

# CUSTOMER SUPPORT AGREEMENTS



World-class experience.  
Local know-how.







We pride ourselves in our aftersales teams at TDX and across our 18 branches, 75 technicians and 5 Product Support Technicians we are fully committed to your fleet uptime.

With 200,000 parts items and access to a global network we guarantee that our commitment to your fleet will not be beaten.



**18** BRANCHES  
NATIONWIDE  
**75** TECHNICIANS  
**05** PRODUCT SUPPORT  
TECHNICIANS



WE KNOW THAT YOUR  
BUSINESS GOES THROUGH  
PEAKS AND TROUGHS – THAT'S  
WHY OUR AGREEMENTS  
ARE DESIGNED TO HELP YOU  
MANAGE CASH FLOW.





## TDX CUSTOMER SUPPORT OVERVIEW

### WHY

You want peace of mind. You want to know that your fleet is in the best possible care. You want factory trained experts ensuring you achieve maximum uptime. You want lower total cost of ownership. – Talk to us about a TDX Customer Support Agreement.

### HOW

- Individual plans created for your specific needs.
- Cost per hour model
- Service reports sent direct to you electronically once the service has been completed.
- Dedicated analysis of your machine, operator behavior and machine performance
- Regular fleet reviews
- Pro-active component changes in line with OEM recommendations



**Blue Agreement - Maintenance program.**



**Gold Agreement - Total repair and maintenance program.**



## MAIN BENEFITS OF A TDX CUSTOMER SUPPORT AGREEMENT

- **Quality** - Maximum uptime for your machine. TDX has comprehensive sales and service coverage, with nationwide branches, service dealers and fully qualified Service Technicians.
- **Fixed costs** - Maintenance and service costs are known and invoiced on hours used.
- **Regular visits by TDX Service Technicians** - Specialist product knowledge, access to the latest service information, Volvo CE diagnostic systems and Product and Software updates.
- The work is always done by TDX qualified Service Technicians trained to the **OEM standards**.
- **Full factory warranty** on all parts for 2 years.
- **Safety** - Regular maintenance checks reduce the chance of safety related failures.
- **Minimise your company's environmental footprint** - Regular maintenance and preventative maintenance inspections and tools such as MATRIS will assist you to operate machines as efficiently as possible. This means reduced fuel consumption, less CO<sup>2</sup> emissions along with reduced wear and tear.



**“OUR CUSTOMER SUPPORT AGREEMENTS HELP YOU ACHIEVE  
MAXIMUM PRODUCTIVITY AND PROFITABILITY”**

# **BLUE AGREEMENT**

With a Blue Agreement you pay a reduced rate for servicing for the duration of the agreement:

- Cost per hour that the machine is used and calculated by telematics
- Servicing regime as per OEM using genuine parts
- Servicing report sent direct to you on completion
- Any repairs or additional work communicated and charged separately
- Individual plans based on machine and operating conditions.

## **WHAT IS COVERED**

- All filters, lubricants, coolants and V belts are replaced at recommended intervals, regardless of condition.
- Operational download provided (Matris)
- Photo report provided.
- Notes/photos of defects will be provided, if applicable.
- Oil sampling and analysis at regular intervals.

**“COMPREHENSIVE MAINTENANCE PROGRAM”**

# **GOLD AGREEMENT**

## **ONLY FOR VOLVO MACHINES**


With a Gold Agreement you get it all:

- Reduced rates for servicing calculated over the length of the agreement
- Cost per hour taken from telematics
- All Servicing as per OEM recommendations using genuine parts
- All repairs due to wear and tear \* (details available separately)
- Individual analysis (including oil sampling) carried out after each service and reported to you
- Total fleet reviews

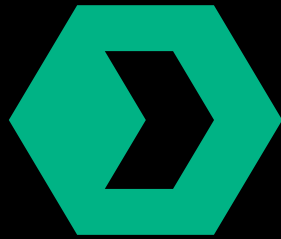
## **WHAT IS COVERED**

- All filters, lubricants, coolants and V belts are replaced at recommended intervals, regardless of condition.
- Operational download provided (Matris)
- Photo report provided.
- Notes/photos of defects will be provided, if applicable.
- Oil sampling and analysis at regular intervals.

**“TOTAL REPAIR & MAINTENANCE THE MOST COMPREHENSIVE OFFER”**

 0800 848 267

 [TDXLTD.CO.NZ](https://tdxltd.co.nz)



**TDX**

World-class experience.  
Local know-how.