

Full Service guide

This guide takes effect on 01/05/2015. All earlier versions lose their validity on this date and must be removed from circulation immediately.

Please read this guide carefully and in its entirety.

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Full Service guide

1. Full service for the complete trailer

Contractual content / work covered

BasicService

- All required maintenance tasks
- Wear and tear repairs on the trailer
- Invoice handling

ProService

- All services from the BasicService
- All statutory inspections (HU/SP)
- All required maintenance tasks
- Wear and tear repairs on the trailer
- Certified body rigidity (LASI) check: Inspection of the trailer in terms of the load-securing certificate

Tailgate lift service

- Wear and tear repairs on the tailgate lift
- All required maintenance tasks
- UVV (Accident prevention regulation) inspection

Refrigeration unit service

- Wear and tear repairs on the refrigeration unit
- All required maintenance tasks
- The refrigeration machine is serviced exclusively at the workshops authorised by the manufacturer

Tyre service

- Replacement of worn tyres

2. What is not covered by the contracts?

The repair and restoration of damage and defects:

- Caused by accidents, acts of violence, natural phenomena, vandalism or force majeure
- Caused by improper usage and handling of the trailer; in particular, due to exceeding the axle loads, payloads and loading pressures, neglect of duty of care by the drivers, neglecting the routine inspection of the tyre pressure and neglecting to check for tight fit of the wheel nuts, etc.
- Caused by continuing to drive when damage or defects exist
- To shattered glass diffusers and housings of tail lights, side marker lights, circumferential lights and tracking lights
- Caused by changes made to the vehicle which were not approved by Kögel in writing
- Caused by the usage of spare parts originating neither from Kögel nor from third parties authorised by Kögel. In case of doubt, the customer must obtain information from Kögel about the possibility of usage

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2. What is not covered by the contracts? (Continuation)

The repair and restoration of damage and defects:

- Caused by negligent or intentional handling or violations of the duty of care by the customer themselves or by third parties
- Caused by exceeding the limits without a repair authorisation

3. What must be considered in the processing?

Important general rules!

All of the repairs to Full-Service trailers are generally performed by Kögel Customer Service. This also applies to repairs falling within the warranty period.

- If the troubleshooting is still without success after 30 minutes, then advice must be sought immediately from

Kögel Customer Service (+49 (0)1805-56 34 35 55 / aftersales@koegel.com).

- Any required spare parts must also be purchased from Kögel during the warranty period and the charges for any work performed passed on to Kögel.
- Invoices are always issued to

Kögel Trailer GmbH & Co. KG

Kögel Customer Service / Full Service

Industriestrasse 1

89349 Burtenbach, Germany

3.1 Legal investigations

If statutory inspections (HU/SP) are performed on your premises by an expert organisation, then the inspector must be notified that the invoice will be issued to Kögel with VAT specified separately.

A transmission of the amounts in terms of §10 UstG (German Value Added Tax Act) is not permitted and will not be recognised by us.

No repair authorisation is required for the statutory inspections.

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3.2 Maintenance – General information, times

The maintenance cycles are specified by Kögel and must be carried out annually. The following guide times must be complied with for performing the maintenance:

Standard trailers¹

- Tarpaulin trailer (Kögel Cargo, Kögel Mega, Kögel Light)	60 min
- Box and refrigerated vehicles ² (Kögel Cool, Kögel Box)	60 min
- Swap body trailers (Kögel Port, Kögel Combi)	45 min

Additional times for auxiliary equipment or for prototypes deviating from the standard vehicle:

- Inspection for load-securing certificate ³	60 min
- Preparation for the main inspection (HU)	30 min
- Preparation for the safety inspection (SP)	30 min
- Tailgate lift	30 min
- UVV inspection	90 min
- Roll-up door	15 min
- Lifting roof	15 min

3.3 Inspection for load-securing certificate

The inspection for the load-securing certificate is carried out annually in connection with the annual maintenance. The enclosed inspection log book is used to perform the inspection. The completed inspection must be recorded in the inspection log book.

No repair authorisation is required for the inspection.

¹ without auxiliary equipment such as a tailgate lift – These times are listed separately and must be added to those times specified without auxiliary equipment, such as a tailgate lift and roll-up door – These times are listed separately and must be added to the trailer maintenance times

² without refrigeration unit – The refrigeration machine is serviced exclusively at the workshops authorised by the manufacturer.

³ Surcharge added to the normal maintenance for tarpaulin, box and refrigerated vehicles and trailers.

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3.4 Repairs – Release for repair

All Full Service trailers have a payment guarantee of 300.00¹ Euros.

Repairs¹ may be performed within this price range without the need for a repair authorisation.

A cost estimate must be issued and a repair authorisation obtained for repair costs extending beyond this limit. The repair request must be made by email from the Kögel national representative of the country where the workshop has its headquarters. The terms and conditions of our warranty must be considered in warranty cases.

Kögel Customer Service (+49 (0)1805-56 34 35 55 / aftersales@koegel.com)

3.5 Repairs – Payment

The costs of the work performed are calculated in accordance with the current Kögel guide time table, the guide times of the component manufacturers, and the hourly rates agreed on in the service contract.

The current guide time tables can also be found on our home page www.koegel.com/de/trailer-service/kundenservice/ in the Full-Service and Technical Information section.

Installed spare parts are charged at the Kögel reference price plus a flat-rate handling fee of 15%.

The required spare parts must always be purchased from Kögel.

3.6 Repairs – Handling of defective parts

Defective parts must be labelled with the replacement date and the corresponding chassis number and kept for 4 weeks.

The defective parts may be requested for appraisal within this time period on a case-by-case basis.

The cleaned defective parts must be properly packaged and returned to us by the most economical freight route. The time limit for receipt of the damaged part is 15 business days. If Kögel does not receive the damaged part within this time period, then the corresponding spare parts item will be deducted from the invoice.

3.7 Invoice address

3.7.1 Maintenance - Maintenance checklist

All of the maintenance steps are listed in the Kögel maintenance checklist. You can find the checklist as a download form in the Full Service area on our home page (www.koegel.com/de/trailer-service/kundenservice/).

3.7.2 Maintenance – Fees and documents

The fees are charged in accordance with the hourly billing rates agreed in the service contract.

No repair authorisation is required for the maintenance.

Invoices are always issued to

Kögel Trailer GmbH & Co. KG

Kögel Customer Service / Full Service

Industriestrasse 1

89349 Burtenbach, Germany

¹ applies only for the repairs agreed on in the Full Service contract.