



Europe-wide Total Care Package

Full Service by Schmitz Cargobull

Remain Mobile

A functional trailer is essential for your success. Never compromise, and rely on the professionals when it comes to mobility. We understand total care: the maintenance and repair of trailers as well as the conditions you meet in your day-to-daywork. We ensure that you remain mobile!

Your Benefits

- Low, fixed monthly instalments
- Replacement of worn parts, including material and labour costs
- Servicing for trailer, tyres, refrigeration units and other components is also available
- Includes all legally stipulated inspections
- Comprehensive Schmitz Cargobull Service Partner network throughout Europe
- Rapid, quality-tested repairs
- Breakdown payment guarantee of up to € 3,000



Attractive Benefits from which You Benefit as a Customer

- **Complete solution**
For the whole fleet, independently of the age, type or manufacturer of the trailer.
- **Consistent billing**
Our safety promise as part of the Full Service contract also applies to unplanned costs: You pay a fixed, economical monthly fee over the entire contract period and enjoy highly reliable planning, along with numerous other valuable benefits.
- **Optional service modules**
Our service contract is as individual as your own requirements: A modular service offering enables each individual service option to be included separately. This process takes into account the vehicle's equipment, trailer mileage, contract duration and type of usage.
- **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.



Full Service Contract

Cost control is simple with the Full Service contract: the contract 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.



Full Service Trailer

- Cover of any additional costs for replacing worn parts, including material and wage costs
- Regular service checks at one of our 1,700 audited Service Partners throughout Europe
- Cover of the costs 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 assumed for wear, including malicious tyre damage*
- Regular fleet checks by one of our 1,500 tyre Service Partners throughout Europe
- Also more than 2,500 tyre partners through manufacturers' networks
- On-site, in-house service*
- Europe-wide breakdown assistance with payment guarantee, via Cargobull Euroservice
- Settlement also possible for tractor units*



Full Service Refrigeration Unit

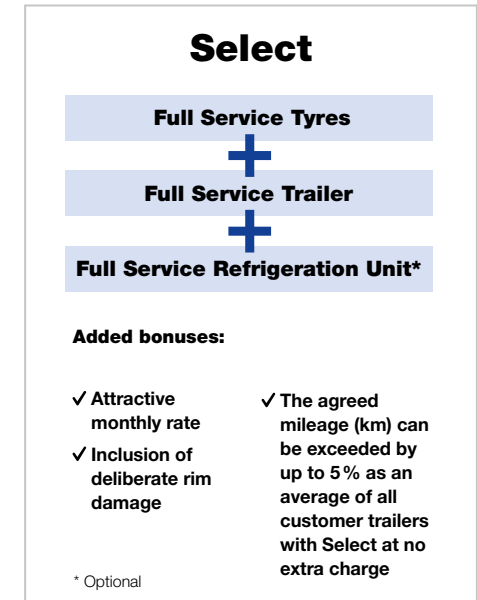
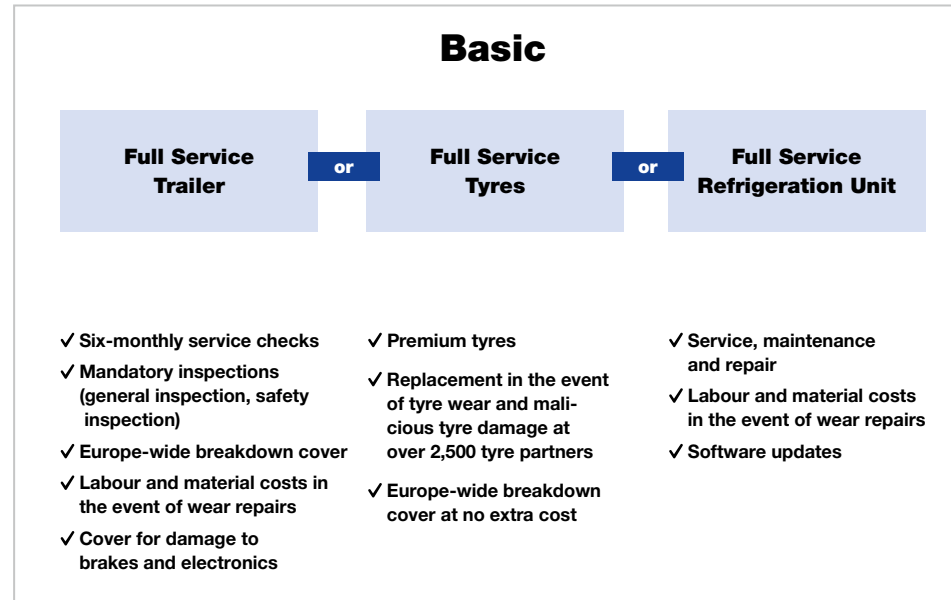
- Available for refrigeration units from Schmitz Cargobull, Thermo King and Carrier
- Costs covered for replacing worn parts, including material and wage costs
- Maintenance as per manufacturer specifications
- Software updates
- Inclusion of various additional services* such as travel costs, seal checks, evaporator cleaning and temperature recorder calibration

* Optional.

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.

You can also combine the Full Service modules if you need to and, by doing so, take advantage of additional bonus services.



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
- Quick solutions
- Short repair times
- Decades of experience

24/7 Cargobull Euroservice

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

1,700 Service Partners

- Specially trained experts
- Comprehensive, Europe-wide Service Partner network.
- Premium quality repairs and maintenance
- Quick solutions
- Professional
- Years of experience
- 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 services and mandatory inspections
- Quick repairs with “just-in-time” approval via the Internet
- Company process optimisation
- Reduced repair and administrative costs
- The entire repair history is available for analysis

Service Modules at a Glance


Service Modules at a Glance		Full Service Trailer	Full Service Tyres	Full Service Refrigeration Unit	Select Package
	Maintenance				
	Regular service check	✓	✓		✓
	Inspection of refrigeration unit			✓	○
	Schedule monitoring	✓	✓	✓	✓
	Wear				
	Labour & material on the trailer	✓			✓
	Labour & material on the tyres		✓		✓
	Labour & material on the refrigeration unit			✓	○
	Workshop authorisation	✓	✓	✓	✓
	Mandatory inspections				
	General inspection / safety inspection	✓			✓
	Extension of load securing certification	✓			✓
	Breakdown Service				
	Europe-wide breakdown assistance via Cargobull Euroservice	✓	✓	✓	✓
	Guaranteed payments up to €3,000	✓	✓	✓	✓
	Trailer materials	✓			✓
	Tyre materials		✓		✓
	Refrigeration unit materials			✓	○
	Labour and travel costs	✓	✓	✓	✓
	Available additional options				
	Tail lift, lifting roof, roller shutter, partition wall service, roll-up tarpaulin, sliding tarpaulin, tipper body etc.	○			○
	Deliberate tyre damage included		○		✓
	Inclusion of deliberate rim damage				✓
	Evaluation				
	History in the Cargobull Repair System (CRS)	✓	✓	✓	✓
	Schedule monitoring in the Cargobull Repair System (CRS)	✓	✓	✓	✓
	Payment				
	Monthly, fixed rate	✓	✓	✓	✓

✓ included in the module ○ available at extra cost


Full Service Trailer

The Schmitz Cargobull Full Service contract covers trailer repairs and maintenance. In addition to new and used trailers, the contract can also be taken out for assets from other manufacturers. The Full Service contract offers a modular range of services and every service can be booked individually.


Services

	Regular service check	✓
	Schedule monitoring	✓
	Workshop authorisation	✓
	Invoice / billing checks	✓

Mandatory Inspections


	General inspection	✓
	Safety inspection	✓
	Extension of load securing certification	○

Breakdown Service via Cargobull Euroservice

	Europe-wide 24/7 breakdown assistance	✓
	Guaranteed payments up to €3,000	✓
	Labour & material costs in the event of a breakdown	✓

✓ included in the module ○ available at extra cost


Components Subject to Fair Wear and Tear

	Brake	
	- Brake pads	✓
	- Brake discs	✓
	- Brake callipers	✓
	- Brake valves	✓
	- EBS modulator	✓
	- Wheel bearings:	✓
	- Air spring bellows	✓
	- Shock absorber	✓
	- Spring-loaded brakes	✓
	- Brake cylinder	✓
	- Brake line:	✓
	Attachment parts	
	- Kingpins	✓
	- Landing gear	✓
	Lights	
	- Side marker lights	✓
	- Tracking lights	✓
	- Rear lights	✓
	Electronics	
Additional vehicle options included		
- Tail lift	○	
- Lifting roof	○	
- Roller shutter	○	
- Partition wall:	○	

Full Service Tyres

Full Service tyres fully covers the cost of replacing worn tyres and flat tyres.



Services

	Regular tyre check	✓
	Replacement of worn tyres	✓
	Malicious tyre damage included	○

Full Service Refrigeration Unit

Full Service refrigeration unit includes maintenance, inspections and all wear repairs, including material and labour, for the Schmitz Cargobull transport refrigeration unit*. Telematics service packages and proactive monitoring, with automatic notification in the event that a transport refrigeration unit alarm occurs, are all also included. The individual components cannot be varied.

Refrigeration Unit Service

Maintenance inspection		
	Oil change / oil filter replacement	✓
	Air filter replacement (coarse / fine)	✓
	Fuel filter	✓
	Water pump belt	✓
	Leak test	✓
	TCI temperature recorder calibration	✓
Replacement of worn parts		
	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 sensor	✓
	Compressor	✓
	Diesel engine	✓

Proactive Monitoring of the Transport Refrigeration Unit



Our Cargobull Euroservice will contact your designated contact person in the event that a refrigeration unit alarm occurs to determine how to proceed.



TrailerConnect® Temperature

Telematics service for existing customers	
15 min. report interval	✓
Event messages	✓
(ignition, start/stop, door and coupling activity**)	✓
Vehicle and fleet reports	✓
EBS data	✓
Brake pad wear**	✓
Tyre pressure**	✓
Area and vehicle configurations	✓
Temperature and refrigeration unit data**	✓
24-month data storage	✓
Telematics service for new customers	
15 min. report interval	✓
24-month temperature data archiving in the form of 24-hour reports	✓
GPS location (without digital map)	✓

* Services different for other refrigeration unit manufacturers.

** Where the necessary sensors are installed.

Contact and Support

Further information about Full Service contracts

can be found in the service section at:

www.cargobull.com

Phone: +49 2558 81-26 90

Fax: +49 2558 81-9 27 52

E-mail: fullservice@cargobull.com

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)



Here you can find the online form for the Full Service application

SCHMITZ
CARGOBULL 
PARTS & SERVICES



Find out more at:
www.cargobull.com



Schmitz Cargobull Parts & Services · Siemensstr. 49 · D - 48341 Altenberge, Germany · Phone +49 2558 81-2999 · Fax +49 2558 81-2718 · www.cargobull.com