

Customer Support Services



**Uptime
Services**



**Fuel Efficiency
Services**



**Productivity
Services**



**New life
Services**



**Volvo
Attachments**

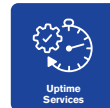


**Genuine
Volvo Parts**

SMT

THE PARTNER OF CHOICE

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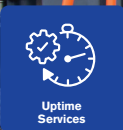
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Engineer Quality and Competence

Providing the highest level of aftermarket support is at the heart of SMT's philosophy and culture. To make this a reality, we continually invest in competence development.

- All Workshop and Field Based Engineers are qualified to NVQ Level 3

Continuous Professional Development

- Volvo certified instructors
- Learning needs identified through annual review process
- In-house instructor led Volvo product technical training on the latest products, systems and diagnosis process.
- Full suite of industry specific Health & Safety training
- Certificate of competence through 1:1 training to safely move/position a machine for servicing/repairs.

Apprentice Scheme

SMT provide a bespoke 4 year apprenticeship, in a dedicated facility, with dedicated trainers, using Volvo equipment.

Each apprentice works towards gaining the qualification of Construction Equipment Land Based Service Engineering Technician

We are committed to take new apprentices each year, which in turn ensures we develop a team of engineers to support you in the years ahead.



Uptime
Services

Tooling

Diagnostic Equipment

All SMT engineers have access to the latest Volvo diagnostic equipment. This means that we are able to carry out diagnostic work and repairs exactly as the manufacturer specifies to maintain your machine in a healthy condition.



Tooling Calibration

To ensure that all of our work is carried out accurately and safely, all of our lifting, supporting, measuring and testing equipment is subjected to a stringent test and calibration programme.

High Specification Vans Equipped to a Consistent Standard

Every van is well-appointed when it comes to tooling & equipment:

- Diagnostic tools
- General tools
- Connectivity, providing access to the most current service, machine & safety information
- Health & Safety equipment – i.e. PPE, lifting & slinging, jacking & supporting
- Welfare equipment that exceeds site standards

This investment provides a high level of work efficiency, work safety and welfare.



Servicing & Repairs



At SMT, we have an intimate knowledge of your machine and what it takes to maintain it.

We aim to attend breakdowns within a 4 working hour period. A combination of trained service coordinators and the ability to monitor machine telematics, helps to support SMT in getting your machine back up and running in the shortest time possible.

Work is backed by workmanship warranty

As part of our support to our customers, all service and repair work performed by SMT Service Engineers is backed by:

- 24 month / 6,000 hours warranty on Genuine parts and labour



Uptime
Services

Customer Support Agreements

* Once for each 12 months the CSA is active

** Valid only whilst there is an active L2 or L3 CSA on the machine

*** Simulator Programme offer is up to a maximum of 3 sessions (1 day's simulator use for up to 6 operators per session) for multi machine deals. Can be upgraded to site based EcoOperator Programme on request and for an additional charge

- Service Parts Kits
- Labour discount on all service work (10%)
- Annual Software Upgrade & Machine Inspection*
- CareTrack Subscription - Standard
- Online Parts Account



L1: CONNECT

- Service Labour
- Regular Software Upgrades & Machine Inspections at Every Service
- CareTrack Subscription - Advanced
- Insights Reports Package
- SMT ActiveCare
- Connected for Life Cover**



L2: ENHANCE

- Repair & Maintenance Parts & Labour
- Simulator Programme***



L3: OPTIMISE



Support Services

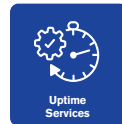


Inspections

Trained technicians will carry out machine health check inspections to a detailed level and report back findings. Inspections can be carried out on undercarriage and GET. We can also carry out machine and component health checks. Equipment undergoing routine servicing will receive an additional health check to ensure continued uptime, minimising costs and inconvenience.

Fluid Analysis

SMT use a Volvo approved testing facility for detailed analyses of all fluids, including: oils, lubricants, AdBlue and fuel. A thorough diagnosis is made available to you via an online portal. All results are reviewed by product experts, who are able to draw conclusions about the health of your machine and the hidden state of its components. Action on a diagnosis will allow you to plan for a minor repair to the machine now, rather than risk an unexpected major repair later.



Volvo Hose Service

SMT have the professional equipment to assemble new genuine Volvo hydraulic hoses right away and deliver next-day.

- We can manufacture any length or fitting to suit your machine.
- We have access to the exact specifications of Volvo hoses. Therefore, you don't have to take measurements or bring in your old hose.



Welding & Line Boring

With our state-of-the-art fleet of mobile welding vehicles, we can attend any site to carry out most welding and line boring repairs. Facilities within our well-appointed workshops allow overhead cranes to remove larger components, such as booms, loader frames and attachments brackets. Larger welding repairs can be quoted on site for a fully detailed report and costings.

Bucket Repairs & Fabrication

Fully refurbishing buckets often proves to be more cost efficient than purchasing new. We can transform worn buckets by replacing:

- Mother boards, bucket edges and teeth
- Floors & sides
- Bosses and hangers

With mobile equipment we can often come to you, saving you time and money. Or we can provide loan buckets whilst we refurbish your bucket.





Air Conditioning Servicing & Repairs

Keeping your drivers happy is a must. Long hours in a stuffy cab is a major factor in reducing operator productivity. At SMT, we can offer fully qualified service engineers to repair, service and re-charge vehicle air conditioning systems. With the cost of air conditioning gas going up, why not ask SMT to recycle your gas to save cost, reduce downtime and keep your operators happy?

Brake Testing

All SMT engineers are trained and equipped with brake testing units. SMT engineers can ensure that your machines are safe, within specification and fully operational for your peace of mind.

Oil and Hydraulic System Cleansing

Offered both within our Customer Support Centres and out on site, SMT engineers can fully flush hydraulic systems. Using the latest umbilical filtration equipment on contaminated systems saves time and money in the long term. A system flush can ensure oils do their job, protecting moving parts within your machines. Thus avoiding expensive breakdowns, long term problems and damage to internal components.

Auto Lube Services and Repairs

We can install, service and repair all Volvo auto lubrication systems. We can also install third-party auto lubrication products.



New Life Services



Volvo Certified Rebuilds

Using genuine Volvo CE parts, we can breathe new life into your older Volvo fleet, with the reassurance that work has been completed by a Volvo Certified rebuild company.

A Volvo Certified rebuild maximises the productivity and uptime of existing equipment, rebuilt to perform almost as if it had just left the production line.





Genuine Volvo Parts

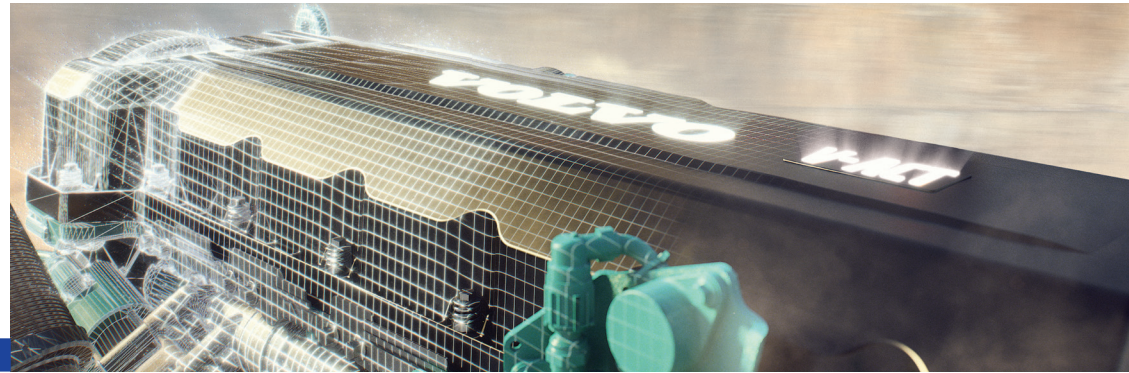
Genuine Volvo parts offer the highest quality and guarantee the best performance for your Volvo machine. Volvo's quality parts offering includes a wide range of maintenance and repair parts, to ensure productivity and uptime for peace of mind and extended machine life.

Availability of parts is key to ensure that your machine uptime is maintained throughout its life. At SMT GB, we have access to 280,000 parts next day.



Remanufactured Parts

Remanufactured parts from Volvo offer the same high quality and long service life as new Volvo components, but at a lower price and with full Volvo warranty. This service is available for components such as; engines, turbochargers, final drives, radiators and hydraulic pumps. Your old component is sent to Volvo's remanufacturing facilities, where it is given new life.





Find us on social media:



@SMT_GB_Used



www.facebook.com/SMTGBUsed

Used and Locally Remanufactured Parts

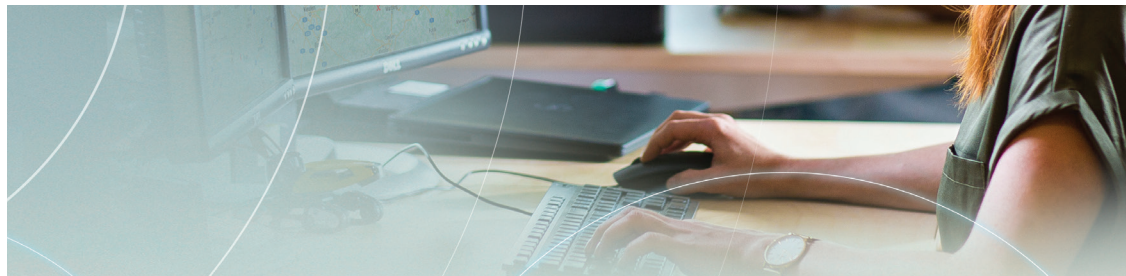
SMT dismantle Volvo Construction Equipment for spares at our dedicated facility in Bruntingthorpe. We sell used parts and our own GB re-manufactured parts, which includes: engines, transmissions, drop boxes, rams, axles, differentials, attachment brackets, quick hitches; plus new and used tyres and buckets.

Online Parts

Order parts online quickly and easily, at a time that suits you, 24 hours a day.

- Visually see the parts diagrams, selecting the correct part first time
- Delivery status updates sent to your email
- Multiple user setup with restriction capabilities
- Free standard delivery on all orders placed via an Online Parts account*
- Free collection from all SMT depots

* Economy delivery only. Parts will be delivered 24 hours to 48 hours from order placement. For premium delivery please contact your local branch; additional charges may be applied. SMT GB reserve to amend or withdraw this offer at any time.





Machine Enhancements and Options



SMT, in conjunction with Volvo Construction Equipment and other third-parties, offer a wide range of additional attachments and options designed to work in harmony with your machine.

Attachments - get the most out of your Volvo

We offer buckets, quick hitches, rotating hitches, fork tines and lifting hooks to name but a few. Whatever type of attachment you're looking for, we are confident that we can supply and install it. Choosing SMT to supply your attachment ensures that we match the right tool for your machine and application, both maximising production without comprising the quality of the machine.



Options - It's OK to change your mind!

We recognise that requirements change, which means you need to change or enhance certain aspects of your machine. We have created a range of options that include:

- Reverse cooling fans
- Cab pre-cleaners
- Additional work lights
- Reverse cameras
- Engine pre-cleaners
- Cab heaters
- FOG/ROPS guards
- Auto lube systems



Software Options - Unlock the full potential of your machine

Whether you are looking to boost productivity or maximise the efficiency of your machine, there are a range of software options available. These simply require a visit from one of our factory trained engineers to upload the software.

Examples:

- Engine Auto-shutdown
- Speed limiter
- Engine lock - PIN code

**Note: Attachment and options may not be available to all models of machines and are subject to change without prior notice. Please contact your local Customer Support Centre to find out which options and attachments are available to suit your machine.*



Fuel Efficiency
Services



Productivity
Services

Site Efficiency Services

Site Efficiency Services are a combination of products and services that can be tailored specifically to your requirements, enabling you to run your machines more efficiently.

The scope of services range from minimal action and advice, to more long term collaborative projects for sustained efficiency improvements including:

CareTrack Telematics System Subscriptions

Stay connected to your machines via remote monitoring. From fuel consumption data, to location and machine usage reports, the system gives you access to a wealth of information – allowing you to take actions that will have a noticeable impact on your business.

Insight Machine Health & Efficiency Reports

Bespoke, user-friendly reports and analysis based upon your machines' actual operational and usage data. Remove the need to interpret complex data yourself and gain an insight into your operations, to facilitate continuous asset and operator improvements.

EcoOperator and Simulator Programmes

However advanced your machine, it cannot replace the important role of the Operator, who has perhaps the greatest effect on fuel consumption and productivity. Our EcoOperator and Simulator programmes are a fast and easy way to not only reduce fuel consumption and harmful emissions, but lower wear and tear on your machines.

The easiest way to access our Site Efficiency Services is through our Customer Support Agreement (CSA) bundles (see pages [10-11](#)).



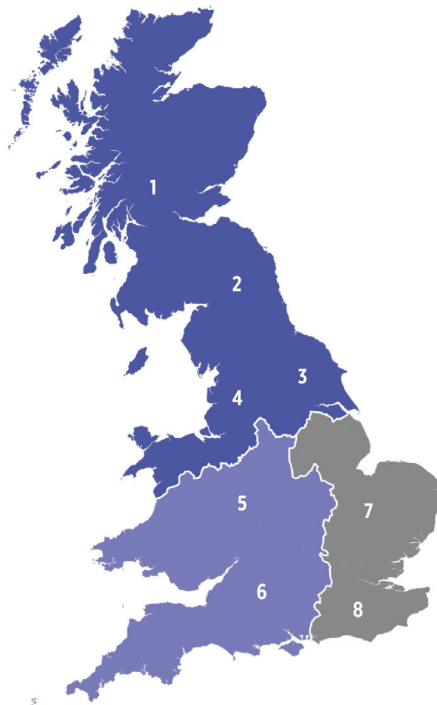
Why SMT?

8 Customer Support Centres

460 Employees

**200+ Engineers, Product Special
Apprentices and Welders**

30+ Workshop Bays



- We are the partner of choice for our customers throughout the lifetime of their equipment
- We are a great place to work at, with highly skilled teams that are inspired and dedicated to helping our customers succeed
- We are the industry leader, with state-of-the-art products and services that maximizing the benefits for all stakeholders

Accreditations

- ISO9001 – 2015
- ISO14001 – 2015
- ISO50001
- OHSAS18001 – 2007

Technical Support

We have a central Technical Support team providing, high-level technical & diagnostic support. This includes a number of field-based Product Specialists, distributed nationally for high-level on-site support.

The Head Office based support team provide a continuous link between customers and machines in the field and Volvo Technical Support in Sweden.



Contact Us

REGION NORTH

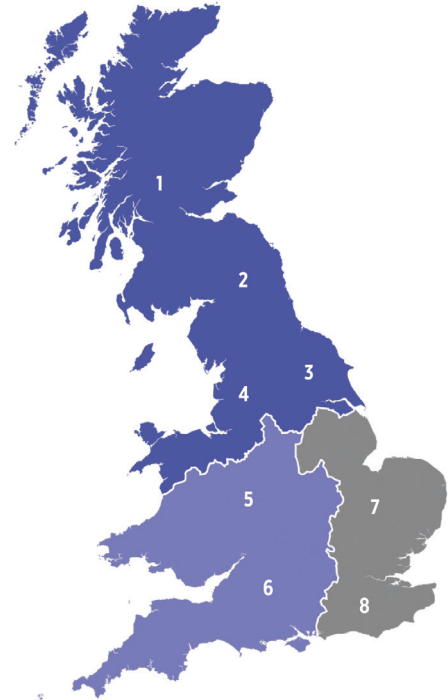
- 1. STIRLING:** 01786 471199
- 2. NEWCASTLE:** 0191 410 9863
- 3. IMMINGHAM:** 01469 540806
- 4. WARRINGTON:** 01925 817330

REGION WEST

- 5. BIRMINGHAM:** 0121 351 7711
- 6. TREFOREST:** 01443 841060

REGION EAST

- 7. DUXFORD:** 01223 836636
- 8. HORSHAM:** 01403 739460



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