

DAF BACK-UP

# The best in the business



# The best back-up in the business

With a clear focus on delivering maximum vehicle uptime and earning potential for our customers, our reputation for providing the best back-up in the business is well earned.

Efficiency starts with our trucks offering market-leading reliability and low operational costs. Once on the road, our customers are supported by a comprehensive range of services - from intelligent information systems to give greater control and enhanced communication, to our pioneering roadside assistance service which will be there when you need support fast.

Behind the quality of our service is the commitment of our people. With the most extensive, highly trained and responsive dealership network in the UK, DAF delivers the best back-up solutions available anywhere.



- DAF WARRANTY
- DAF MULTI-SUPPORT
- DAF CHECK
- DAF DEALER SUPPORT
- PACCAR FINANCIAL
- DAF AID
- TRUCK CHECK
- DAF CHECK LITE
- DAF DRIVER ACADEMY
- DAF FIRST CHOICE
- DAF FLEET SERVICES
- PACCAR CONNECT
- DAF ITS
- PACCAR PARTS

# DAF Warranty



In the haulage business, everything is geared to maximise productivity and minimise cost: the highest possible profit per tonne/kilometre.

## A package you can rely on

Our Warranty Plus package, alongside DAF MultiSupport (documented on the following page), are the building blocks of the extended DAF Repair and Maintenance package. Designed to offer you a tailor made service proposal that prevents unpleasant surprises and controls your monthly costs, this package will provide total peace of mind.

It's all about supporting the Best Business Proposition with the best product, the best services, and the best organisation behind it.

## Vehicle warranty

The cost of repairs that are identified and confirmed as a manufacturing or material defect, may be claimed from DAF, with no charge to the customer.

Warranty falls into two categories; vehicle warranty and driveline warranty. Vehicle warranty covers the complete truck as supplied by DAF Trucks. Driveline warranty is limited to the engine, transmission and driven axles of the vehicle.

Vehicles sold through DAF UK will benefit from the following Warranty Plus cover as basic:

<b>XG &amp; XG+</b>	<b>Warranty Plus -</b> Two year vehicle* Three year driveline	Takes care of all warrantable repairs on the vehicle for two years and on the driveline for a third year, together with associated breakdown coverage.
<b>XF</b>	<b>Warranty Plus -</b> Two year vehicle* Three year driveline	Takes care of all warrantable repairs on the vehicle for two years and on the driveline for a third year, together with associated breakdown coverage.
<b>XD</b>	<b>Warranty Plus -</b> Two year vehicle* Three year driveline	Takes care of all warrantable repairs on the vehicle for two years and on the driveline for a third year, together with associated breakdown coverage.
<b>XB</b>	<b>Warranty Plus -</b> One year vehicle Three year driveline	Takes care of all warrantable repairs on the vehicle for one year and on the driveline for a second and third year, together with associated breakdown coverage.

\* Exclusions apply, please refer to our Terms & Conditions.

# DAF MultiSupport

Through DAF MultiSupport, we can tailor your back-up package to the specific needs of your business, so that you can choose precisely the level you require.

## Maximise earnings

An agreed price per month for the repair and maintenance needs of your truck, so you know in advance what your operating costs will be and can plan and control accordingly. In the longer term, DAF MultiSupport delivers the best value-for-money back-up on the market. Through our in-house finance company, you can combine the repair and maintenance cost with your lease cost, on one monthly invoice.

## Optimise vehicle performance

Our network of fully trained technicians are familiar with every aspect of your truck and only high quality DAF Genuine Parts are used. Your vehicle will be kept in optimum condition, reducing the risk of breakdown and the costly effect of a delay.

## Enhance resale values

DAF MultiSupport assures the highest level of service for your vehicle. This will not only deliver better standards of reliability and durability, but will also be reflected in an enhanced resale value.

## Maximise uptime

Taking into account scheduled DVSA safety and maintenance inspections, your vehicle application and truck configuration, we will create an optimised maintenance schedule that best suits your vehicle and operation. In case of a breakdown, or any other unexpected situation, you can trust DAFaid and DAF ITS to get you moving again.

## Custom management solutions

We can offer a range of management services for your fleet - including the provision of centralised billing for non-contract damage or repairs and compliance management, to ensure maintenance schedules are adhered to.

DAF MultiSupport solutions include:

	Driveline Warranty	Vehicle Warranty	Care+	Preventative Maintenance	Compliance	XtraCare	Full Repair & Maintenance
Driveline Repairs	✓	✓				✓	✓
Non-Driveline Repairs		✓					✓
Wear Repairs							✓
Regular Maintenance			✓	✓	✓	✓	✓
Safety Inspections				✓	✓	✓	✓
DAFcheck Document Management System	✓	✓	✓	✓	✓	✓	✓
Breakdown Support through DAFaid/ITS	✓	✓					✓
Roadside Recovery in the UK	✓	✓				✓*	✓
MOT Preparation, Presentation & Fees					✓	✓	✓
Tacograph Recalibration					✓	✓	✓

\* Driveline only

The following MultiSupport packages are now available; some are included as standard and others as an option:

<b>XB</b>	<b>Two Years</b> Preventative Maintenance***	Our Preventative Maintenance package, <b>includes</b> all necessary planned maintenance requirements and safety inspections. Up to a fixed maximum mileage.*
<b>XD</b>	<b>Two Years</b> Full Repair & Maintenance***	Our most comprehensive maintenance package, <b>includes</b> driveline repairs, non-driveline/wear repairs, breakdown support, safety/legal inspections, tachograph recalibrations and MOT fees. Up to a fixed maximum mileage.*
<b>XF &amp; XG</b>	<b>Two Years</b> Full Repair & Maintenance**	Our most comprehensive maintenance package, <b>includes</b> driveline repairs, non-driveline/wear repairs, breakdown support, safety/legal inspections, tachograph recalibrations and MOT fees. Up to a fixed maximum mileage.*
<b>XG+</b>	<b>Three Years</b> Full Repair & Maintenance**	Our most comprehensive maintenance package, <b>includes</b> driveline repairs, non-driveline/wear repairs, breakdown support, safety/legal inspections, tachograph recalibrations and MOT fees. Up to a fixed maximum mileage.*

\*Maximum mileages may vary, please enquire \*\*Included as standard \*\*\*Optional



Efficiency  
of the future





# DAF Fleet Services

DAF Fleet Services is our integrated organisation, delivering first-class fleet management solutions that prioritise end-to-end customer experience across all areas of service.

Managing activity from onboarding, in-life maintenance management, to proactive defect management and parts availability across all aspects of your vehicle. DAF Fleet Services puts you in control and provides true visibility of performance across your assets and all areas of service through the entire operational relationship. We support businesses in all sectors and across the transport industry.

DAF Fleet Services is growing rapidly and adds significant value to customers with fleets made up of a wide range of HGVs and ancillary equipment, offering complete life-cycle management for fleets of all sizes.

## Customer-Focused Solutions

We deliver a personalised service through tailored Customer Service Charters, adapting to your evolving needs to keep your fleet moving efficiently.

## Industry-Leading Technology

We harness DAF's PACCAR Connect and other advanced tools to optimise your fleet, delivering real-time insights directly to the workshop. As the only fleet manager using the same systems as the UK's largest DAF dealer network, we offer unmatched efficiency and integration.

## Maximising Fleet Performance

Uniquely positioned to manage all aspects of asset performance, we ensure your fleet stays compliant and reliable. DAF Fleet Services take a connected, proactive approach—minimising disruptions and providing full transparency across operations.

## A Team You Can Trust

From expert engineers to dedicated customer managers, our team works closely with you to understand your goals and deliver exceptional service—becoming a true extension of your business.

## Innovation & Growth

We are continuously investing in new products and services to better serve our customers and expand our offerings, including alternative fuel solutions such as electric and hydrogen-powered trucks.

## Compliance Management

Great fleet management starts with the confidence that you are compliant across all legislative areas and that documentation is technically validated and available. In a changing regulatory environment, DAF Fleet Services ensures that you and your maintenance providers are fully supported to ensure any new requirements are seamlessly managed and adhered to, so that you can focus on your operations without distraction.

- Simplified compliance process through centralised management.
- Comprehensive, approved documentation for all fleet assets in one place.
- Peace of mind with a fully auditable system.
- Improved operational efficiency through integrated maintenance planning

## Defect and Uptime Management

Maximise the operational availability of your fleet with proactive maintenance and rapid issue resolution.

- Reduced vehicle downtime with fast issue resolution.
- Real-time updates on vehicle status and repairs.
- Proven ability to improve fleet availability through proactive maintenance strategies and a dedicated approach to VOR resolution.
- Access to the DAF truckCheck tool ensures that all defects are tracked and resolved efficiently.
- Comprehensive support through DAFaid for emergency breakdowns, ensuring a seamless response to any unforeseen issues.

## Fleet and Cost Management

Take full control of your fleet's performance and costs with tailored solutions that deliver value and efficiency.

- Predictable, verified and transparent cost management.
- Streamlined administration with consolidated invoicing.
- Data-driven decisions with KPI-led reporting.
- Fleet transition management and initial onboarded asset management.

# DAFaid

There for you if things go wrong. You need a service you can rely on and DAFaid is accepted as the best in the business.



## You are our first priority

Our roadside assistance service - DAFaid - has an industry average from initial call to vehicle moving of 90 minutes – with a response time within the hour.

Dedicated and highly trained technicians ensure that over 85% of all vehicles are repaired at the roadside. Communication is a clear priority for DAFaid and, through our 'link and chase' process, will ensure you are kept fully informed of the progress of any incident.

Available 24/7 – whenever your vehicle is on the road, DAFaid is there to support you, ensuring downtime is kept to a minimum.

## DAF ITS

When abroad, DAF ITS (International Truck Service) picks up the baton. If you need help, our team of

operators are equally experienced, with instant access to the information they need to get your vehicle up and running again as quickly as possible.

With an extensive and well-distributed European network of approximately 1,100 DAF Dealer service points, help and support are never far away.

☎ **DAFAID:** 0800 919395

☎ **DAF ITS:** +31 40 214 3000

## Triage Facility

Outside of DAFaid and DAF ITS, DAF offers a triage facility with your local DAF servicing dealer. This includes a 30 minute Fast Service for minor checks, repairs and fluid top-ups, where vehicles will be looked at within 15 minutes.





# DAF Driver Academy

With you all the way, as informed professional drivers are more productive and reduce operational costs.



DAF's Driver Programme is all about improving driver performance, compliance, safety and efficiency. Knowledge is power and with that knowledge comes:

- Lower fuel consumption
- Higher vehicle availability
- Lower operational costs
- Higher return per kilometre
- Lower environmental impact
- Prevention of accidents
- A happy driver

Our DAF Driver Training team have an in-depth understanding of how to get the best from our trucks. You can be confident in the knowledge that just like the DAF product, that same quality runs through our training courses and the content is always current and relevant.

With flexibility built in, each course can be tailored to

suit individual driver and company specific objectives. Both in-class and in-cab training can be provided with minimum disruption to work schedules.

## DAF Driver Training Voucher

With every retail purchase of a new DAF XB, XD XF, XG, or XG+, operators are entitled to a 90-minute static vehicle handover, plus up to 60-minutes on road demonstration/familiarisation, delivered by a certified DAF Dealer Driver Trainer.

To ensure you get even more value from your vehicle, we are offering drivers the opportunity to take part in certified training. For operators, this means savings in many aspects; the purpose of this training is to introduce drivers to the new fuel saving features of the vehicle, helping them to get the best from your new DAF truck.

Training is provided by your local DAF Sales Dealer, with the option to purchase further training for additional drivers if desired.

# Nationwide dealer support



[Locate Your Nearest Dealer >](#)

Everything you need to keep moving and earning



It is important that all DAF back-up services support and protect your investment. The DAF dealer network is the largest, offering the widest geographic coverage and the longest opening hours in the UK.

At over 130 dealers throughout the UK, you will find professionals ready to help you choose the best truck, arrange financing, schedule repairs, tailor maintenance to your requirements, maintain and repair component parts and get truck and trailer parts and accessories for your entire fleet quickly and easily.

### **One-stop shop**

Whatever support you need, your DAF dealer can provide it - and all in one place too. Our support extends beyond DAF vehicles. We can look after your whole fleet – a true one-stop shop.

### **The professional response**

Our dealer network boasts an MOT first-time pass rate of over 98% and the best roadside assistant service available. We are extremely proud that all of our DAF service locations hold the coveted IRTE Workshop Accreditation, demonstrating our commitment to quality with over 1,700 highly trained technicians, as well as an award winning national apprenticeship programme for technicians of the future.

Driver comfort  
of the future



# Parts for your entire fleet



The strength of our organisation is illustrated by the enormous range of parts we offer - broad enough to allow you to simplify and streamline your administrative and operational processes, because it allows you to order all your vehicle parts from us and save yourself time.

## **DAF Genuine Parts**

Every DAF truck that rolls off the production line has already travelled a long road through development and testing. This ensures that all our trucks meet the highest standards in relation to safety, reliability, performance, operating costs and the environment. We also place the same high demands on our DAF Genuine Parts, ensuring you obtain the maximum return from your truck. As the parts are specifically designed for your vehicle, you can be sure that they function perfectly together and result in optimum performance.

Thanks to a state of the art inventory management system, your local DAF Dealer always has the correct parts available and with multiple daily deliveries, your order can be delivered directly to you when you need it.

DAF genuine parts carry a full DAF warranty offering further confidence and assurance in the quality and longevity of each part.

## **DAF Exchange Parts**

Just like DAF Genuine Parts, DAF Exchange Parts satisfy the highest quality standards. The same warranty conditions apply to DAF Exchange Parts as for new DAF Genuine Parts. Re-use of parts is better for the environment and, for older vehicles, can result in considerable cost savings.

## **TRP Truck and Trailer Parts**

TRP Truck and Trailer Parts and Consumable range is the largest in the UK with over 100,000 parts. Expansion of the range to include LCV provides a full one stop solution, which is available in over 140 locations across the UK.

Parts in the TRP range are sourced from quality major manufacturers and are backed by a minimum 12-month warranty for added peace of mind. Couple this with industry leading 'off the shelf' availability and multiple daily deliveries from your local dealer, then you really do have the total parts solution for your business!

Follow us on X and LinkedIn for further information and special offers on our products.

## **PACCAR Parts Fleet Services**

The easiest way to facilitate, manage and control payments for parts, offering you consolidated billing as well as a national credit level.

Operators benefit from a network-wide, parts pricing agreement - one price, at any dealer, UK wide. A web portal brings everything together, providing you with the ability to search and view past purchases, copy invoices, account overviews and more.

## **DAF Webshop**

DAF Webshop is the number one platform to order all your parts online. Not only do we have the full DAF OEM range available, we also have our complete TRP range and thousands of vendor branded parts from other suppliers. All the parts you need for your Truck & Trailer repairs and maintenance are online at DAF Webshop. Simply enter the DAF chassis, VIN, engine number or licence plate and all the information you need is displayed at the touch of a button!

The scan functionality now available in DAF Webshop, has made finding and ordering parts even easier! Simply click on the camera icon in the search area and take a photo of the part number or packaging. The photo is automatically uploaded to Webshop, where the part number is analysed and identified using optical character recognition technology. Once a part has been identified, you can see its availability, the price and stock level at your dealer, and the alternatives we are offering. You can then easily add the part to your order basket with just one click. The scan function is intended specifically for smartphones and tablets. There is no need to install a new app on your device.

Full information regarding technical drawings and related parts are also available in Webshop, the same as when using the Repair and Maintenance information tool. Simply search on the chassis number or licence plate and go via the main groups to the correct technical drawing. All the parts related to that drawing are listed and can then be added to the parts basket.

DAF Webshop is available 24/7 on your computer, smart phone and tablet, saving you both time and money! Contact your local dealer for more information.

# Make the new DAF, your DAF



A New Generation of DAF trucks deserves a New Generation of DAF Accessories. We are proud to present a new range of accessories for the exterior and interior of our best trucks ever: The XB, XD, XF, XG and XG+. Developed for and by DAF, with a focus on safety, comfort both on the road and when resting, and cost efficiency. Add the finishing touch to the ideal truck now.

## Make the new DAF, your DAF

With DAF Accessories, you can turn the New Generation DAF into your DAF. Opt for something to create a visual distinction or for add-ons that enhance your comfort and driving pleasure whilst on the road. Whatever your choice, you are always choosing the highest quality.

### The DAF accessory range has everything you need to drive your business:

- Styling Exterior: Great impressions to strengthen your company image and boost driver pride
- Aerodynamics: Cost cutters to reduce operating costs
- Driver Comfort: Easy drive for even greater driver comfort

- Safety & Security: Safe drive to protect the driver and their DAF as well as other road users and the environment
- Hydraulics: Full range of hydraulic applications to make a DAF suitable for your business
- Merchandise: High gear to give you that special DAF feeling

"We take DAF Accessories just as seriously as our trucks. Comfort, safety, durability and a premium look are paramount."

Bart van Lotringen, Design Director DAF

For further information, please contact your local DAF Dealer.



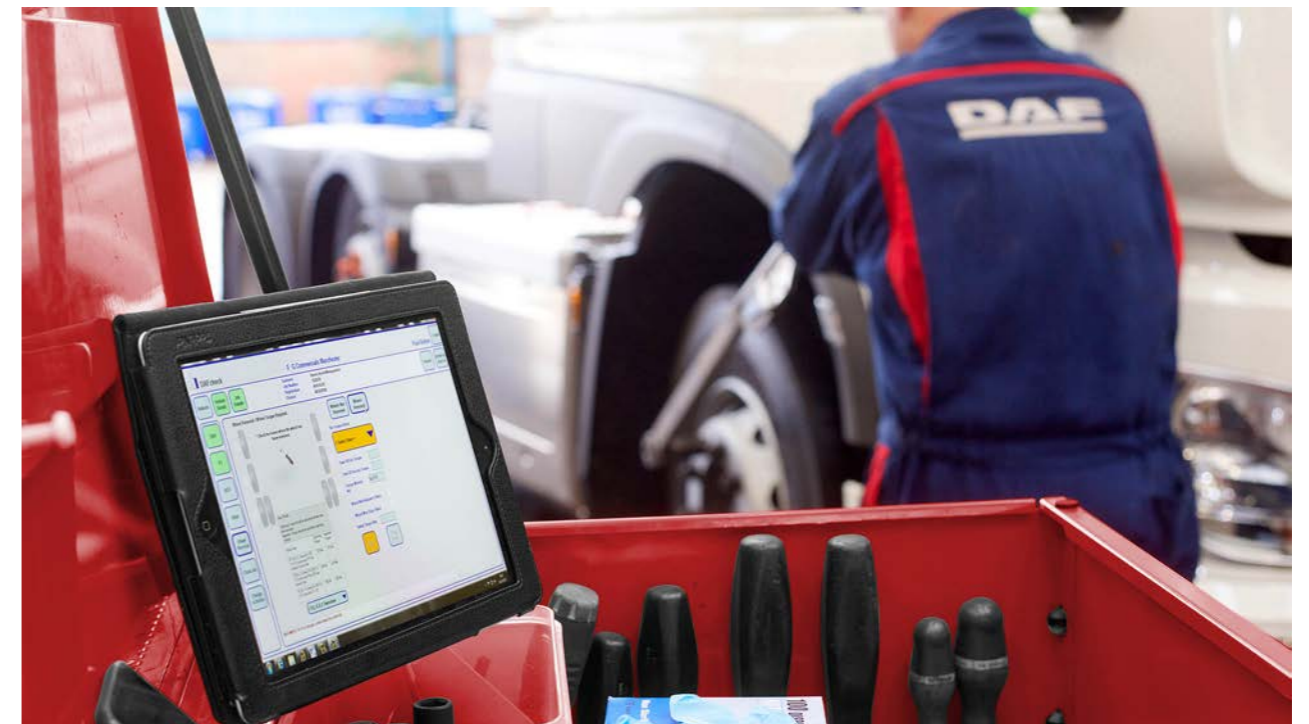
# Ready for the fully electric future



# DAFcheck



When any of your vehicles are serviced or maintained at a DAF Dealer, you are eligible for DAFcheck - completely free of charge.



## Compliance support

DAFcheck is our electronic vehicle maintenance records system, which helps to ensure that your vehicles comply with DVSA requirements, protecting your O licence and keeping your OCRS in the green.

## Easy and instant access

Reducing your administration, the vehicle information is stored electronically and is updated immediately following inspection and servicing at a DAF Dealer, so you have instant access to legible, concise records of your fleet's service history.

As a subscriber, you can also register defects or specific instructions through the portal which will be automatically be included in the next vehicle inspection.

## Linked to DAFaid

And, as DAFcheck is linked to DAFaid, our UK

roadside assistance service, the attending and repairing dealer will have access to the vehicles' servicing records.

## Service and inspection history you can trust

DAFcheck is a user-friendly tool with access to a subscriber portal which is free of charge to customers. To register please complete the application form available online at [www.dafcheck.com](http://www.dafcheck.com)

## Earned recognition

DAFcheck is fully approved by the DVSA to align with the Earned Recognition scheme, which allows operators to prove that they comply with driver and vehicle standards.

## For more information, contact us at:

✉ [support@dafcheck.eu](mailto:support@dafcheck.eu)

# truckCheck



The truckCheck app is designed to help drivers and operators simplify and digitise daily checks and maintenance procedures.



## truckCheck

TruckCheck application is designed to help drivers and operators digitalise their daily pre and post checks as well as reporting defects whilst on the move.

The electronic walkaround application can be customised to an operator's specific requirements and offers bespoke reporting. It is compliant with the DVSA Earned Recognition Scheme and provides an effortless way to prove your organisation meets driver and vehicle standards.

TruckCheck is fully integrated with DAFcheck which provides efficiency when it comes to reporting defects directly to either the operator or the DAF Dealer directly. TruckCheck also offers the ability to take photos of defects which is also available to all.

## DAFcheck Lite

DAFcheck Lite utilises the same system as DAFcheck for the DAF Dealer network. This is available to operators who carry out their own servicing and repairs.

### Features include:

- Electronic workshop planning and schedule tools
- Workshop control including the management of vehicles
- Issuing of reports
- Connection between DAFcheck (DAF Dealer), Subscriber portal, and TruckCheck

# Discover the future of applications



# PACCAR Connect

With its wide range of information and industry-leading ease of use, the new PACCAR Connect sets the benchmark for online fleet management platforms.

PACCAR Connect is easily accessible and allows very simple integration with existing third-party software. Every new DAF XB, XD, XF, XG, and XG+, is supplied as standard in combination with no less than 10 years of PACCAR Connect. PACCAR Connect consists of a number of components: hardware and software in the truck, a detachable tablet (optional) in the cab and an online portal that can be accessed on almost any fixed or mobile device. PACCAR Connect can provide real-time information anytime, anywhere, on the performance of individual vehicles and the entire fleet, logistical processes, and the performance of drivers, thereby helping operators to optimise their returns.

## Seamless Integration

One of the major benefits of PACCAR Connect is that existing logistical applications from so-called 'third parties' can use data from the online portal. This makes it easier to monitor logistical processes and the performance of a fleet from a computer, laptop or even a tablet.

## Reports

PACCAR Connect makes it possible to view all truck and fleet performances 24/7 online or to send them via e-mail through the 'Report Scheduler' at any given moment. The route and fuel reports can be displayed on the dashboard according to individual preferences. With a view to achieving maximum efficiency, PACCAR Connect also makes use of 'geofencing', which notifies the home base whenever a truck is nearing a delivery location or is fully operational again after undergoing maintenance at a dealer.

Fleet owners who require more comprehensive information can choose the optional Eco Score and Vehicle Health modules. The former provides detailed information on the driver's performance, while the latter focuses on the condition of the vehicle – including real-time dashboard signals and an indication of when the vehicle will require its next service.

## Over-the-Air Updates

PACCAR Connect is also our enabler for updating our vehicles remotely, resulting in reduced downtime and optimising your fleet without the need to visit a workshop

## 10 Years As Standard

Each new DAF XB, XD, XF, XG, and XG+, is linked as standard for ten years to PACCAR Connect, even if the vehicle changes owners. During this period, all updates of the portal are carried out free of charge using the most up-to-date software.

## The New Norm

The PACCAR Connect online fleet management platform – standard with each new DAF – represents the new norm in ease of use. With its seamless integration of the logistical applications of third parties, and the optional PACCAR Connect Tablet, the monitoring and optimising of logistical processes has become easier and, most importantly, better than ever before.



# PACCAR Financial

When it's time to finance your next new or used DAF truck, you can count on PACCAR Financial to help make it possible.



## Support to make it happen

With over 20 years of experience dedicated to the transport industry, PACCAR Financial is uniquely positioned alongside DAF Trucks to deliver tailored finance solutions that work for your business.

## Flexible Finance Options

Professionally structured to match your cashflow and fleet cycle:

- **Operating Lease**
- **Finance Lease**
- **Hire Purchase**
- **Hire Plus**  
(Lease + Repair & Maintenance services)
- **Contract Purchase**  
(with optional final balloon rental)

Available for diesel and battery electric vehicles.

## DAF First Choice – Premium Used Trucks

Built to last. Trusted by operators.

A used DAF is a smart investment—especially when it's a First-Choice vehicle.

## Why First Choice?

- Handpicked from the best used DAF trucks
- Backed by a DAF-managed warranty
- Rigorously tested and approved
- Full access to PACCAR Financial solutions

Buy from a DAF Dealer and benefit from the full support of the DAF network.

For more information, contact us at:

- ✉ [salesupportuk@paccar.com](mailto:salesupportuk@paccar.com)
- ☎ 0845 603 6175

# DAF Services

## **DAF MULTISUPPORT**

Maximise uptime. Increase fleet efficiency. When it comes to flexibility, cost transparency and uptime, a DAF MultiSupport Repair and Maintenance package is your best choice. Tailored packages including pro-active maintenance planning using real time vehicle data, to help you keep your trucks in excellent condition and on the road.

## **PACCAR FINANCIAL**

As DAF's in-house finance provider, PACCAR Financial provides tailored and complete financial services to the transport sector. A unique understanding of your day-to-day business makes PACCAR Financial your partner of choice.

## **DAFaid**

Accidents and breakdowns are an inevitable part of the transport business, even for the best trucks. So it's good to know that DAFaid is just a telephone call away. 24 hours a day, 365 days a year, our team of highly skilled technicians will do everything possible to get your truck back on the road fast. When abroad, DAF ITS (International Truck Services) picks up the baton.

## **PACCAR PARTS**

PACCAR Parts supplies PACCAR genuine parts and DAF genuine parts along with over 100,000 TRP parts for all makes of truck, trailer and LCV, including workshop supplies. From its own distribution centres, PACCAR Parts delivers within 24 hours worldwide.

## **DAF DEALER NETWORK**

With our extensive network of professional sales and service dealers, there's always a DAF representative nearby. Highly qualified DAF technicians have in-depth knowledge of your vehicle, ensuring fast, effective repair and maintenance, using original PACCAR, DAF and TRP parts. This guarantees maximum vehicle availability and high residual value.

## **PACCAR CONNECT**

In our drive for transport efficiency, the new PACCAR Connect Fleet Management Platform can provide realtime information anytime, anywhere, on the performance of both individual vehicles and your entire fleet, logistical processes and the performance of drivers, thereby helping you to optimise your returns.

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Quality  
Management System

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