

VOLVO CONSTRUCTION EQUIPMENT

CUSTOMER SUPPORT AGREEMENTS



INCREASED PROFITABILITY AND PEACE OF MIND

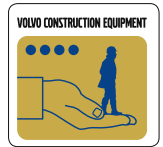
The Volvo Customer Support Agreement gives you the opportunity to maximize the potential of your machine, and focus on your core business.

Volvo and your dealer understand that the needs of your business vary, and we have created four different Customer Support Agreement Packages to suit you. They allow you to tailor the maintenance of your Volvo machine fleet to the specific needs of your operation.

Our Customer Support Agreements helps you stay profitable with complete peace of mind.

The Gold Agreement

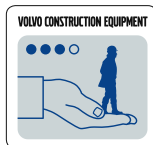
- Our most comprehensive offer, it ensures that repairs, maintenance and inspections are carried out by Volvo Service Technicians
- Additional service options includes the availability guarantee which provides a guaranteed level of working hours per year for your machine, designed to maximize uptime
- Is ideal for machine owners with high expectations of machine availability and productivity. This means that you can make long-term financial plans and eliminate unexpected costs
- Known cost for repairs, maintenance and service
- Flexible payment solutions





The Silver Agreement

- The Silver Agreement offers repairs on major components, maintenance and inspections carried out by Volvo Service Technicians
- Additional service options include support to improve the performance of your machine, based on machine data analysis
- Known cost of major repairs, maintenance and service
- Flexible payment solutions



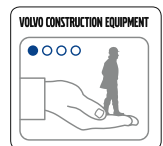
The Blue Agreement

- Preventive maintenance (PM) and inspections carried out by Volvo Service Technicians
- Additional service options provide you with early indications about the status of your machine, helping you to keep your machine productive
- Known cost of maintenance and Service
- Flexible payment solutions

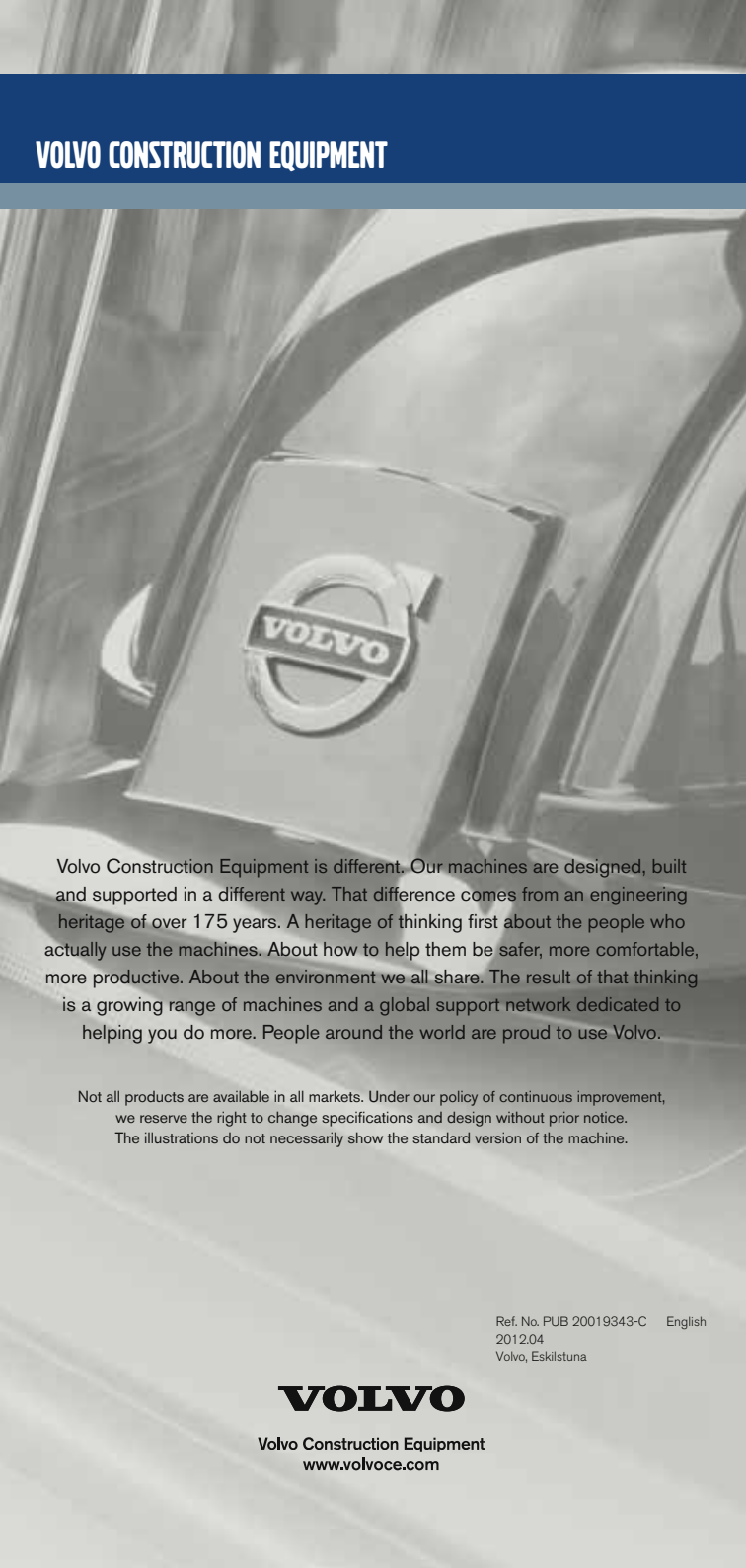


The White Agreement

- Regular machine inspections are carried out by Volvo Service Technicians on all vital parts and functions
- Following the inspections you will receive a diagnosis for recommendations for maintenance, service and repairs that prevent unnecessary wear



VOLVO CONSTRUCTION EQUIPMENT

A close-up, black and white photograph of a Volvo logo on a piece of construction equipment. The logo is a circular emblem with the word "VOLVO" in a dark rectangular bar across the center. The emblem is mounted on a metallic, rectangular plate. The background shows the curved, metallic surface of the equipment, with some motion blur suggesting it is in use.

Volvo Construction Equipment is different. Our machines are designed, built and supported in a different way. That difference comes from an engineering heritage of over 175 years. A heritage of thinking first about the people who actually use the machines. About how to help them be safer, more comfortable, more productive. About the environment we all share. The result of that thinking is a growing range of machines and a global support network dedicated to helping you do more. People around the world are proud to use Volvo.

Not all products are available in all markets. Under our policy of continuous improvement, we reserve the right to change specifications and design without prior notice. The illustrations do not necessarily show the standard version of the machine.

Ref. No. PUB 20019343-C English
2012.04
Volvo, Eskilstuna

VOLVO

Volvo Construction Equipment
www.volvoce.com