAF MultiSupport service plan that's perfect for your operations

| | | Care* | Xtra Care | Full Care |
|----------------------|---|-------|-----------|-----------|
| MAIN COVERAGE | Maintenance | ● | ● | ● |
| | Driveline Repairs | – | ● | ● |
| | Non-Driveline Repairs | – | – | ● |
| | Wear Repairs | – | – | ● |
| SERVICE | R&M Service Planner | ● | ● | ● |
| | Customer Notifications | ● | ● | ● |
| | Breakdown Support | – | ○ | ● |
| | Uptime Plus | – | – | ○ |
| | International Dealer Coverage | – | – | ○ |
| | Oil Topup (engine oil) | ○ | ○ | ○ |
| | Collection and delivery at maintenance services | ○ | ○ | ○ |
| | Tyre management | ○ | ○ | ○ |
| | Tail lift | – | – | ○ |
| | Box or curtainsider superstructure | – | – | ○ |
| | Auxiliary air-conditioning | – | – | ○ |

● Included ○ Optional – Excluded

ONE PORTAL. COUNTLESS POSSIBILITIES.

The DAF MultiSupport portal makes managing and planning your DAF fleet services easy.

Simple to use, the clear interface puts the information you need at your fingertips. Track the status and maintenance of your service plans. Get timely notifications when you need to act. And have the overview and insights you need to keep your fleet in tip-top condition.

Smart business decisions are easier with the **DAF MultiSupport portal**.

Contact your local DAF partner to discuss the best options for your business.

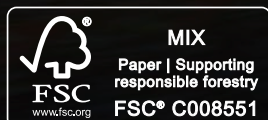
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IATF16949
Quality
Management System



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