



## Service Contracts

Europe-Wide Total Care Package

## Stay Mobile

A functional trailer is essential for running a successful business, so never compromise – instead, rely on Schmitz Cargobull, the transport professionals. We understand total care: the maintenance and servicing of trailers as well as the conditions of your daily business. And we ensure that you stay mobile!

## Your benefits

- Low, fixed monthly instalments
- Replacement of wear parts including material and labour costs
- Servicing for trailer, tyres, cooling units and other components
- All legally stipulated inspections\*
- Comprehensive Schmitz Cargobull service partner network throughout Europe
- Fast, quality-tested repairs
- Payment guarantee in the event of a breakdown up to 3,000 euros



## You will also receive...

### Complete solution

for the entire fleet, regardless of vehicle age, type and manufacturer.

### Secure calculation

The Full Service contracts also applies to unplanned costs: You pay a constant monthly flat rate over the entire term of the contract, allowing a high degree of planning security and many valuable advantages.

### Optional service modules

Our service contract is as individual as your requirements: Thanks to a modular range of services and each module can be booked individually. Vehicle equipment, trailer mileage, contract duration and type of use also considered.

### Straightforward handling

One contract – one invoice: why make things complicated when they can be simple?

### Higher resale value

You obtain a higher resale value, due to regular maintenance and the use of genuine spare parts.

## Service Modules

Schmitz Cargobull's flexible service modules provide the right range of services to meet every purpose and every requirement. The modules can be combined and linked to each

other, as required, to ensure the best possible protection for your fleet. Take advantage of the benefits of the service contracts and stay mobile.

### REPAIR AND MAINTENANCE CONTRACTS

#### Trailer Service Basic

- Six-monthly service checks
- 24/7 Europ-wide breakdown service
- Axle and brake wear repairs including EBS

#### Cooling Unit Service Basic

- 750 cooling unit running hours including optional additional hours
- Maintenance performed as per the manufacturer's specifications
- Labour and material costs in the event of wear repairs
- Software updates
- 24/7 Europe-wide breakdown cover

#### Breakdown Cover

- 24/7 Europe-wide breakdown cover
- Trailer mobility restored free of charge.
- Short downtimes due to professional handling and a comprehensive service network.

#### Repair Management\*

- Maintenance and servicing at fixed agreed hourly rates
- Europe-wide standardised guide times and material costs
- Automated handling and invoicing through the Cargobull Repair System

### FULL SERVICE CONTRACTS

#### Full Service Trailer

- Six-monthly service checks
- Mandatory inspections (general inspection, safety inspection)
- 24/7 Europe-wide breakdown cover
- Wear repairs of brakes, axle, EBS, attachments, lighting, electronics and body

#### Full Service Cooling Unit

- 3,000 cooling unit hours including optional extra hours
- Maintenance performed as per the manufacturer's specifications
- Service and repair including labour and material costs
- Seal check and calibration
- Software updates
- 24/7 European breakdown service
- Proactive monitoring of the status of the cooling unit including notification

#### Full Service Tyres

- Replacement in the event of tyre wear
- Tyre selection tailored to use, including premium tyres
- Europe-wide Service Partner network with over 2,500 tyre partners
- Optional: deliberate tyre damage
- 24/7 European breakdown service

\* Bookable for a fleet of 100 or more trailers.

## Repair and Maintenance Contracts

Repair and maintenance contracts ensure that your trailers are always driven in a perfectly maintained condition. The range of different service modules offer can be tailored to your precise needs, so you'll always be safe on the road with low, manageable rates.



### Trailer Service Basic

- Early reminders when service checks become due
- Replacement and wear of all brake and axle components including EBS Modulator
- Optional: all statutory checks
- Individual service modules:
  - possibility to upgrade at any time to
    - Full Service Trailer
    - Full Service Tyres

### Cooling Unit Service Basic

- Schmitz Cargobull Cooling Unit service contract extension
- 750 cooling unit running hours per year
- Optional: additional cooling unit running hours
- Costs covered for maintenance, service and repair including the replacement and wear of the key cooling unit components
- Optional: TrailerConnect telematics,
- Individual service modules:
  - possibility to upgrade at any time to
    - Full Service Cooling Unit
    - Options listed above

### Repair Management

- Europe-wide handling of repairs, maintenance and breakdowns for the entire trailer fleet (regardless of the manufacturer) through the Cargobull Repair System on agreed fixed terms
- Workshop-specific hourly rates
- Europe-wide standardised guide times and material costs\* for Schmitz Cargobull Genuine spare parts
- Invoice monitoring, handling and cost transfer by Schmitz Cargobull
- Accomplishment of work in the Schmitz Cargobull Service Partner network or by fixed defined partners

### Breakdown Cover

- Exclusive Europe-wide breakdown cover
- Minimal downtime due to professional handling and comprehensive service network
- Accessible at all times in the event of a breakdown – 24 hours a day, 365 days a year
- Free-of-charge restoration of semi-trailer mobility
- No complicated workshop organisation and invoice checking

*FYI: only available in conjunction with a Schmitz new trailer*



## Full Service Trailer

- Costs covered for the replacement of replacing worn parts, including material and labour costs
- Regular service checks at one of our 1,700 audited Service Partners throughout Europe
- Costs covered for legally required inspections, including general inspection, safety inspection, following a prior inspection for any relevant defects
- Europe-wide breakdown assistance with payment guarantee via Cargobull Euroservice

## Full Service Tyres

- Tyres perfectly matched to your usage
- Costs covered for wear
- Costs covered for deliberate tyre damage\*
- Regular fleet checks by one of our 1,500 tyre Service Partners throughout Europe
- More than 2,500 tyre partners through manufacturers' networks too
- On-site, in-house service\*
- Europe-wide breakdown assistance with payment guarantee via Cargobull Euroservice
- Settlement also possible for tractor units\*

## Full Service Cooling Unit

- Available for cooling units from Schmitz Cargobull, Thermo King and Carrier
- Costs covered for the replacement of worn parts, including material and labour costs
- Maintenance performed as per the manufacturer's specifications
- Software updates
- Inclusion of various additional services\*, such as travel costs, seal checks, evaporator cleaning and temperature recorder calibration

## Full Service Contract

Cost control is simple with the Full Service contract: this covers expenditure for inspections, service and repairs, including labour, materials and replacement of worn parts with genuine spare parts, ensuring that you have no unplanned costs. Above all, a Full Service contract takes the pressure off you: a single contact at Schmitz Cargobull Parts & Services coordinates all the necessary service work, issues repair approvals and collates invoices.

## 100% Schmitz Cargobull

Regardless of where your trailer is on the road and needs to be serviced or repaired – we provide help 24/7 and 365 days a year. Rapid assistance, Europe-wide. From the correct genuine spare parts to the nearest authorised workshop to rapid breakdown assistance.



### 24-hour Spare Parts

- 95% of all fitted parts are available ex-stock
- Delivery generally within 24 hours
- 29 distributor locations throughout Europe
- Exclusively genuine spare parts
- Europe-wide service
- Minimised downtime
- Short paths
- Short repair times
- Decades of experience



### 24/7 Cargobull Euroservice

- Europe-wide breakdown assistance for the trailer, tyres and cooling unit
- Contacts in 29 different languages
- Competent damage regulation at 1,700 authorised Schmitz Cargobull Service Partners and over 2,500 tyre partners.



### 1,700 Service Partners

- Specially trained experts
- Comprehensive, Europe-wide Service Partner network
- Premium quality repairs and maintenance
- Short paths
- Professional
- Europe-wide service



### Cargobull Repair System

- Central communication tool between the workshop, Schmitz Cargobull back office and you, as the customer
- Automatic schedule monitoring and information about all prescribed servicing and mandatory inspections
- Quick repairs with "just-in-time" approval via the Internet
- Operational process optimisation
- Lower repair and administrative costs
- The entire repair history can be viewed at any time

## TRAILER AND TYRE SERVICE MODULES AT A GLANCE

		Trailer Service Basic	Full Service-Trailer	Full Service Tyres
<b>Services</b>				
	Regular checks	●	●	●
	Schedule monitoring	●	●	●
	Workshop authorisation	●	●	●
	Invoice/billing check	●	●	●
<b>Mandatory inspections</b>				
	General inspection	○	●	—
	Safety inspection	○	●	—
	Extension of load securing certification	○	●	—
<b>Breakdown service via Cargobull Euroservice</b>				
	Europe-wide 24/7 breakdown hotline	●	●	●
	Guaranteed payments up to €3,000	●	●	●
	Labour & material costs in the event of a breakdown for each module booked	—	●	●
<b>Evaluation</b>				
	History in the Cargobull Repair System (CRS)	●	●	●
	Schedule monitoring in the Cargobull Repair System (CRS)	●	●	●
<b>Available additional options</b>				
	Tail lift	○	○	○
	Lifting roof	○	○	○
	Roller shutter	○	○	○
	Partition wall	○	○	○
	Roller tarpaulin	○	○	○
	Sliding tarpaulin	○	○	○
	Tipper body	○	○	○

● included in the module

○ available at extra cost

— not included

## TRAILER AND TYRE SERVICE MODULES AT A GLANCE

		Trailer Service Basic	Full Service-Trailer	Full Service Tyres
<b>Trailer wear parts</b>				
	<b>Brake</b>			
	Brake pads	●	●	—
	Brake discs	●	●	—
	Brake callipers	●	●	—
	Brake valves	●	●	—
	EBS modulator	●	●	—
	Wheel bearings	●	●	—
	Air spring bellows	●	●	—
	Shock absorber	●	●	—
	Spring-loaded brakes	●	●	—
	Brake cylinders	●	●	—
	Brake line	●	●	—
	<b>Attachment parts</b>			
	Kingpins	—	●	—
	Landing gear	—	●	—
	<b>Lights</b>			
	Side marker lights	—	●	—
	Tracking light	—	●	—
	Rear lights	—	●	—
<b>Electronics</b>				
Electronics	—	●	—	
<b>Tyre wear parts</b>				
	Replacement of worn tyres	—	—	●
	Deliberate tyre damage	—	—	○
	Deliberate damage to wheels	—	—	○



● included in the module

○ available at extra cost

— not included



## TRAILER AND TYRE SERVICE MODULES AT A GLANCE

		Trailer Service Basic	Full Service-Trailer	Full Service Tyres
<b>Telematics hardware</b>				
	CTU control unit	—	●	—
	Coupling sensor	—	●	—
	TPMS	—	—	●
	Brake pad wear indicator+	—	●	—
	Semi-trailer tractor unit detection (TCI)	—	●	—
	CIS	—	●	—
	LED fuel indicator	—	—	—
	LIN keypad	—	●	—
	Door sensor	—	○	—
	TL3 door lock	—	○	—
<b>Telematics service</b>				
	15-minute reporting frequency			
	Display of all available telematics data			
	12-month data storage			
	Temperature report			
	Position history			
	Fleet evaluation			
	User administration			
	Large fleet map			
	Alarm configuration (E-mail/ SMS)			
	Fleet management			
	2-way communication with the cooling unit*	—	○	○
	Control of the door locking mechanism**		○	○
	5-minute interval		○	○
	Data transfer to other TrailerConnect portals (data sharing)		○	○
	Data transfer to external systems		○	○






● included in the module

○ available at extra cost

— not included

\* Services differ for other cooling unit manufacturers \*\* Where the necessary sensors are installed

## COOLING UNIT SERVICE MODULES AT A GLANCE



		Cooling Unit Service Basic	Full Service Cooling Unit
<b>Services</b>			
	Regular checks	●	●
	Schedule monitoring	●	●
	Workshop authorisation	●	●
	Invoice/billing check	●	●
<b>Cooling unit running hours</b>			
	Cooling unit running hours per year	750 h	unlimited
	Upgraded cooling unit running hours per year	○	●
<b>Cooling unit maintenance</b>			
	Annual inspection	●	●
	Maintenance performed as per the manufacturer's specifications	●	●
	Oil change/oil filter	●	●
	Air filter replacement (coarse/fine)	●	●
	Fuel filter	●	●
	Water pump belt	●	●
	Seal check	●	●
	Temperature recorder calibration	●	●
Labour & material costs in the event of a breakdown for each module booked	●	●	
<b>Breakdown service via Cargobull Euroservice</b>			
	Europe-wide 24/7 breakdown hotline	●	●
	Payment guarantee up to €3000	●	●
	Labour & material costs in the event of a breakdown	●	●
<b>Evaluation</b>			
	History in the Cargobull Repair System (CRS)	●	●
	Schedule monitoring in the CRS	●	●

● included in the module

○ available at extra cost

— not included

## COOLING UNIT SERVICE MODULES AT A GLANCE


		Cooling Unit Service Basic	Full Service Cooling Unit
<b>Cooling unit wear parts</b>			
	V-belt	●	●
	Battery	●	●
	Fuel pump	●	●
	Evaporator fan	●	●
	Condenser fan	●	●
	Suction pressure controller drive	●	●
	Non-return valve	●	●
	Unit fan	●	●
	Valve plate	●	●
	Power regulator	●	●
	SCB control unit	●	●
	AC/DC converter	●	●
	Main silencer	●	●
	Pre-glow plugs	●	●
	Temperature sensors	●	●
	Compressor	●	●
Diesel engine	●	●	
<b>Proactive cooling unit monitoring</b>			
	Proactive cooling unit monitoring	—	●


● included in the module

○ available at extra cost

— not included

## COOLING UNIT SERVICE MODULES AT A GLANCE

		Cooling Unit Service Basic	Full Service Cooling Unit
<b>Telematics hardware</b>			
	CTU control unit	—	●
	Coupling sensor	—	●
	TPMS	—	—
	Brake pad wear indicator+	—	—
	Semi-trailer tractor unit detection (TCI)	—	—
	CIS	—	●
	LED fuel indicator	—	—
	LIN keypad	—	—
	Door sensor	—	—
	TL3 door lock	—	—

		Cooling Unit Service Basic	Full Service Cooling Unit
<b>TrailerConnect Tariff</b>			
	15-minute reporting frequency	—	—
	Display of all available telematics data	—	—
	12-month data storage	—	—
	Temperature report	—	—
	Position history	—	—
	Fleet evaluation	—	—
	User administration	—	—
	Large fleet map	—	—
	Alarm configuration (E-mail/ SMS)	—	—
	Fleet management	—	—
	2-way communication with the cooling unit*	—	—
	Control of the door locking mechanism**	—	—
	5-minute interval	—	—
	Data transfer to other TrailerConnect portals (data sharing)	—	—
	Portals (data sharing)	—	—
	Data transfer to external systems	—	—

● included in the module

○ available at extra cost

— not included

## Contact and support

**Find more information on Schmitz Cargobull Service modules at:**

<https://www.cargobull.com/de/trailer-kaufen/service-vertraege>

**Cargobull Euroservice**

Free hotline for breakdown assistance throughout Europe

00800 24 CARGOBULL

00800 24 227462855

or if no GSM network is available:

+32 11 30 26 52 (chargeable)

# SCHMITZ CARGOBULL

The Trailer Company.



Find out more at:  
[www.cargobull.com](http://www.cargobull.com)



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We reserve the right to make changes. Some illustrations show special equipment.

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