



36-month Service Package

Fixed Fee
Mobility Maintenance Services



**AUTO
TRANSFORM**
Move Smarter



*Servicing Mobility
Equipment can be
frustrating...*

Getting your vehicle serviced is routine and simple. You stick to the manufacturer's service plan and keep your vehicle in optimal operating condition for longer.

This extends the lifespan of your vehicle, decreases vehicle down-time, reduces the risk for company exposure, and makes budget predictions more reliable.

Local garages may be experts on servicing vehicles, but they are not experts in servicing mobility equipment. They don't have the right expertise and they don't stock specialist spare parts.

This can delay the repair and it increases the risk of repairs not being compliant with safety regulations.

On top of that, managing the repair process can be time consuming, costly, and frustrating.



*We saw the need to
change the way
mobility equipment is
serviced*

It would be better if you...

- had a reliable partner who gives you a no-fuss, on-site “one-stop-shop” solution?
- could reduce vehicle down-time to a minimum?
- could ensure that experts with specialist knowledge and the right spare parts look after your equipment - in house?
- could increase the longevity of your equipment, reduce admin time, and make repair & maintenance costs predictable?



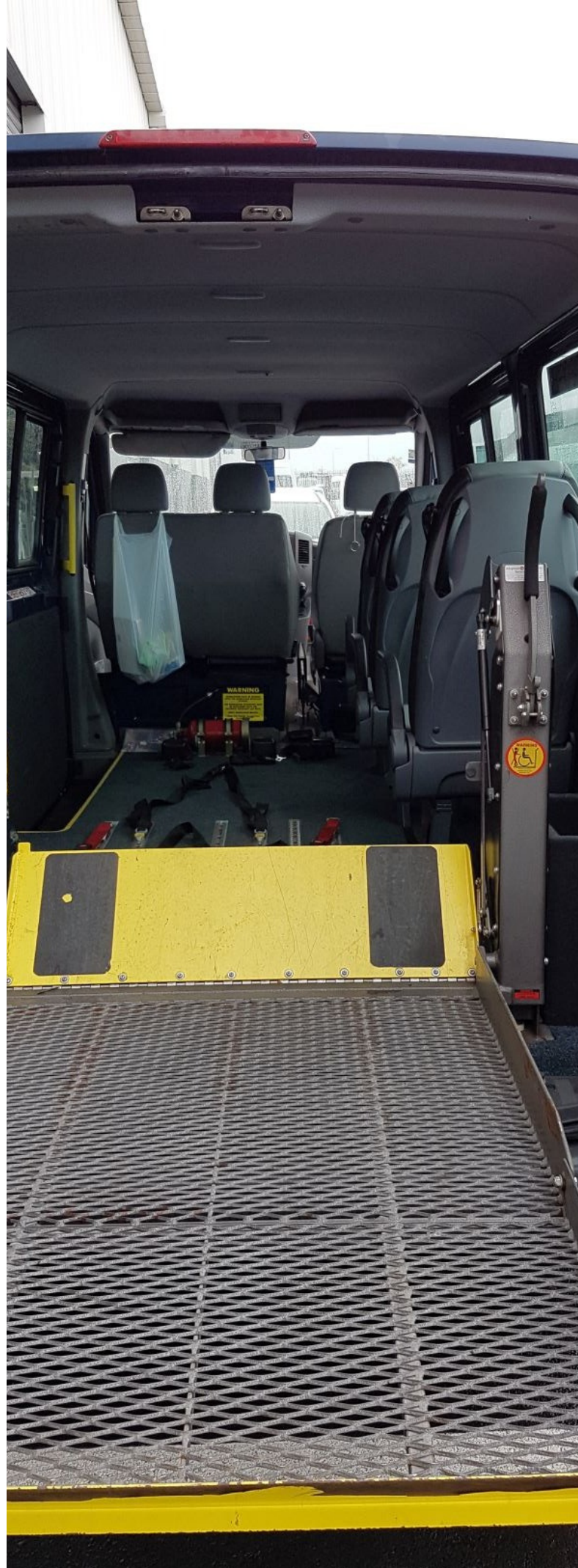


*The reasons for
fixed-fee
mobility services are
obvious...*

Auto Transform service plans are designed to check, maintain, and replace parts, understanding how parts need to be maintained for longevity and safety. They are designed to replace parts before they wear out and break.

Each service is documented to track service history that ensures that warranty criteria are met and risk exposure is managed.

Auto Transform is filling the service gap that ensures that equipment will be repaired by experts with specialist knowledge so that it functions longer and with greater reliability.





Being the leader in creating high-quality mobility equipment comes with a sense of responsibility...

Auto Transform is the leader in creating high-quality mobility vehicles. With that we have the responsibility to offer a service that ensures that the mobility equipment that we install retains functionality and therefore ensures safety on the road.

We take our mission statement "Innovation Engineered to Purpose" seriously.

For us, innovation is not just equipment innovation but also about service innovation. We have worked hard and are proud to now provide you with a complete solution that gives you better services and value.

Our service department will ensure maximum functionality and safety of your vehicle's mobility equipment.

Our team can also provide maintenance and repair as well as training on how to use your valuable mobility equipment correctly to avoid damage through incorrect use.





*Because we want you
to perform
at your best...*

With Auto Transform you have a reliable and strong partner at your side because we can now offer you two fixed-fee 36-month mobility maintenance service packages:

Our goal is to help you to focus on transforming your clients' lives through better mobility by keeping your vehicles on the road.

This will help you to...

- run your services reliably and without interruptions
- save the time that you would spend on actively managing the service and repair process
- save costs for emergency breakdown repairs
- forecast your annual maintenance budget
- have peace of mind and ensure that your mobility equipment is safe and in good working condition



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Our offer to you...

The key benefits of our service packages are:

- Upgraded hoist warranty from 1 year to 3 years
- Documented maintenance and service package history to ensure warranty
- Prevention of expensive breakdown repairs or equipment replacement before time
- Ensuring that vehicle equipment in safe working order to protect users and comply to New Zealand Health and Safety Standards
- Prevention of accidents and ensuring that equipment is being used correctly



12-monthly service plan

- Travel to vehicle location on scheduled service plan in fleet tracker
- Full hoist safety and operation check
- Moving parts adjustment / tighten / joints lube
- Checklist sign off and detailed reporting to fleet tracker
- Hoist inspection WOF label adhered to windscreen
- Annual planned service

Your investment

\$96.00 + GST per vehicle/month



TRAINING



On-site Staff Training during service time:

- Operator safe use training
- Hoist
- Restraints
- Personal certificate valid for 2 years

Your investment

\$360.00 + GST
per person



Terms & Conditions

AT Warranty / Service / ad hoc call out:

- All Electrical parts have 1-year Conditional Warranty
- Warranty does not include servicing
- Call out fee in Auckland area: \$295.00 + GST
- After hours call out fee: \$420.00 +GST
- Labour Charge: \$176.00 +GST
- Parts used are charged extra
- If vehicle needs to be transported: \$340.00 + GST Transport fee in Auckland area

If you have a vehicle that requires repairs but no plan, then:

- Include photos and a description of the issue and send it to sales@autotransform.co.nz
- Ensure that the fleet or case manager provides an order number for every request – otherwise payment is required in full before your vehicle leaves our premises
- If your request is not a warranty issue, the Auto Transform team will issue a quote for your approval
- If you believe that the fault with your vehicle is a warranty claim, please contact your Auto Transform Account Manager
- The Auto Transform Customer Service Team schedules date and time for your vehicle's repair



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3-5 Harbour Ridge Drive
Stone Hill Business Park
Wiri Auckland 2104

T 09 580 0477 F 09 580 2547
sales@autotransform.co.nz
www.autotransform.co.nz

Order Form:

GST No: 89-406-781

Date:

Prospect:

Contact:

To accept this quotation, please sign below and email it to sales@autotransform.co.nz

NOTE: This quotation is valid for 90 days only from the date shown above.



CUSTOMER NAME:



CONTACT SIGNATURE:



DATE:



PURCHASE ORDER NUMBER:



CHARGE TO:

ADDRESS:



DELIVER TO:

ADDRESS:



**DATE VEHICLE DELIVERED TO
AUTO TRANSFORM:**





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Variations: All services quoted are based on past work experience and standard servicing processes. Any requirements over and above expected standard job requirements will include a variation value of \$120 per hour which includes any work on a job that is over and above what is quoted. Any variations to the contract shall be costed out and approved in writing by Client prior to being carried out.

Vehicle Delivery Job Standards:

- Vehicle is clean in the rear and ready for servicing
- Anything hindering with servicing in the vehicle is removed prior

TERMS AND CONDITIONS:

PAYMENT

The monthly payment is on the 1st business day of every month on A/P (Automatic Payment) per vehicle for a period of 36 months.

After 35 months, there is a one-month cancellation period before the contract automatically rolls over into a new 36-month term. There are no other cancellation options available during this contract period.

Should there be a default in payment to AutoTransform during the agreed contract period from the Customer, AutoTransform will stop the service and action NCI to collect all money owing as in agreed term of the balance of time and monies owing.

In addition to any other remedies, we may recover from you any cost, expenses or disbursements incurred by us in recovering money from you, including without limitation debt collection agency fees and legal fees.

All service fees are non-refundable.





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If Vehicles are serviced at the AutoTransform production site a Vehicle Storage charge may apply under the following conditions:

Vehicles that remain at Auto Transform Production site uncollected for longer than 30 days after service completion date will incur a \$6.00+gst per day storage fee.

Should a vehicle that is included in this services agreement be retired and not replaced, then this needs to be communicated to AutoTransform and a rate reduction or time extension to another asset may be agreed.

If you have any further questions, please do not hesitate to call or contact me via email.

