



WHY CHOOSE A SERVICE CONTRACT WITH GREENSHIELDS JCB...

Greenshields JCB is the official JCB Dealer for the South East of England. Established in 1996, we are recognised as one of the world's largest JCB dealers with an acknowledged wealth of experience across all of our business sectors.

All of our staff are fully trained, experienced and highly knowledgeable, ensuring your JCB machine is given the best possible care to maximise both uptime and resale value.

TYPES OF SERVICE CONTRACT AVAILABLE...

Service Only

We take care of all of your machine's services according to Manufacturer's Recommendations (typically every 500 machine hours or once every six months, whichever occurs soonest).

Service Only + Extended Warranty

We complete all of your machines services, as well as any repair work found to be due to manufacturing defects.

Repair & Maintenance Contract

We take care of all your machines scheduled servicing and repair work as and when required.



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2 BARKING

Unit 1 Fresh Wharf Estate
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3 BRAINTREE

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4 BURGESS HILL

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5 HEMEL HEMPSTEAD

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6 TOTTON

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Nutwood Way
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7 WROTHAM

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SERVICE CONTRACTS

SUPPORTING YOUR JCB MACHINE



GREENSHIELDS JCB

FREQUENTLY ASKED QUESTIONS

WHAT DO I GET FOR SIGNING UP TO A SERVICE CONTRACT?

Greenshields JCB will manage your scheduled services, reminding you when they are due and fitting them in around your schedule, allowing you to concentrate on your core business. The price of a service contract includes all of the following:

- All labour including travel to site and completion of work
- All mileage to travel to and from your location
- Removal of waste products including waste oils and filters
- All parts & lubricants to complete the specific service (note: hydraulic oils are sampled only)
- A written report for your records & update of your LiveLink records
- A free machine inspection / health check during every service
- Option to include a LOLER at preferential rate of £100
- Structured, fixed monthly repayments for easy cash flow forecasting
- A guaranteed fixed price at today's service rates for up to 3 years and unlimited hours.

HOW IS THE PRICE CALCULATED?

We use Sure Price Servicing (SPS), a fixed price, for each service as the basis for the service contract cost. This fixed price is reviewed on a yearly basis and is subject to increases to cover the rising cost of materials and labour. However, when signing up to a Service Contract you can fix the price for up to 3 years. This protects you against any price increases over the 3 years and you will pay equal monthly amounts over the term of the contract.

Ask to use our Service Contract Calculator to see how much you could save compared with the overhead of employing an engineer with a van.

HOW DO I PAY FOR A SERVICE CONTRACT?

Our payment terms are simple: one down payment followed by fixed monthly instalments for the duration of the contract. For example, if the contract is 3 years, you pay a 3 month down payment and then 33 monthly instalments by Direct Debit.

If you prefer, you can pay for everything upfront in the cost of your machine, or pay by the hour if your machine is fitted with Livelink.

WHAT IS NOT INCLUDED IN THE SERVICE CONTRACT?

- Any repairs inside or outside of warranty (unless you choose a Repair & Maintenance contract)
- Any other work identified during the free inspection carried out at every service
- Any attachments or third party installations on the machine

For full terms and conditions, inclusions and exclusions, please ask.

WHAT'S IN IT FOR ME COMPARED WITH PAYING FOR EACH SERVICE SEPARATELY?

- You pay for servicing at today's rates, fixed for up to 3 years
- You have a fixed monthly outgoing spread over the term of the contract, rather than unplanned or unexpected payments due when a service is completed ad-hoc
- We manage all of your machine's servicing and fit it around your schedule, allowing you to concentrate on your core business
- A Service Contract with Greenshields JCB is the most cost-effective way of servicing your JCB machine compared with paying for servicing as you go.

HOW DO I KNOW I AM GOING TO GET THE SERVICES I'VE PAID FOR?

We have a team of dedicated service personnel using the latest technology to plan and book services. We will alert you in advance of your service being due, and schedule a visit to service your machine around the needs of your business.

WHAT IF MY MACHINE MOVES OUTSIDE OF YOUR TERRITORY?

Depending on the location, we will complete the service as usual, or ensure a UK JCB Dealer completes the service on our behalf.

WHAT IF MY UTILISATION CHANGES?

We will review the contract on a yearly basis and inform you of any under/over utilisation, and adjust your monthly payments accordingly. That way you only ever pay for the services you receive over the course of the contract.

I NEED SERVICING OUTSIDE OF NORMAL WORKING HOURS...

Not a problem, we can accommodate this to suit your requirements.

I WOULD LIKE REPAIRS INCLUDED TOO, NOT JUST SERVICING...

This is possible through a Repair & Maintenance contract.

I HAVE MY OWN ENGINEERS / I CAN SERVICE THE MACHINE MYSELF... WHY SHOULD I TAKE OUT A SERVICE CONTRACT?

We manage your services to ensure they are completed on time and with the correct, genuine JCB parts and lubricants. Our engineers are fully trained, experienced and highly knowledgeable, ensuring your JCB machine is given the best possible care to maximise both uptime and resale value.

We service each JCB machine according to the manufacturer's recommendations, meaning any warranty or goodwill claims you may have on the machine in the future are unlikely to be affected from not undertaking services exactly as required.

We use laptops with JCB Service Master to check and update the software for your machine, clear the data logger and check for fault codes when we undertake each service. There is more to servicing a JCB machine than just changing the filters and oil; for example, a typical JCB Telehandler service includes over 100 component checks, adjustments or part replacements!

If you have any questions, please ask a member of our team.