



## KRONE GUIDE FAIR CARE SERVICES

Basis for long-term customer loyalty.



## INTRODUCTION/ CONTACT PERSONS.

Dear Sir or Madam,

Thank you very much for your interest in KRONE Fair Care, the full service offer for from KRONE.

This guide provides you with all the information you need for a smooth service. This includes all relevant contact persons and their contact details as well as useful information. to the individual Fair Care packages.

### **KRONE Fair Care Service Center**

Tel.: +49 (0) 5951 209 8316

E-Mail: [faircare@krone.de](mailto:faircare@krone.de)

### **KRONE Fair Care Service Center Breakdown / 24 h**

00800 7007 9009 (int.)

E-Mail: [faircare@krone.de](mailto:faircare@krone.de)

Tel.: +49 (0) 5951 209 8316

### **KRONE Fair Care COOL**

Tel.: +49 (0) 5951 209 8318

E-Mail: [faircare@krone.de](mailto:faircare@krone.de)

### **KRONE Fair Care TYRE**

Tel: +49 (0) 5951 209 8317

E-Mail: [faircare@krone.de](mailto:faircare@krone.de)



## SCHEDULED MAINTENANCE AND UNSCHEDULED REPAIRS.

Your KRONE Fair Care services include all contractually agreed services. This includes all vehicle maintenance services, including replacement of all wearing parts, technical maintenance and the Europe-wide 24-hour breakdown service.

**Forthcoming maintenance will be carried out by your KRONE Fair Care Service Centre. Before any forthcoming maintenance work is carried out, our team will contact you in writing in advance. At the time of maintenance, simply contact your KRONE Fair Care Service Centre (see p. 2) and make an appointment near you.**

In the event of unexpected repairs, our service centre will take care of your concerns - from the first call from the driver to the completion of the repair.

Repair and continuation of the trailer. Enquiries about your current KRONE Fair Care contract or other please contact the KRONE Fair Care Service Centre (see p. 2) for contract details.

### **Breakdown Handling**

If you have a breakdown with your trailer, please contact the 24-hour KRONE Fair Care Service Centre (see p. 2) and specify your chassis number.

Inform the service centre where you or the trailer are at the time of the breakdown. Our team will find you the closest possible workshop. In the event of a breakdown due to a technical defect, KRONE will arrange a breakdown service. In this context, we try to restore the vehicle readiness and traffic safety at least to such an extent that you can get to the nearest one, from our KRONE Fair Care Service Centre to a specific workshop.



## KRONE FAIR CARE. PACKAGES.



### **SERVICE MODULE LIGHT**

The KRONE Fair Care LIGHT module comprises the following service components:

- Legal audits such as general inspections, safety inspection and accident prevention regulations are organised by KRONE.
- Precise information on the scope and due dates of the statutory audits.
- If the need for repair is determined during the inspection work, KRONE notifies the customer about the affected parts and the expected costs for the repair.



### **SERVICE MODULE BASIC**

The KRONE Fair Care BASIC module comprises all the service components of the LIGHT module and additionally:

- Maintenance and all wear repairs of chassis and electrics
- incl. spare parts for the chassis and electrics, which correspond to the mileage



### **SERVICE MODULE COMPLETE**

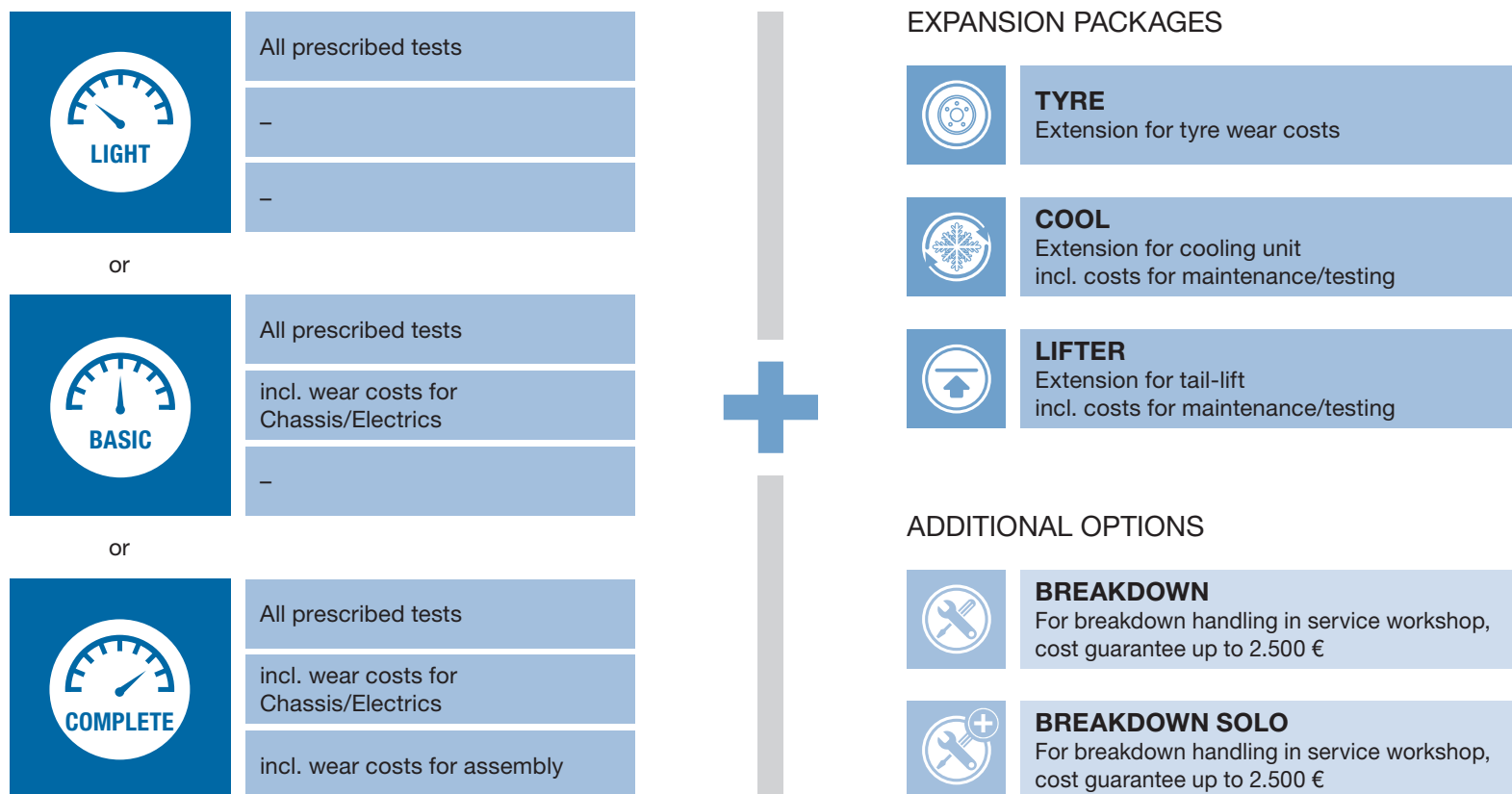
The KRONE Fair Care COMPLETE module comprises all the service components of the BASIC module and additionally:

- All wear-and-tear repairs that affect the body are typical for this type of construction



## KRONE FAIR CARE. SERVICE MODULES AND EXPANSION PACKAGES.

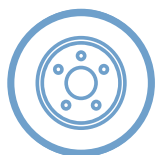
KRONE offers Fair Care in 3 modules with 3 expansion packages and one additional option:



KRONE shall not bear the costs of any damage-related replacement, such as violent damage or damage caused by non-compliance with maintenance intervals.



## KRONE FAIR CARE. EXPANSION PACKAGES.



### **KRONE FAIR CARE. EXPANSION PACKAGE TYRE.**

Fair Care TYRE enables you to achieve significant savings in fuel consumption. Well-managed tyres result in significantly less breakdowns. The KRONE Fair Care package TYRE ensures the highest tyre quality at all times.

#### **Service contents:**

- Premium tyre manufacturer
- New & retreaded tyres
- Tyre replacement
- Regular tyre inspections
- Regular air pressure tests
- BreakDown Service



### **KRONE FAIR CARE. EXPANSION PACKAGE LIFTER.**

Regular maintenance of the tail-lift reduces breakdowns and increases the service life.

#### **Maintenance contents:**

- Maintenance and testing of the tail-lift including all wearing parts



### **KRONE FAIR CARE. EXPANSION PACKAGE COOL.**

Proactive maintenance of refrigeration units not only reduces overall costs, but also reduces downtime and increases the useful life.

#### **Maintenance contents:**

- Maintenance and testing of the unit included all wearing parts
- Density testing and sensor calibration
- Thermo King & Carrier
- BreakDown Service
- Mono & Multi Temp.





## KRONE FAIR CARE. ADDITIONAL OPTION BREAKDOWN.

Quick help, around the clock. Technically trained experts and the pan-European workshop network are at your side in the event of a breakdown. Our international breakdown service is available to you 24 hours a day, 7 days a week, in 39 countries, in the following languages:

- |           |             |             |
|-----------|-------------|-------------|
| ■ Danish  | ■ Italian   | ■ Slovak    |
| ■ German  | ■ Dutch     | ■ Spanish   |
| ■ English | ■ Norwegian | ■ Czech     |
| ■ Finnish | ■ Polish    | ■ Hungarian |
| ■ Flemish | ■ Rumanian  |             |
| ■ French  | ■ Swedish   |             |



The additional option BreakDown Solo can be posted regardless of whether you want to have completed a Fair Care service module. Guaranteed in the event of a breakdown KRONE to cover repair costs up to a value of EUR 2,500. KRONE to cover repair costs up to a value of EUR 2,500..

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