



SERVICE AGREEMENTS.



BORN READY.



THREE LEVELS OF AGREEMENT, ONE HIGH STANDARD

When it comes to servicing, every business has different needs. With a choice of three Mack Service Agreements, depending on the size of your operation and the job your truck does, you can choose one that fits like a glove. That's why, right across Australia, everyone from small independent operators to large national fleets can make the most of the simplicity and reliability of a Mack Service Agreement.

WE'VE GOT YOU COVERED

Every Mack technician is trained and certified to take care of your truck. With service information always up to date, a complete range of special tools and the latest technology for diagnostics in our workshops, you can be confident in the best quality of our support. After your Mack's factory warranty has expired, a Mack Service Agreement is the best way to make sure there'll be no nasty surprises, as your cover will automatically keep rolling.

IT PAYS TO PLAN

When there's work to be done, your truck needs to be out on the road, not in the workshop. That's why every Mack Service Agreement is planned to suit your operations. Wherever possible, we'll make sure you never have to turn down a job to keep up with your service schedule.

INVEST IN THE BEST

We take a great pride in keeping the trucks we build driving like new. It means, as well as having a truck you can count on, you'll have a business asset that keeps its value. Nothing makes a used Mack more attractive than a genuine Mack stamp in the service book.

WITH YOU ALL THE WAY

With over 83 Authorised Mack Dealers across Australia, you're never far from a convenient place to have your truck taken care of.

CUSTOM-BUILT FOR EVERY CUSTOMER

No matter which level of cover you choose, all three Mack Service Agreements offer a range of options that let you tailor the plan to your personal needs. So you won't compromise on cover or cost.

ACTION SERVICE, AT YOUR SERVICE

Another big benefit of having a Mack Service Agreement is that it can give you automatic membership of Mack Action Service - our centralised breakdown coordination service. If anything unexpected happens out on the road, no matter where you are, we'll make sure the help you need is on its way in the shortest possible time. Your Mack has membership of this service as standard with Premium and Ultimate Service Agreements.

MACK 24 MONTHS WARRANTY

On genuine parts fitted in a Mack workshop.

You can trust Mack Genuine Parts. They are as tough as your truck. With premium materials and precision engineering, they're built to take whatever the road can throw at them.

GENUINE PARTS, ULTIMATE PEACE OF MIND

If a Mack workshop installs genuine parts in your vehicle, we'll double the warranty from 12 months to 24 months / 500,000km* and cover the labour. If the part should fail, we'll not only cover the replacement costs of the faulty part, but also the cost of all other parts directly affected by the failure and any labour costs incurred (when the work is performed by an authorised Mack workshop).

FITTED BY EXPERTS

When you have a part fitted in a Mack workshop it's fitted by a top-class technical expert who knows your truck inside-out.

THE RIGHT PART FOR YOUR TRUCK

Mack Genuine Parts are designed to work perfectly with the rest of your truck. No cheap imitation is ever going to fit seamlessly and work perfectly like a genuine part.

IF IT BREAKS, IT'S OUR PROBLEM

If you fit all-Mack parts and one of them causes you a problem, you know exactly where to take your truck. We believe in the quality of our products and we take full responsibility for them.

TRUE ECONOMY

Buying imitation parts is false economy, because any savings will be swallowed up by a single breakdown. Is it worth risking your reputation to make a saving on what amounts to only 6% of your operational cost?

AVAILABLE NATIONWIDE

We have the biggest support network in the country, so whether you're in a city or the remote outback, we can service you better than anyone else.

MACK ULTIMATE UPTIME

Back on the road in 8 hours or we pay you.

A new addition to our/your Ultimate service agreement, Ultimate Uptime means with one call to Mack we'll be on the job so you can get back to doing yours. If it takes us more than 8 hours to get you back on the road, we'll take the worry off your shoulders by putting money in your pocket. Plus, you'll get the peace of mind that only comes with Mack Genuine Parts and Service.

MACK ULTIMATE UPTIME & MACK ULTIMATE SERVICE AGREEMENTS

Mack Ultimate Uptime is the hardest working protection for Australia's hardest working trucks.

BENEFITS

- Access to Mack Genuine Parts and service wherever the road takes you
- Dollars for each missed workday if the repair takes longer than 8 hours
- Assurance your job will be done right and on time
- Part of the Ultimate service package for comprehensive service and maintenance

AVAILABLE NATIONWIDE

You don't put limits on your business. We don't put limits on your service. Anywhere you work in Australia you're covered by Mack Ultimate Uptime. With expert technicians and the largest service network in Australia, we have the resources to do the job and the know how to do it right.

KEEP YOUR MACK IN TOP CONDITION AND YOUR OPERATING COSTS UNDER CONTROL WITH A FACTORY BUILT, SERVICE AGREEMENT FROM MACK.

We've put together a range of plans that let you choose the level of cover you need without paying for anything you don't. With all service carried out through the Authorised Dealer Network, genuine Mack parts and fully trained technicians make sure your truck drives like new, every time it leaves the workshop. So you can count on your truck, and your customers can count on you.

DELUXE

This is the base model of our three Service Agreements. As well as changing all fluids and filters, the specially trained technicians will carry out the interior and exterior checks you need to avoid safety or reliability issues down the road. Service costs are set upfront at competitive rates.

SCHEDULED SERVICING AND OIL CHANGES

- Oil and fluid level checks
- Change of all oils, fluids and coolant
- Replacement of all filters

CHECKS IN THE CAB

- Lamps, switches, instruments and fault codes
- Retarder and engine controls
- Air compressor and pressure regulator function
- Brake system, parking brake and blocking valve
- Hinges, locks, doorstops and sealing strips
- A/C and parking heater function
- Gearshift and clutch pedal function
- Start the engine and check starter element function

EXTERNAL CHECKS

- Lamps, rearview mirrors, wipers and washers
- A/C system, condenser, pipes, hoses and connections
- Air intake and air deflector
- Cab attachment, cab locking devices and cab tilt system
- Battery box, batteries and connections
- Grille, fuel tank and tyre wear
- Water separator and drain condensed water

CHECK IN ENGINE COMPARTMENT

- All mounting, electrical connections and cables
- Check drive belts and cooling fan
- Pressure test and check radiator, hoses and connections
- Intercooler, pipes, hoses and connections
- A/C compressor, hoses and connections
- Turbocharger, EP governor, air intake and exhaust pipe
- Fuel pump, pipes and connections
- Steering gear, servo pump and oil lines
- Valve clearance and unit injector clearance
- Air compressor, hoses, pipes and connections

CHECK UNDER THE VEHICLE

- Steering link system and front/rear suspension
- Shock absorbers, anti-roll bars, springs and u-bolts
- Silencer and exhaust pipes
- Clutch, servo cylinder, pipes, hoses and connections
- Gearbox, PTO, retarder, rear axles and hub reduction
- Propeller shaft, support bearings and universal joints
- Wheel brakes, brake calipers, valves, air lines and hoses
- Speedometer, electrical sensors and connections
- Chassis frame cross members
- Front/rear wheels and wheel bearings

TEST DRIVING

- Check during and after test driving

SAFETY INSPECTION AND BRAKE ADAPTION

- This will be done annually to secure the roadworthiness of the vehicle

SERVICE HISTORY

- Full service history documentation can be produced at any time during the duration of the agreement.

SATISFACTION GUARANTEE*

- In the event of dissatisfaction with the program, this guarantee entitles you to terminate the agreement at anytime during the contract period at no extra cost*.

PREMIUM

Includes all of the Deluxe Service Agreement work, plus repairs to components in the driveline (engine, transmission, rear axles).

ENGINE REPAIRS

- Engine block and cylinder head
- Pistons, cylinder liners and seals
- Flywheel and flywheel housing
- Valve mechanism and valve cover
- Timing gears, cooling fan and drive belts
- Camshaft, crankshaft, connecting rods and bearings
- Oil pump and oil cooler
- Fuel pump, injection pump and unit injectors
- Inlet/exhaust manifolds
- Exhaust brake
- Turbocharger
- Radiator, coolant pump and hoses
- Intercooler, hoses and starter element
- Engine ECU and engine mounted PTO
- Related material such as gaskets, seals, etc

TRANSMISSION REPAIRS

- Gearbox housing and gearbox brackets
- Shafts, gears, bearings, selector forks and synchronizing parts
- Oil pump and oil cooler
- Gear lever, Powertronic and Geartronic and I-shift
- Clutch housing and clutch cylinder
- Clutch pressure plate, clutch discs and release bearing
- Propeller shaft
- Related material such as gaskets, seals, etc

REAR AXLE REPAIRS

- Rear axle casing and drive shafts
- Differential housing, differential gears and differential lock

ULTIMATE

The Ultimate option gives you our most comprehensive cover. This tier includes all Deluxe and Premium package maintenance as well as repairs to brakes and wheels, plus in-cab and electrical components. Membership of Mack Action Service is included with Ultimate Agreements - plus, you'll be covered by Mack Ultimate Uptime.

BRAKE REPAIRS

- Air compressor, air dryer and calipers
- Brake drums, discs, shoes, linings, valves, pipes and sensors
- ABS control unit, ABS valve and ABS sensors
- Related material such as gaskets, seals, etc

WHEELS, SUSPENSION AND STEERING REPAIRS

- Steering gear, servo pump, steering knuckles and drag link
- Air-bellows, anti roll bars and shock absorbers
- Bushings, brackets and ball joints
- Hubs, wheel bearings and wheel bolts
- Related material such as gaskets, seals, etc

CAB REPAIRS

- AC system, AC compressor and heat exchanger
- Dashboard instruments, window mechanism and seats
- Cab mounting, rearview mirrors, door locks and roof hatch
- Related material such as gaskets, seals, etc

ELECTRICAL REPAIRS

- Batteries, electrical central and cable harnesses
- Alternator, starter motor and windscreen wiper motor
- ECUs, tachograph and relays
- Related material such as gaskets, seals, etc

MACK ULTIMATE UPTIME

If you have an unplanned stop, with one call to Mack Action Service we'll be on the job so you can get back to doing yours. If it takes us more than 8 hours to get you back on the road, we'll take the worry off your shoulders by putting money in your pocket.

ADDITIONAL OPTIONS AVAILABLE ON ALL AGREEMENTS

If not already included, any of the following options can be added to your plan.

AFTER HOURS SERVICING

Having your truck worked on between 6am and 6pm might not always be convenient to your business. This option extends the workshop hours to suit you better.

ADDITIONAL LUBRICATION SERVICES

Lubrication of chassis and cab between scheduled services.

ACTION SERVICE

In the event of any breakdown, assistance and repair of vehicle components covered by the agreement will be included.




ON-SITE SERVICING

If you have a large fleet or you find it difficult to get to your local dealer, this option brings a factory trained technician to you.

TOP UP ENGINE OIL AND COOLANTS

If you need engine oil and coolants to be topped up between services, this will be provided (up to 5 litres).

WHEN YOU'VE GOT A MACK, WE'VE GOT YOUR BACK.

-  Dealers - Sales, Service and Spares
-  Dealers - Service and Spares
-  Customer Service Centres - Service and Spares



Mack Total Support gives you the added confidence of warranties, servicing and parts from the people who made your machine - all backed by Australia and New Zealand's largest dealer network.

For more information on Mack Service Agreements
Call 1300 MYMACK (1300 69 6225) or visit macktrucks.com.au

