

MAN AFTER SALES: **EVERYTHING**  
FROM A SINGLE SOURCE.



MAN | Service



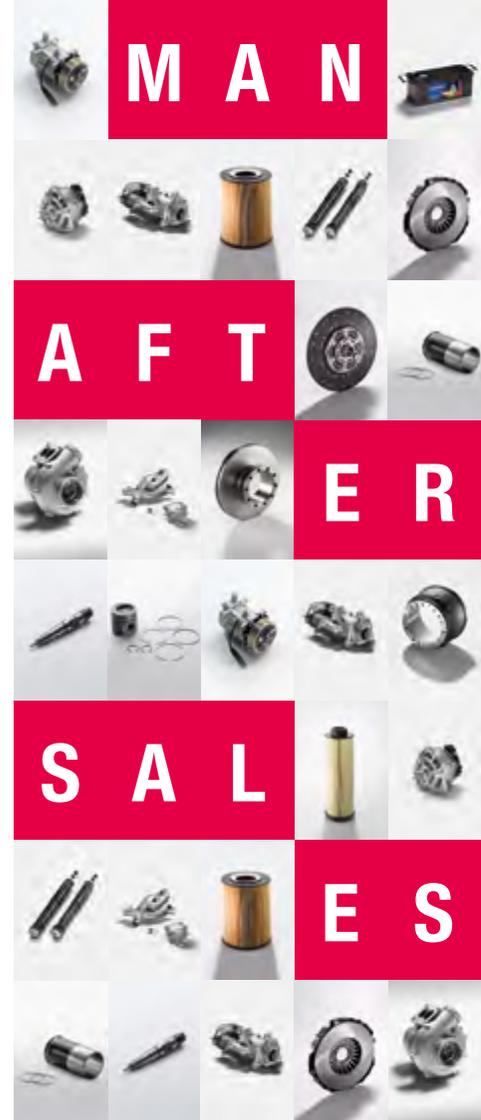
2021 Edition

A WORLD  
OF  
SERVICE

MAN AFTER  
SALES

## NO MATTER HOW COMPLEX THE TERRAIN – YOU CAN RELY ON MAN IN ANY SITUATION.

As dedicated partner at your side, we offer not only a varied portfolio of vehicles, we can also offer that little bit extra in terms of flexibility, safety and efficiency which takes you forward in your business – even if the road gets bumpy sometimes. The drive and the performance of our vehicles, is a tool to aid your business and for you to achieve success.

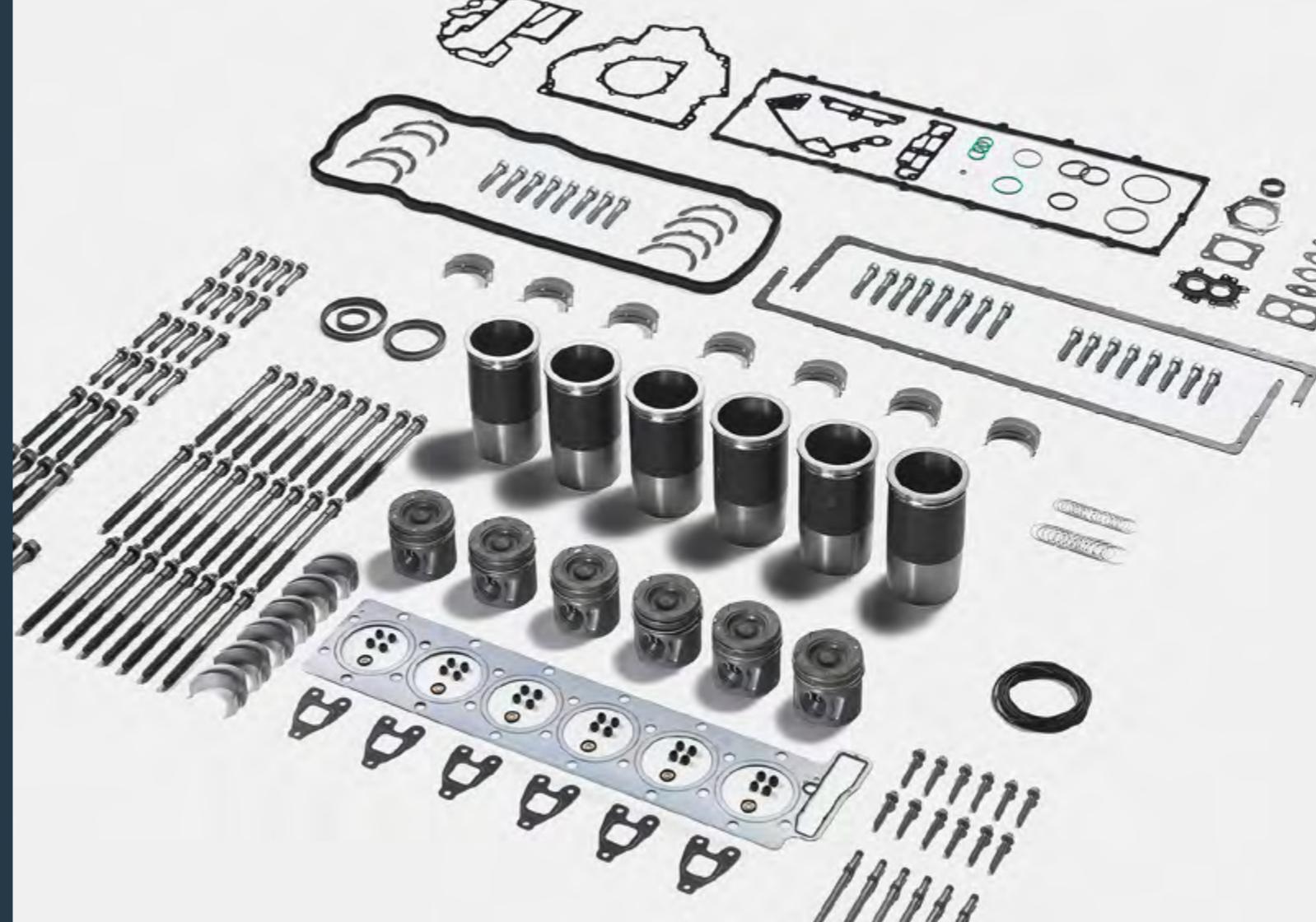


## MAN SERVICE: EVERYTHING FROM A SINGLE SOURCE.

You need your vehicle to return maximum performance throughout its service life whilst ensuring compliance with the highest safety and environmental standards. We are here to help you achieve your targets.

### Our solutions:

- MAN Genuine Parts
- MAN Genuine Parts Kits
- MAN Genuine Parts ecoline
- MAN Fixed Price Packages
- MAN Genuine Accessories
- MAN Extended Warranty
- MAN ServiceContracts
- MAN EcoStyle
- MAN ProfiDrive®

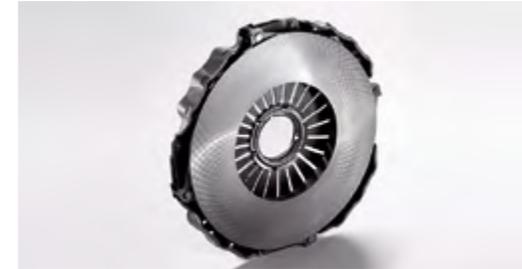


M A N

T G X



## CLUTCH



Pressure Plate



Release Bearing

### MAN Genuine Clutch

The clutch is an integrated system where all the related parts depend on each other. Replacing the clutch components as a set is usually the smartest thing to do. A manual transmission clutch is actually made up of three main parts positioned between the engine's flywheel and the transmission input shaft:

- Clutch Plate
- Pressure Plate
- Release Bearing

MAN Genuine Clutch Kits available! Contact your nearest dealer for further information.

Chose MAN Genuine Clutch ecoline to save costs and protect your environment. MAN Genuine Parts ecoline come with the same quality and 2 years warranty as any other MAN Genuine part.

#### Your benefits at a glance:

- Efficient, low-emission, low-consumption combustion
- High reliability and long service life
- Factory remanufactured MAN Genuine clutches ecoline permit repairs in line with the current value and in MAN Genuine part quality

MAN

TGS



## FILTER



Engine Oil Filter



Air Filter



### MAN Genuine Fuel Filters

#### Safety for the fuel system

MAN Genuine fuel filters ensure that the engine is supplied with only cleaned fuel. They provide a high degree of purity, are mechanically and chemically highly stable and seal off the connections completely so that no unfiltered fuel can enter the injection system.

#### The consequences would be:

- Poor combustion
- Low engine power
- Bad starting behavior
- Rough idling
- Increased fuel consumption
- Possible failure of the injection system

#### Your benefits at a glance:

- Best protection against damage to the injection system
- Highly resistant to chemical, thermal and mechanical effects
- Specially developed filter paper with high dirt capture capacity
- Minimal flow resistance and high degree of separation over the entire service interval

# L I O N ' S

# C O A C H



## BRAKE



Brake Pads



Brake Disk



### MAN Genuine brake

When it comes to stopping distance you don't get a second chance. So think before purchasing third-party parts for repairs and replacements. Be particularly careful when the price is especially attractive. What you save at one end can easily be a risk to user safety at the other.

#### MAN Genuine Disk Brakes are best in the DEKRA product comparison test:

- The vibrator test
- The wear test
- The heat test



#### Quality means safety in brake lining sets.

Mechanical anchoring of the linings to the backing plate in the Genuine part so that the lining mass adheres to the plate even at high temperatures and when subjected to heavy vibration. Cheaper products can only be glued. The glue can lose its effect during lining lifetime and fail completely at high temperatures.

#### Your benefits at a glance:

- longer lifetime through less wear and thus less downtime
- optimal holding of linings in brake system through included lining springs and retainers
- mechanical anchoring for secure join between lining material and lining backing plate
- little wear even at temperatures over 500°C through optimal material composition

# L I O N ' S C I T Y



## ELECTRIC



Battery cover

### MAN Genuine batteries

Extreme variations in temperature and supplying a high level of power to additional consumers subject all batteries to immense loads. With MAN Genuine batteries, you equip your MAN truck or bus for the hot season of the year. We are offering you attractive discounts on batteries.

New MAN Genuine batteries are the perfect solution when top performance, reliability and a long service life are in demand. Minimized electrolyte consumption makes them 100 % maintenance-free for use in vehicles.

The innovative anchoring of the cell block and fiber glass mat inserts provide top vibration and cycle stability.

#### All the advantages at a Glance...

- Absolutely zero-maintenance
- Longer service life
- High cycle and vibration stability, ideal for rough conditions
- Extremely reliable
- Maximum safety thanks to a sealed lid with single-point venting and integral flame arrester
- Tilt-resistant and leak proof

# MAN GENUINE PARTS



## OPTIMUM FOR **PREMIUM QUALITY** OF MAN GENUINE PARTS. For maximum safety and economy.

In selection of an MAN product, you selected excellent quality. So, why should you accept less when it comes to replacement parts? MAN Genuine Parts are manufactured in accordance with MAN guidelines and inspected carefully to ensure that they comply with the MAN strict quality standards. They also guarantee maximum reliability and economy. We don't just say quality, we believe in our statements – every MAN Genuine Part is delivered with a 24-month warranty that is valid worldwide. That is quality you can count on to minimize your total cost of ownership (TCO).

### Your Benefits at a Glance:

- State-of-the-art MAN Genuine Parts
- MAN quality thanks to latest technology & quality checks
- Worldwide Genuine Parts warranty
- Parts stocked for all MAN vehicle models – also for older models and special vehicles

### MAN endurance tests for Genuine Parts



M A N

G E N U I N E

P A R T S

K I T S



**KITS**



## MAN KITS MAN GENUINE PARTS **IN A SET.**



Wear is not usually limited to a specific part of a mechanical or technical interconnected system. Therefore it often makes sense to also replace other parts related to a repair in order to avoid possible repeated maintenance or repair work. MAN kits include a complete set of the required, optimally coordinated MAN Genuine Parts so that maintenance and overhaul work can be carried out as comprehensively and sustainably as possible.

By way of example, the following MAN kits are currently available:

- Engine overhaul kit
- Piston kit
- Clutch kit
- Belt tensioning kit
- Brake kit
- Filter kit

### Your Benefits at a Glance:

- financial advantage
- attractive package prices
- improved vehicle availability
- avoiding additional time spent in workshop

# MAN ECOLINE

MAN Genuine Parts  
ecoline 



## MAN GENUINE PARTS ECOLINE\*

MAN Genuine Parts ecoline enable you to make substantial savings while protecting the environment! At MAN, we understand as vehicles are getting older reducing the cost of operation is important, the MAN Genuine Parts Ecoline is designed for just this. The choice of professionally re-manufactured MAN Genuine Parts for your repairs saves costs, protects the environment and gives you the same warranty that you get with new MAN Genuine Parts.

### The re-manufacturing process includes

- Thorough cleaning
- Replacement of all wear parts
- Careful reworking
- Precise testing

use the same for Up-selling argumenter!

This intensive processing means that the quality of MAN Genuine Parts ecoline is equal to that of a new MAN Genuine Part. You also benefit from the same warranty that comes with new MAN Genuine Parts.

\*Available at select MAN partners only.



### Your Benefits at a Glance:

#### MAN Genuine Parts ecoline

- Have the same quality as Genuine Parts as they are 100% tested.
- Are reliable because they fulfil the same specifications as MAN Genuine Parts, including the same warranty.
- Preserve the value of the vehicle because it remains an MAN vehicle throughout its service life.

#### MAN Genuine Parts ecoline are available for:

- Clutch Kits
- Turbochargers
- Injectors
- Water pumps
- Air compressors and many more

# MAN FIXED PRICE PACKAGES



## MAN FIXED-PRICE PACKAGES\*

MAN offers the best service for the best products. With fixed-price packages, we make a further unbeatable offer, especially for older vehicles: MAN service outlets perform selected repairs, for example for the brakes, the replacement/change of oil, filters and seals, for the clutch, exhaust silencer, and driver's seat at a fixed price.

The MAN fixed-price packages include all MAN Genuine parts required for the repair works as well as all about hours. Thus you are protected against every eventuality and have the greatest possible planning security combined with cost control. In this way, we can help you to make the running of your business even simpler and clearer.



### Available Fixed Price packages:

- Engine Oil Service
- Air Conditioning Service
- Clutch Service
- Coolant pump Service
- Brake Service

### Your Benefits at a Glance:

- Cost savings compared to buying individual parts, thanks to attractive kit prices
- Avoidance of incorrect orders thanks to just one item number invoice
- No nasty surprises due to additional cost upon receipt of the invoice
- Complete transparency
- Concrete budget
- little to no management because of defined details for our customers

\*Available at select MAN partners only.



**M A N G E N U I N E**

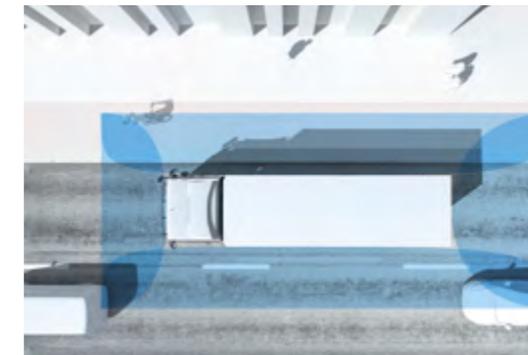
**A C C E S S O R I E S**

## ROOF TOP AIR CONDITIONER



The stationary air conditioner is designed for relaxing rest periods. Through the high efficient technology, you can cool fast and reliable 6h and longer. The self-contained and battery operated truck roof parking cooler can be easily installed in the existing roof hatch

## BIRDVIEW 360° CAMERA SYSTEM



Those who see more have a clear advantage, because only dangers that are detected can be avoided. For example, in nature, chameleons protect themselves with their 360° all-round view. It is precisely this principle that has been adopted – for the protection of others. The MAN BirdView 360° camera system is a powerful HD-TVI detection system for the surrounding area.

### Your benefits at a glance:

- Two years' warranty on MAN service and parts – also on MAN Genuine Accessories
- Standard delivery and ordering process at every authorised MAN workshop
- Tested reliable products according to MAN R&D standards
- Best fit for your MAN



M A N

E X T E N D E D

W A R R A N T Y

## MAN EXTENDED WARRANTY

With MAN, you are guaranteed to drive better. When you take out an extended warranty, you are always on the safe side. Use the purchase warranties offered to you by MAN – there are numerous ways to combine the validity period and mileage for all application areas, ensuring there is the right choice for your requirement.

### These are the extended warranties

#### MAN can offer you:

- New vehicle truck
- Benefit from an extended warranty for the powertrain for up to 5 years for all product series and axle configurations. An extended warranty for the entire vehicle of up to 5 years is also possible.
- MAN TopUsed Vehicle

#### Your Benefits at a Glance:

- Protection against unexpected repair costs of your entire vehicle beyond standard warranty
- MAN as an experienced, strong and reliable partner
- Full warranty coverage up to 5 years for the entire vehicle
- Protect your engine up to 5 years
- Boosted vehicle availability and minimized downtimes
- Repairs with genuine parts by MAN trained professionals
- Higher resale value of vehicle

# MAN SERVICE CONTRACT

## MAN SERVICE CONTRACTS\*

Cut costs, improve performance, increase productivity and profitability: that's the way to optimize the efficiency of your fleet. MAN Service contracts help you do it with a number of packages that soon pay off. No matter which service contract you choose, the procedure could not be simpler. In your regional MAN Service station you have just one person to contact for everything that concerns your fleet.

### Your Benefits at a Glance:

- Clear-cut fixed costs & sure cost planning
- Boosted vehicle availability and minimized downtimes
- Lower fuel consumption through optimal tuning of vehicle
- Repairs with genuine parts by MAN trained professionals
- Reduced staff and administration costs
- Higher resale value of vehicles



### REPAIR & MAINTENANCE CONTRACT OPTIONS:

	ComfortOil	Comfort	ComfortPlus	ComfortSuper
<b>Oil Change</b>	✓	✓	✓	✓
<b>Maintenance and Service</b>	–	✓	✓	✓
<b>Wear and Tear Repairs</b>	–	–	–	✓
<b>Extended Warranty</b>	○	–	✓	✓
<b>General Options (e.g. inspections)</b>	–	○	○	○
<b>Attachment and Body Options</b>	–	○	○	○

\*Available at select MAN partners only.

M A N

E C O S T Y L E



## MAN ECOSTYLE – **YOUR KEY TO AN EFFICIENT FLEET.**



Fuel, Personnel, Vehicles – the rising costs in the transport industry are increasing the competitive pressure. MAN EcoStyle helps you to realize savings potential optimize transportation processes and considerably reduce operating costs.

### The EcoStyle system has helped customers:

Reducing the total cost of owning and operating MAN Vehicles.

### Your Benefits at a Glance:

- Reduce the fuel consumption of your fleet
- Optimise the usage of your vehicles
- Maximise the economy of your company
- Pre-delivery check



20% reduction in total costs of ownership (TCO)



5-15% reduction in vehicle maintenance and service costs



up to 50% reduction in accidents



40% reduction in Tyre wear



10% improvement in utilisation



5-15% reduction in fuel costs

M A N

P R O F I

D R I V E



## MAN PROFIDRIVE® – THE THEORETICAL AND PRACTICAL SOLUTION TO OPTIMIZE **A SAFE AND ECONOMIC** DRIVING STYLE.



Under MAN ProfiDrive®, you will find a comprehensive range of seminars: From initial vehicle introduction, an in-depth course on technology and safety systems, right up to economy training and driving safety training courses for both on road and off road applications.

MAN offers practical seminars for commercial vehicle drivers that focus on the needs of the driver at the same time ensuring the needs of business owners are given the correct priority. For course booking, please contact your local dealer.

### Your Benefits at a Glance:

- Safe and economical driving
- Reduced accidents
- Reduced Total Cost of Ownership (TCO)
- Less damages to vehicle due to rude driving behavior

# MIDDLE EAST DEALER NETWORK

## AFGHANISTAN

**MAN Truck & Bus Middle East FZE**  
+971 4 821 8888  
middleeast@man.eu

## KINGDOM OF BAHRAIN

**AMA Motors** (A Division of Ahmed Mansoor Al-A'Ali Co.)  
+973-17600600  
amamotorservice@al-aali.com  
www.man-bahrain.com

## IRAN

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+971 4 821 8888  
middleeast@man.eu  
**East Yavaran Khodro** (Bus Partner)  
+98 21 88100221-3  
info@yavarankhodro.com

## IRAQ

**Al Bar Wa Al Bahar for Automotive & Machinery Trading Co. LLC**  
+9647726135245  
office-center@man-iraq.com  
www.terramar.de

**Terramar for Auto and Spare Parts Trading and General Trading LTD**  
+9647512307548 (Erbil)  
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www.man-middleeast.com/iraq

## JORDAN

**Integrated Automotive**  
+962 65728400  
info@ia-jordan.com  
www.ia-jordan.com/en/

## KUWAIT

**Al Ahlia Heavy Vehicles Selling & Import Co**  
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rk.menon@alahlia-hv.com  
www.alahlia-hv.com/truck-bus/man

## LEBANON

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## OMAN

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www.man.com.sa

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www.man-uae.ae

## YEMEN

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parts@amc-auto.com

For any queries write to us on middleeast@man.eu

# AFRICA DEALER NETWORK

## ANGOLA

**Automatriz, SA**  
+244 928 767 702  
rpeixoto@automatriz.co.ao

## ALGERIA

**Maghreb Truck Company S.p.a.**  
+213 21 452065  
contact@mtc-man.com

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## DEMOCRATIC REPUBLIC CONGO

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and Trading S.A.E.**  
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