

DAF MULTISUPPORT

# Electric Service Plans







# 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

## 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

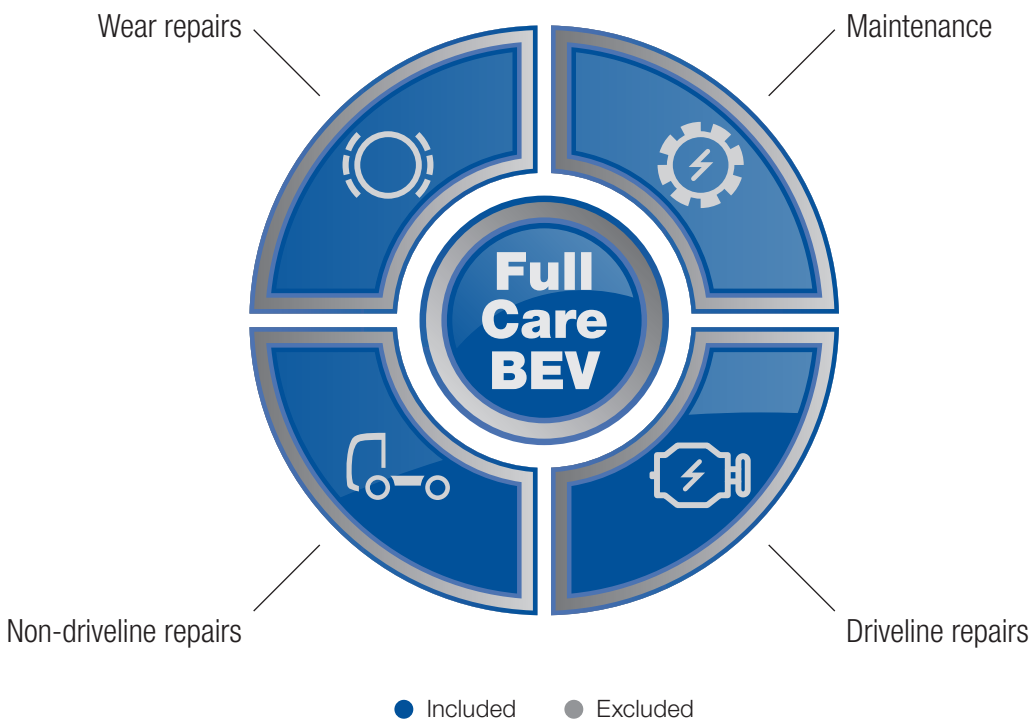
Contact your local DAF Partner for more on terms & conditions, options and items covered.





# Everything covered, everything optimized

Total vehicle protection means maximum uptime. Every service-related aspect of your vehicles is covered: from driveline repairs to steering pumps 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.



# 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 BEV 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.

## 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.

# Quick Reference Guide

Product Details	
<b>Maintenance</b> All necessary periodic preventative maintenance activities according to vehicle specific DAF maintenance standards, including all required parts, oils and filters using DAF Genuine parts	Full Care BEV ●
<b>R&amp;M Service Planner</b> Pro active maintenance planning	Full Care BEV ●
<b>Dealer Coverage</b> National Dealer Coverage International Dealer Coverage	Full Care BEV ○ ○
<b>Legal Inspections</b> All applicable legal inspections	Full Care BEV ○
<b>Driveline Repairs</b> <b>High Voltage Battery</b> HV battery, HV cables, S-box, battery relay box, ground strip, maintenance service disconnect	Full Care BEV ●
<b>High Voltage Installation Wiring</b> HV installation wiring, HV power connectors, cut loops	●
<b>High Voltage Junction Box</b> HV junction box, active isolation monitor, HV junction box controller, HV junction box fuses, HV junction box relays	●
<b>24V System</b> DC/DC converter, PACCAR Powertrain controller, coolant pumps	●
<b>Brake resistor</b> Brake resistor, brake chopper, inverter brake resistor	●
<b>Cooling system</b> BAC (Battery Airocondition System)	●
<b>Charging</b> Charger control unit, on board charger, charger socket, active isolation monitor	●
<b>Electronic drive system</b> EDS, EDS inverters, water/oil heat exchanger, oil pump, oil filter, temperature sensor, planetary gearsets, E-actuators (gear controls)	●
<b>Non-driveline Repairs</b> <b>Cab</b> All cab, exterior and interior parts, including cabin tilting device, ram pump and cabin suspen	Full Care BEV ●
<b>Chassis, steering gear, suspension</b> Chassis, steering gear and suspension-related parts	●
<b>E-Air compressor</b> E-air compressor complete, E-air compressor inverter	●
<b>E-Steering pump</b> E-steering pump complete, E-steering pump inverter	●
<b>24V System</b> LV junction box, LV circuit, LV fuse box	●
<b>E-PTO</b> E-PTO 25 kW, E-PTO 90 kW	●
<b>Cooling system</b> Cooling fan 1 and 2, CAC (Cabin Airconditioning system), HVCH (High Voltage Cabin Heater)	●
<b>Electronic Hydraulic Power Steering</b> Electronic Hydraulic Power Steering (EHPS) system	●

LV = Low Voltage  
HV = High Voltage

● Included    ○ Optional

Product Details	
<b>Wear Repairs</b> <b>Replacement of:</b> Shock absorbers and rubbers Bushes Shackle pins, king pins 24V Batteries	Full Care BEV ● ● ● ●
<b>Brakes</b> Repair and/or replacement of brake discs and drums, linings, shoes and pads	●
<b>Breakdown Support</b> DAF ITS assistance Repair costs Call-out costs of a service vehicle Towing costs	Full Care BEV ● ● ● ●
<b>Connected Services</b> Basic Connect Services Vehicle Health ECO Score Card	Full Care BEV ● ● ○
<b>My DAF MultiSupport Portal</b> My DAF MultiSupport Portal	Full Care BEV ●
<b>Other Products</b> Wiperblades Auxiliary Air-conditioning Support Tail Lift Support Collection and delivery at maintenance services Suzies (electrical and air) Tyre management Box or curtainsider superstructure support	Full Care BEV ○ ○ ○ ○ ○ ○ ○

## 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.

The content of this Quick Reference Guide is for information purposes only and gives a general overview of the DAF MultiSupport products without being exhaustive in the description of the products and their relevant conditions and/or exclusions. This Quick Reference Guide is not intended to substitute the DAF MultiSupport Agreement. Only the signed DAF MultiSupport Agreement will provide you with a complete overview of the applicable Included Optional terms and conditions.



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ISO14001  
Environmental  
Management System



IATF16949  
Quality  
Management System

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