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ELEMENTS
LONG LIFE VEHICLES

MAINTENANCE & REPAIR PROGRAM

Your vehicle's in good hands

ELEMENTS Tailored Service for your vehicle



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The role of planned maintenance contracts in the IVECO Service department has never been more important. Keeping your vehicle on the road with minimal interruptions for maintenance and repairs is everyone's priority. Providing an extensive choice of services to suit any commercial vehicle application at affordable prices is an objective we think we've achieved with Elements.

Elements provides the flexibility to select any combination from the four major packages which make up our overall planned maintenance contract offering. For example, you may opt for the Friction Element which provides impressive levels of support beyond a basic service agreement. This package could then be combined with any of the other Elements to enable you to create your own tailor-made package.

It is this flexibility that makes Elements so attractive. You can choose the service levels which are best suited to your size and type of operation knowing that the associated costs are fixed and predictable. This offers you peace of mind and ongoing confidence in your vehicle and in IVECO.



ELEMENTS 100% Benefits 100% IVECO



100% Flexibility

Choose the service package most suited to your needs from the wide range of possibilities offered by Elements.

100% Efficiency

We know that when it comes to your vehicle, time off the road is money. Elements allows you to minimise the time your vehicle is off the road, by scheduling your services ahead of time, allowing your business to run more efficiently.

100% Capability

IVECO offers you maximum capability thanks to the constant specialist training of its technicians and the availability of the latest generation technology and equipment. Elements, with its extensive range of service packages helps you to keep your vehicle on the road.

100% Transparency

Maximum transparency in payments and monthly rates enable you to always know your vehicle servicing costs in advance, with no unexpected expenditure.

100% Value

Regular maintenance and guaranteed servicing ensure that the residual value of your vehicle is maximised.

ELEMENTS Total Flexibility from Additional Coverage



'Elements' provides you with total flexibility to tailor a Planned Maintenance Contract to suit your particular operation. You can choose one 'element' only - or build a combination of elements and options to provide a tailor-made solution to suit your specific needs. All activities are performed by IVECO through its Service Network using IVECO original parts.

- 1 ServiceBond**
Scheduled servicing.
- 2 Friction**
Wear and tear on friction materials, scheduled servicing.
- 3 Driveline**
Wear and tear on driveline components, scheduled servicing.
- 4 EasyRoad**
Non-scheduled repairs, wear and tear, scheduled servicing.

Peace of mind with IVECO

IVECO has continually been at the forefront of the transport world. Satisfaction, reliability and excellence are ensured with every job, thanks to the use of IVECO original parts and the capability of the Service Network.

And in a continual effort to offer you the best possible service, IVECO has created Elements: a wide range of tailored service packages, devised to keep your vehicle on the road. How? By putting its trust in a network with cutting edge services, minimising operating costs and ensuring lasting value over time.

Elements is a specialised high quality service that aims to ensure a long life for every vehicle in all sectors. With Elements, the relationship between IVECO and our customers is further strengthened.

ELEMENTS AT A GLANCE

	ServiceBond	Friction	Driveline	EasyRoad
Safety Inspection	Std	Std	Std	Std
Programmed Maintenance	Std	Std	Std	Std
Brake Pad / Lining Replacement	Opt	Std	Opt	Std
Clutch Replacement	Opt	Std	Std	Std
Repairs to Driveline Components	Opt	Opt	Std	Std
Full Wear and Tear Coverage	Opt	Opt	Opt	Std
Towing	N/A	N/A	Std	Std
24hr Breakdown Service	Std	Std	Std	Std
Pick Up and Delivery Service	Opt	Opt	Opt	Opt

Opt - Optional - Std - Standard - N/A - Not Available



ELEMENTS 1. ServiceBond

Suited to the cost-conscious operator

A package based on IVECO's scheduled servicing including both distance and time-dependent operations. It is particularly suited to the cost-conscious operator requiring maintenance on their vehicles only.

Activities included in the ServiceBond Element:

- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO. These activities include greasing, changing oils and fluids, as well as the supply of recommended materials and 100% IVECO genuine parts (eg. grease, oil, filters and/or cartridges).
- Distance-based and time-based servicing dependent on model type and operational parameters.
- Defect reporting.

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear view mirrors' glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Batteries, light bulbs, fuses.
- Additional accessories such as radio, CB-radio, extra lights.
- Washing and cleaning the vehicle.

ELEMENTS 2. Friction

Giving you an impressive level of support

The Friction package provides impressive levels of support beyond the basic ServiceBond Element and covers the consequences of wear and tear on friction materials. Friction provides peace of mind if you do not require a comprehensive repair and maintenance package.

Activities included in the Friction Element:

- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO. These activities include greasing, changing oils and fluids, as well as the supply of recommended materials and 100% IVECO genuine parts (eg. grease, oil, filters and/or cartridges).
- The repair and/or replacement activities related to clutch discs, brake disc/drums pads, shoes and sensors - provided that such activities are required and due only to normal wear and tear.
- Defect reporting.

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear-view mirrors' glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Batteries, light bulbs, fuses.
- Additional accessories such as radio, CB-radio, extra lights.
- Washing and cleaning the vehicle.



With **ELEMENTS** comprehensive support and customer care ensures your investment is in good hands.



ELEMENTS 3. Driveline

Supplying you with that extra level of support and confidence

The Driveline package provides impressive levels of support beyond the basic ServiceBond and Friction Elements and covers the consequences of wear and tear on the driveline components. Driveline provides peace of mind if you do not require a comprehensive repair and maintenance package but allows you the confidence of large and expensive driveline repairs.

Activities included in the Driveline Element:

- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO. These activities include greasing, changing oils and fluids, as well as the supply of recommended materials and 100% IVECO genuine parts (eg. grease, oil, filters and/or cartridges).
- The repair and/or replacement activities related to engine, transmission and rear axles. Provided that such activities are required and due only to normal wear and tear.
- 24 hour emergency roadside services.
- Defect reporting.

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- All friction materials.
- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear-view mirrors glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Batteries, light bulbs, fuses.
- Additional accessories such as radio, CB-radio, extra lights,
- Washing and cleaning the vehicle.

ELEMENTS 4. EasyRoad For complete peace of mind

A fully comprehensive package providing complete peace of mind. It allows you to concentrate on your day-to-day business, secure in the knowledge that all servicing, wear and tear and non-scheduled repairs will be taken care of.

Activities included in the EasyRoad Element:

- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO. These activities include greasing, changing oils and fluids, as well as the supply of recommended materials and 100% IVECO genuine parts (eg. grease, oil, filters and/or cartridges).
- Bulbs and adjustments at time of scheduled servicing only.
- All fair wear and tear repairs during the agreement period.
- 24 hour emergency roadside services.
- Defect reporting.

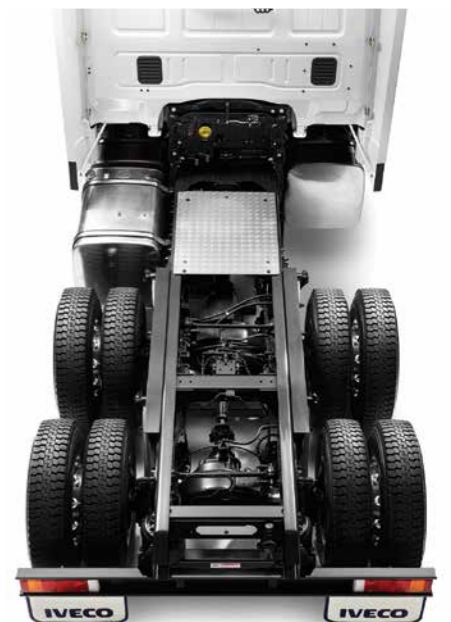
Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear view mirrors' glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Additional accessories such as radio, CB-radio, extra lights.
- Washing and cleaning the vehicle.

In keeping with the flexibility of Elements, further options are available.

See 'Elements at a Glance'.





Commitment

**Your vehicle's in good hands.
Only the IVECO Service network
is able to maintain your vehicle for
optimum performance at all times.**

The use of IVECO original parts is your assurance of quality, with all parts manufactured through a continual programme of research and development, and by selecting only the best products from leading suppliers.

We offer products and services of outstanding quality, to help maintain your investment in perfect condition over time – something that only the original manufacturer can offer.

By purchasing an IVECO product, you have joined the IVECO family and are welcome to take advantage of the very real benefits that accrue from strong family ties.

- The efficiencies and performance that result from the introduction of cutting edge technology.
- The advancement of skill levels nurtured to support these new technologies.
- An Australian-wide family of IVECO dealers ready to provide customer service wherever and whenever it is needed.
- IVECO original parts and key skills tailored to your specific vehicle.

These are real family benefits and by taking an Elements contract, you will be bringing your IVECO back to its roots and ensuring it receives the very best attention.

