



THE BEST IN  
THE BUSINESS:  
**DAF BACK-UP**

# The best back-up in the business

With a clear focus on delivering maximum vehicle uptime and earning potential for our customers, our reputation for providing the best back-up in the business is well earned.

Efficiency starts with our trucks offering market-leading reliability and low operational costs. Once on the road, our customers are supported by a comprehensive range of services - from intelligent information systems to give greater control and enhanced communication, to our pioneering roadside assistance service which will be there when you need support fast.

Behind the quality of our service is the commitment of our people. With the most extensive, highly trained and responsive dealership network in the UK, DAF delivers the best back-up solutions available anywhere.



DAF  
WARRANTY

DAF  
MULTI-  
SUPPORT

DAF  
CHECK

DAF  
DEALER  
SUPPORT

PACCAR  
FINANCIAL

DAF  
AID

DAF  
DRIVER  
ACADEMY

DAF  
FIRST  
CHOICE

DAF  
FLEET  
SERVICES

DAF  
CONNECT

DAF  
ITS

PACCAR  
PARTS

# DAF Warranty



In the haulage business, everything is geared to maximise productivity and minimise cost: the highest possible profit per tonne/kilometre.

### A package you can rely on

Our Warranty Plus package, alongside DAF MultiSupport (documented on the following page), are the building blocks of the extended DAF Repair and Maintenance Package. Designed to offer you a tailor made service proposal that prevents unpleasant surprises and controls your monthly costs, this package will provide total peace of mind.

It's all about supporting the Best Business Proposition with the best product, the best services, and the best organisation behind it.

### Vehicle warranty

The cost of repairs that are identified and confirmed as a manufacturing or material defect may be claimed from DAF, with no charge to the customer.

Warranty falls into two categories; vehicle warranty and driveline warranty. Vehicle warranty covers the complete truck as supplied by DAF Trucks. Driveline warranty is limited to the engine, transmission and driven axles of the vehicle.

Vehicles sold through DAF UK, will benefit from the following Warranty Plus cover as basic:

<b>XF</b>	<b>Warranty Plus -</b> Two year vehicle Three year driveline	Takes care of all warrantable repairs on the vehicle for two years and on the driveline for a third year, together with associated breakdown coverage.
<b>CF</b>	<b>Warranty Plus -</b> Two year vehicle Three year driveline	Takes care of all warrantable repairs on the vehicle for two years and on the driveline for a third year, together with associated breakdown coverage.
<b>LF</b>	<b>Warranty Plus -</b> One year vehicle Three year driveline	Takes care of all warrantable repairs on the vehicle for one year and on the driveline for a second and third year, together with associated breakdown coverage.

# DAF MultiSupport

Through DAF MultiSupport, we can tailor your back-up package to the specific needs of your business, so that you can choose precisely the level you require.

## Maximise earnings

An agreed price per month for the repair and maintenance needs of your truck, so you know in advance what your operating costs will be and can plan and control accordingly. In the longer term, DAF MultiSupport delivers the best value-for-money back-up on the market. Through our in-house finance company, you can combine the repair and maintenance cost with your lease cost, on one monthly invoice.

## Optimise vehicle performance

Our network of fully trained technicians are familiar with every aspect of your truck and only high quality DAF Genuine Parts are used. Your vehicle will be kept in optimum condition, reducing the risk of breakdown and the costly effect of a delay.

## Enhance resale values

DAF MultiSupport assures the highest level of service for your vehicle. This will not only deliver better standards of reliability and durability, but will also be reflected in an enhanced resale value.

## Maximise uptime

Taking into account scheduled DVSA safety and maintenance inspections, your vehicle application and truck configuration, we will create an optimised maintenance schedule that best suits your vehicle and operation. In case of a breakdown or any other unexpected situation, you can trust DAFaid and DAF ITS to get you moving again.

## Custom management solutions

We can offer a range of management services for your fleet - including provision of centralised billing for non-contract damage or repairs and 'link and chase' compliance management, to ensure maintenance schedules are adhered to.

## New Care+

A base Maintenance contract that ensures your vehicle visits a DAF Dealer workshop at least once per year, for regular maintenance plus a health check, which includes software updates and any outstanding recalls.

Ensuring your vehicle optimises uptime and reduces the risk of breakdown.

The below Preventative Maintenance package, comes as standard on all XF, CF & LF models, with the duration and maximum mileage varying according to vehicle series; three years for XF, two years for CF and LF.

Model	Preventative Maintenance	Description
XF	Three Years	Takes care of all necessary planned maintenance requirements, safety and legal inspections <b>excluding</b> tachograph recalibration, MOT preparation, presentation and fees. To a maximum mileage of 480,000 km
CF	Two Years	Takes care of all necessary planned maintenance requirements, safety and legal inspections <b>excluding</b> tachograph recalibration, MOT preparation, presentation and fees. To a maximum mileage of 320,000 km
LF	Two Years	Takes care of all necessary planned maintenance requirements, safety and legal inspections <b>excluding</b> tachograph recalibration, MOT preparation, presentation and fees. To a maximum mileage of 320,000 km

DAF MultiSupport solutions include:

	Driveline Warranty	Vehicle Warranty	Care+	Preventative Maintenance	Compliance	XtraCare	Full Repair & Maintenance
Driveline Repairs	✓	✓				✓	✓
Non-Driveline Repairs		✓					✓
Wear Repairs							✓
Regular Maintenance			✓	✓	✓	✓	✓
Legal Inspections				✓	✓	✓	✓
DAFcheck Document Management System	✓	✓	✓	✓	✓	✓	✓
Breakdown Support through DAFaid/ITS	✓	✓					✓
Roadside Recovery in the UK for a Driveline Defect						✓	✓
MOT Preparation, Presentation & Fees					✓	✓	✓
Tacograph Recalibration					✓	✓	✓





The benchmark  
for transport efficiency



# DAF Fleet Services

DAF Fleet Services delivers a bespoke product to safeguard vehicle compliance and remove the administrative burden of operating heavy goods vehicles.

## Link and Chase

Protect your O licence, and free up valuable resources whilst doing so.

Vehicles are monitored daily to ensure that all service inspections, and legal activities, are booked and completed within the necessary time periods. Problematic bookings, along with missed inspections, are reported on a weekly basis. Detailed Key Performance Indicators (KPIs) are issued on a monthly basis, allowing you to keep fully up-to-date, with your fleet's performance.

### The details:

- Monitor O licence requirements
- Servicing intervals
- Legal activities
- Additional scheduled activities
- All service reminders are sent to the relevant customer branch or nominated email addresses
- All maintenance sheets can be viewed in DAFcheck

### Why Link and Chase?

All services are monitored via our in-house, unique and innovative Fleet Services department, which utilises our highly regarded DAFcheck web portal. Service sheets can be accessed through any location, using a secure web portal, negating the need for hard copy records.

DAFcheck is used nationally by all DAF dealers, guaranteeing consistent and reliable information. Furthermore, its countrywide reach means vehicle records are not impacted when moving vehicles from one operating base, to another.

Link & Chase is offered to all customers, for a monthly payment, on vehicles with a full DAF Repair and Maintenance package.

### Non-contract Single Point Invoicing

Non-contract work with single point invoicing, reduces the clerical burden of managing multiple invoices, by handing over the responsibility of dealing with all unexpected costs, to DAF Trucks.

Costs not covered under an R&M contract such as, accident damage, defects and AdBlue replenishment, are individually evaluated in-house, by the Fleet Services department

A single invoice is generated once a month. This is issued alongside a back-up report itemising each individual charge. Non-contract work with single point invoicing is offered to all customers, for a monthly payment, on vehicles with any contract package.

- Single monthly invoice
- Non-contract claims include accident and other items which are not covered under the R&M contract
- Non-contract claims include non DAF chassis
- DAF parts are paid as per the rates agreed between PACCAR Parts and the customer
- Payment is controlled by an order number procedure for each non-contract customer

### Reporting

Our in-house, unique and innovative Fleet Services department, utilises DAF systems to provide a variety of reports.

- KPI Reporting Dashboard
- Link & Chase Reporting - Fleet Compliance
- Non-contract Spend Reporting by claim / vehicle
- MOT Pass Rate
- DAFaid Reporting
- Mileage Report
- Contract Report
- Accident Management
- VOR Reporting

In addition, our new Customer portal allows access to daily information.

### Fees

- Monthly per vehicle, added to the R&M contract price
- Costs (non-contract) invoiced monthly

# DAFaid

There for you if things go wrong. You need a service you can rely on and DAFaid is accepted as the best in the business.



## You are our first priority

Our roadside assistance service - DAFaid - has an industry best time from initial call to vehicle moving of only 96 minutes – with a response time of just 44 minutes.

Dedicated and highly trained technicians ensure that over 80% of all vehicles are repaired at the roadside. Communication is a clear priority for DAFaid and, through our 'link and chase' process, will ensure you are kept fully informed of the progress of any incident.


Available 24/7 – whenever your vehicle is on the road, DAFaid is there to support you, ensuring downtime is kept to a minimum.

## DAF ITS

When abroad, DAF ITS (International Truck Service) picks up the baton. If you need help, our team of operators are equally experienced, with instant access to the information they need to get your vehicle up and running again as quickly as possible.

With an extensive and well-distributed European network of approximately 1,100 DAF dealer service points, help and support are never far away.

 **DAFAID:** 0800 919395

 **DAF ITS:** +31 40 214 3000





# DAF Driver Academy

With you all the way, as informed professional drivers are more productive and reduce operational costs.



DAF's Driver Programme is all about improving driver performance, compliance, safety and efficiency. Knowledge is power and with that knowledge comes:

- **Lower fuel consumption**
- **Higher vehicle availability**
- **Lower operational costs**
- **Higher return per kilometre**
- **Lower environmental impact**
- **Prevention of accidents**
- **A happy driver**

Our DAF Driver Training team have an in-depth understanding of how to get the best from our trucks. You can be confident in the knowledge that just like the DAF product, that same quality runs through our training courses and the content is always current and relevant.

With flexibility built in, each course can be tailored to

suit individual driver and company specific objectives. Both in-class and in-cab training can be provided with minimum disruption to work schedules.

## **DAF Driver Training Voucher**

With every retail purchase of a new DAF XF or CF operators are entitled to a 90-minute static vehicle handover, plus up to 60-minutes on road demonstration / familiarisation, delivered by a certified DAF Dealer Driver Trainer.

To ensure you get even more value from your vehicle, we are offering drivers the opportunity to take part in certified training. For operators, this means savings in many aspects; the purpose of this training is to introduce drivers to the new fuel saving features of the vehicle, helping them to get the best from your new DAF truck.

Training is provided by your local DAF sales dealer, with the option to purchase further training for additional drivers if desired.



# Nationwide dealer support



Everything you need to keep moving and earning



It is important that all DAF back-up services support and protect your investment. The DAF dealer network is the largest, offering the widest geographic coverage and the longest opening hours in the UK.

At over 130 dealers throughout the UK, you will find professionals ready to help you choose the best truck, arrange financing, schedule repairs, tailor maintenance to your requirements, maintain and repair component parts and get truck and trailer parts and accessories for your entire fleet quickly and easily.

### **One-stop shop**

Whatever support you need, your DAF dealer can provide it - and all in one place too. Our support extends beyond DAF vehicles. We can look after your whole fleet – a true one-stop shop.

### **The professional response**

Our dealers have a rate of over 96% first-time MOT passes and the best roadside assistance service available. We have over 1,800 irtec accredited and highly trained technicians, as well as an award-winning national apprenticeship programme for technicians of the future.



Proven concept,  
new benchmark

# Parts for your entire fleet



The strength of our organisation is illustrated by the enormous range of parts we offer - broad enough to allow you to simplify and streamline your administrative and operational processes, because it allows you to order all your vehicle parts from us and save yourself time.

## **DAF Genuine Parts**

Every DAF truck that rolls off the production line has already traveled a long road through development and testing. This ensures that all our trucks meet the highest standards in relation to safety, reliability, performance, operating costs and the environment. We also place the same high demands on our DAF Genuine Parts, ensuring you obtain the maximum return from your truck. As the parts are specifically designed for your vehicle, you can be sure that they function perfectly together and result in optimum performance.

Thanks to a state of the art inventory management system, your local DAF dealer always has the correct parts available and with multiple daily deliveries, your order can be delivered directly to you when you need it.

DAF genuine parts carry a full DAF warranty offering further confidence and assurance in the quality and longevity of each part.

## **DAF Exchange Parts**

Just like DAF Genuine Parts, DAF Exchange Parts satisfy the highest quality standards. The same warranty conditions apply to DAF Exchange Parts as for new DAF Genuine Parts. Re-use of parts is better for the environment and, for older vehicles, can result in considerable cost savings.

## **TRP Truck and Trailer Parts**

TRP Truck and Trailer Parts and Consumable range is the largest in the UK with over 90,000 parts. Expansion of the range to include LCV provides a full one stop solution.

It is available throughout the DAF dealer network in over 130 locations across the UK, plus in a number of dedicated TRP shops.

Parts in the TRP range are sourced from quality major manufacturers and are backed by a minimum 12 month warranty for added peace of mind. Couple this with industry leading 'off the shelf' availability and multiple daily deliveries from your local dealer, then you really do have the total parts solution for your business!

Follow us on Twitter and LinkedIn for further information and special offers on our products.

## **PACCAR Parts Fleet Services**

The easiest way to facilitate, manage and control payments for parts. Offering you consolidated billing as well as a national credit level.

Operators benefit from a network-wide, parts pricing agreement - one price, at any dealer, UK wide. A web portal brings everything together, providing you with the ability to search and view past purchases, copy invoices, account overviews and more.

## **DAF Webshop**

DAF Webshop is the number 1 platform to order all your parts online. Not only do we have the full DAF OEM range available, we also have our complete TRP range and thousands of vendor branded parts from other suppliers. All the parts you need for your Truck & Trailer repairs and maintenance are online at DAF Webshop. Simply enter the DAF chassis, VIN, engine number or licence plate and all the information you need is displayed at the touch of a button!

The scan functionality now available in DAF Webshop, has made finding and ordering parts even easier! Simply click on the camera icon in the search area and take a photo of the part number or packaging. The photo is automatically uploaded to Webshop, where the part number is analysed and identified using optical character recognition technology. Once a part has been identified, you can see its availability, the price and stock level at your dealer and the alternatives we are offering. You can then easily add the part to your order basket with just one click. The scan function is intended specifically for smartphones and tablets. There is no need to install a new app on your device.

Full information regarding technical drawings and related parts are also available in Webshop, the same as when using the Repair and Maintenance information tool. Simply search on chassis number or licence plate and go via the main groups to the correct technical drawing. All the parts related to that drawing are listed and can then be added to the parts basket.

DAF Webshop is available 24/7 on your computer, smart phone and tablet, saving you both time and money! Contact your local dealer for more information.

# DAFcheck



When any of your vehicles are serviced or maintained at a DAF dealer, you are eligible for DAFcheck - completely free of charge.



### **Compliance support**

DAFcheck is our electronic vehicle maintenance records system, which helps to ensure that your vehicles comply with DVSA requirements, protecting your O licence and keeping your OCRS in the green.

### **Easy and instant access**

Reducing your administration, we store your information online and update it immediately following inspection and servicing at a DAF dealer, so you have instant access to legible, concise records of your fleet's service history.

You can also register defects or specific instructions through the DAFcheck website which will be automatically included in the next vehicle inspection.

### **Linked to DAFaid**

And, as DAFcheck is linked to DAFaid, our UK roadside assistance service, our technicians will have

all relevant information about your vehicle available at all times.

### **Service and inspection history you can trust**

DAFcheck is not just user-friendly, it's a great management tool – and one that you can trust, with no charge whatsoever. To register, contact your local dealer.

### **Earned recognition**

DAFcheck is validated by the DVSA to align with its Earned Recognition scheme which allows operators to prove that they comply with driver and vehicle standards, with the benefit of reducing the likelihood of being subjected to roadside inspections, thus boosting uptime and productivity.

### **For more information, contact us at:**

✉ [dafcheck@daftrucks.com](mailto:dafcheck@daftrucks.com)

# DAF Connect

DAF Connect is an innovative online fleet management system, offering the operator real-time information on the performance of their vehicles and drivers.

Maximise your profitability even further with our market-leading fleet management system. A customisable, user-friendly online dashboard presents clear information on vehicle location, fuel consumption, mileage, fleet utilisation and idle time. The Live Fleet View feature gives you precise information on truck location enabling optimum fleet planning including distances, routes and driving time. You can receive self-defined alerts when deviations occur in parameters such as, speed, fuel levels, location and driving duration, so you can take immediate action.

## Real-time information

DAF Connect quickly provides you with up-to-date information about your drivers, trucks and logistics processes. This information is available online 24 hours a day, 365 days a year and helps you increase your vehicle availability, reduce your operational costs and optimise your logistical efficiency. DAF Connect will guide you towards increasing your profitability.

## Monitor

DAF Connect gives you real-time insight into how

your driver is performing and the status and performance of your vehicle, wherever you are in the world. All you need is a PC or laptop.

## Act

DAF Connect maps the current location of your vehicles, giving you insight into performances and the routes that are being covered. You can see all the departure and arrival times at a glance, helping you to optimise the use of your vehicles.

## Anticipate

Based on the information provided by DAF Connect, maintenance can be tailored even more precisely to your specific fleet and business model.

## Remote Tacho Download

Remote Tacho Download is available and can be added as an app to the DAF Connect dashboard. The application offers quick and comprehensive access to the full range of tacho information available from connected vehicles and their drivers. Driving times and rest periods are shown in real time.





# PACCAR Financial

When it's time to finance your next new or used DAF truck, you can count on PACCAR Financial to help make it possible.



## Support to make it happen

Our in-house finance company has been supporting truck owners for years with innovative purchase and lease options that can be customised to meet your individual needs.

We are able to offer you professionally tailored finance solutions and an extensive range of competitive products to enhance your profitability.

## First Choice - DAF used trucks

Engineered to last and with superior build quality, more and more operators recognise that a used DAF truck is an excellent choice.

The best place to purchase a used DAF truck is a

DAF dealer, because then you have the back-up and support of the entire DAF organisation.

DAF First Choice - a premium range of used vehicles handpicked from the very best of used DAF trucks.

All First Choice vehicles come with a warranty administered and managed by DAF Trucks and undergo a rigorous series of checks and tests before they can qualify as 'First Choice'.

First Choice offers you the trust and reliability you need when purchasing a used truck.

## For more information, contact us at:

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