

Bucher **Connect**

Get connected to your
holistic after sales solution



Bucher **Connect**

Page 6

One connection Many benefits

A holistic after sales solution
for all your needs

Page 8

Always connected Whenever wherever

Ready to use at all times to make
the daily workload much easier

Page 11

Digital products

Optimal basis for decision-making,
greater vehicle availability and
identification of potential savings

Page 15

Maintenance and repair

Connectivity-based maintenance
and repair planning

Page 15

Technical assistance

Comprehensive remote support
in real time and on site by
certified experts

Page 16

Technical support

Efficient troubleshooting and
driver training for optimised
driving performance

Page 17

Warranty extension

Improved financial planning
and substantial minimisation
of risk

Page 17

Spare parts and accessories

Reduced downtime due to
high availability of spare parts

Page 18

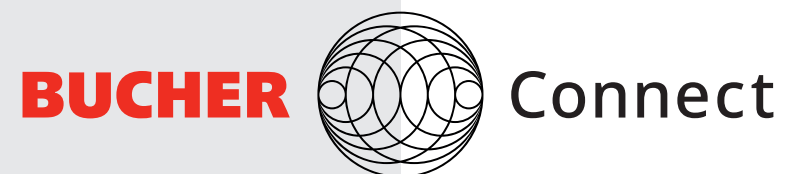
Digital touch point

One touch point for
all your repair and
service needs

Page 22

Bucher Connect packages

Full, straight forward
services for all fleet sizes



Get **Connected**

Bucher Connect is a holistic after sales solution. A leading fleet management system, with comprehensive care and a digital platform for your repair and service planning – all in one simple package.

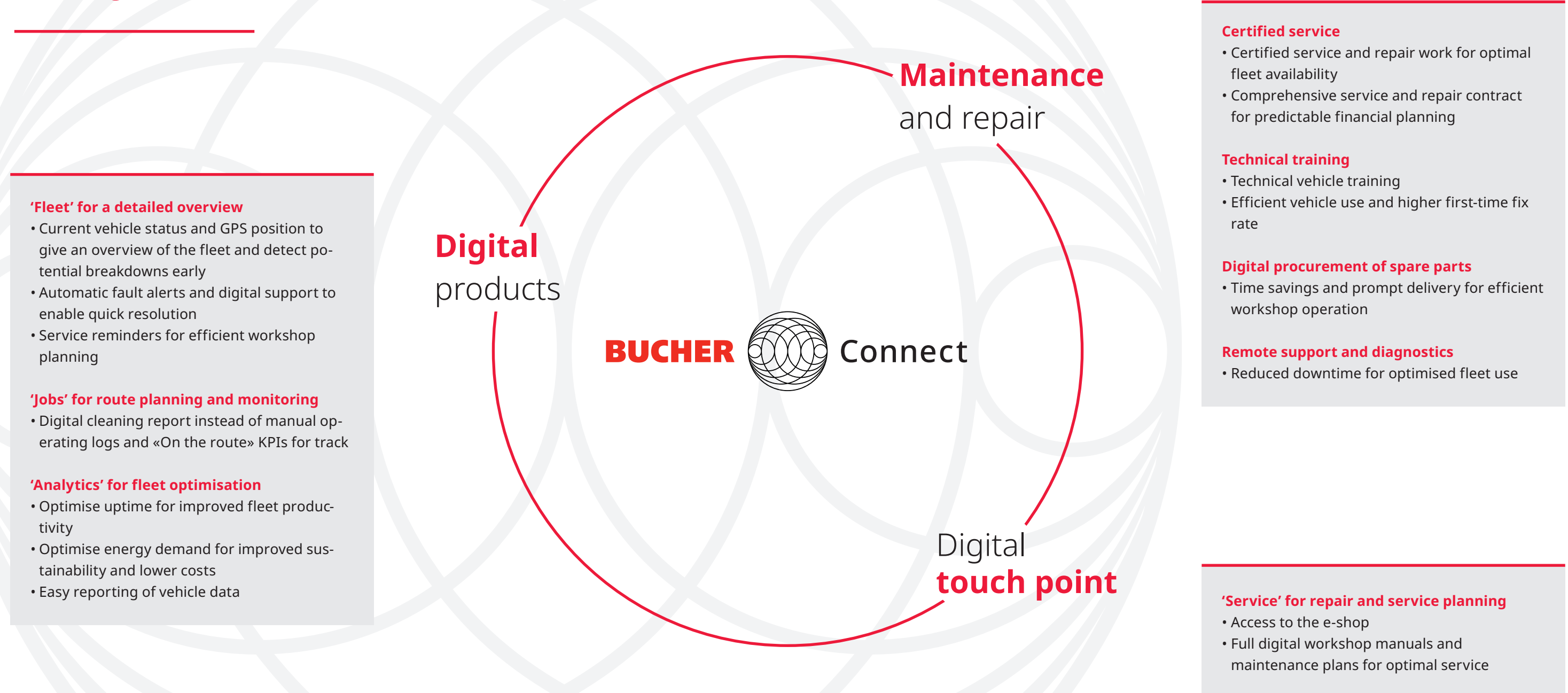
Using Bucher Connect makes the daily workload much easier for owners and managers of any fleet size. Our all-inclusive service offers targeted support and services for street cleaning and clearing

operations, to minimise downtime and costs through the optimal efficiency of vehicles and equipment.

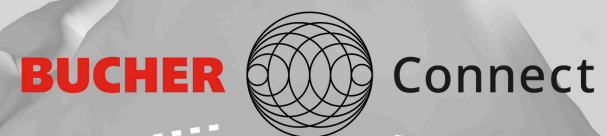
Every Bucher vehicle comes with the best possible service support, for the entire duration of its service life. We work continuously with customers and dealers to improve this – so that every vehicle delivers perfect performance for as long as possible.



One connection Many benefits



Always connected
Whenever wherever



Bucher assistance

Support from a technician,
where required in real time
via remote access

Dealer

Service and advice tailored to
specific needs, based on what
is seen in the full fleet cockpit

Service technician

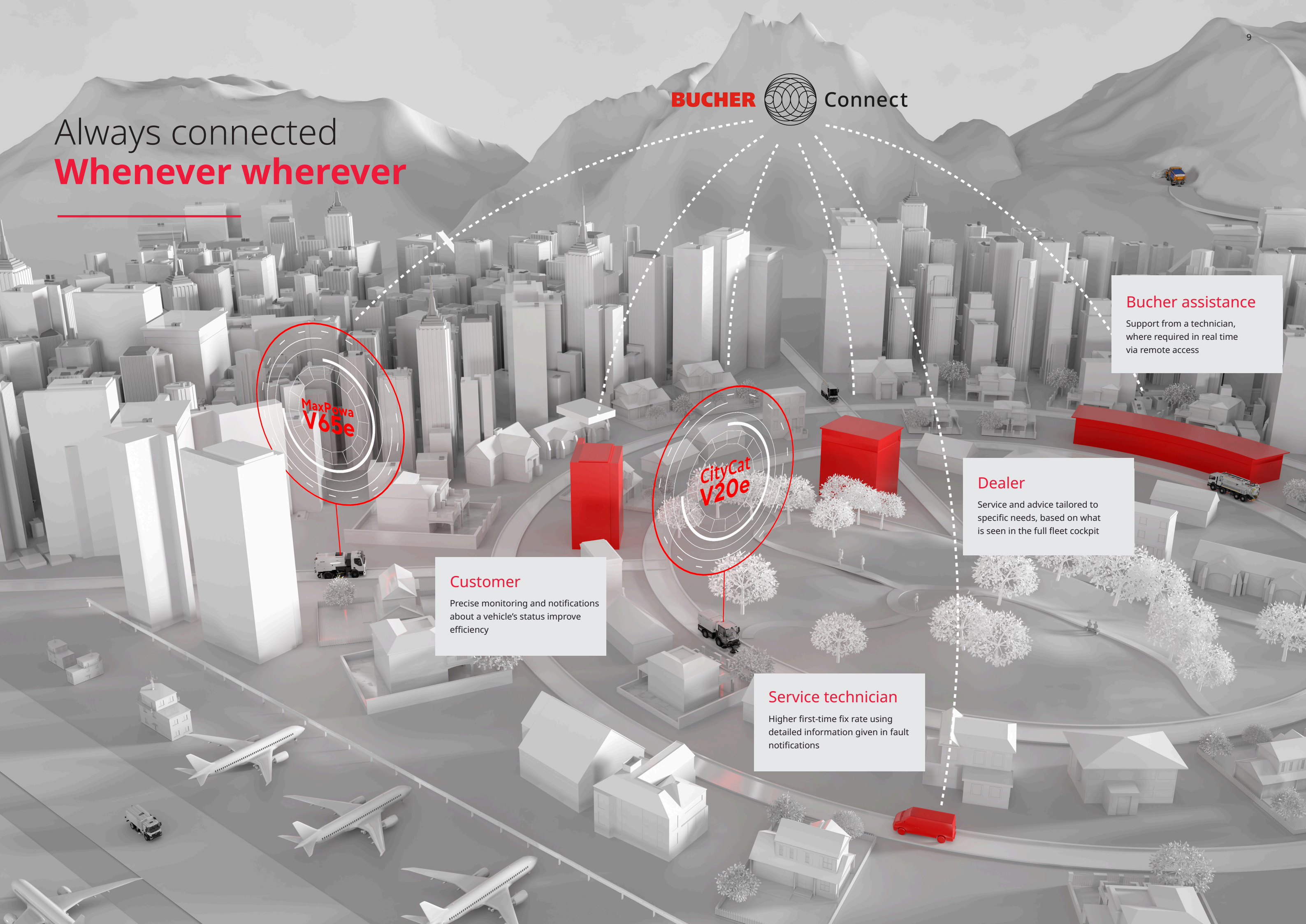
Higher first-time fix rate using
detailed information given in fault
notifications

Customer

Precise monitoring and notifications
about a vehicle's status improve
efficiency

MaxPowa
V65e

CityCat
V20e



Get **connected** to your fleet



Digital **products**

Thanks to the digital products offered by Bucher Connect, a fleet's operating data is accessible via the online platform at all times. Personalised authorisations ensure that each user sees exactly what they need to.

Digital fault alerts with recommended repair measures help to reduce downtime. With automatic service reminders, the workshop planning is getting more efficient. The routes driven are displayed on the map in different colours and the sections in working mode are clearly differentiated from the transit routes, making them easy to monitor.

The digital products consists of three user modules:

'Fleet' for all roles

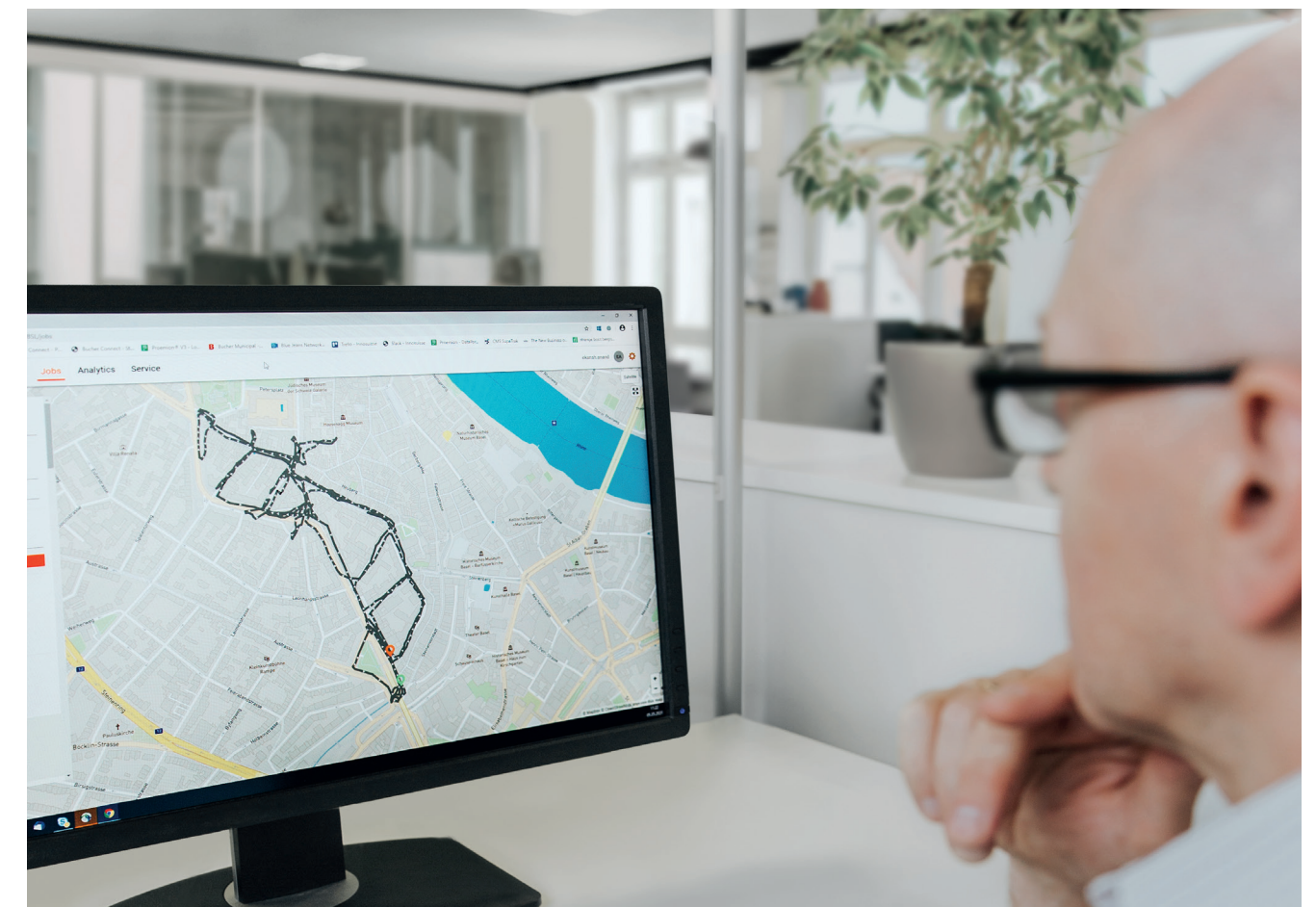
- Monitoring of utilisation and service status
- Vehicle status and location in real time
- Automatic fault alerts with remote support
- Service reminders for workshop managers

'Jobs' for planners

- Proof of cleaned routes
- Route optimisation and efficient resource planning
- 'On the route' KPI's for track

'Analytics' for fleet managers

- Fleet and vehicle productivity at a glance
- KPI dashboard for all key metrics
- Statistical data for shift and route planning





Get **connected**
to real-time data



Get **connected**
to comprehensive support

Maintenance and repair

Our maintenance and repair service enables you to focus on core business. Bucher Municipal carries out maintenance in accordance with factory specifications and uses trained service technicians, supporting you in procuring spare parts and providing remote support to reduce downtime.

This safeguards the cumulative value of your fleet and minimises the risk of breakdowns. It also makes it easier to plan and calculate operating costs.

Maintenance packages

- Automatic delivery of service parts for regular maintenance as per the maintenance plan
- Proactive arrangement of maintenance appointments by your maintenance provider

Maintenance contract

- Repairs and maintenance work, including spare parts, in accordance with the manufacturer's specification
- Warranty extension to a total of three years
- Additional six-month warranty extension for spare parts

Full service contract

- Classic full service contract with regular maintenance in accordance with the maintenance plan
- Repairs, including spare parts
- Annual driver training
- Free choice of contract duration

Technical assistance

In the event of a fault, Bucher Connect provides all those involved with suggested solutions in real time. If the problem cannot be resolved immediately, then fault and vehicle data can also be accessed by the Bucher Municipal support team at the same time.

Repair of a fault takes place in three stages:

- 1.** Customer and maintenance provider are informed immediately about faults. In addition to the error code itself, possible causes of the defect are also displayed. A comprehensive digital service manual assists technicians with specialist troubleshooting.

2. If the fault cannot be resolved directly, the maintenance provider (first level support) is contacted who can access the vehicle data via the cloud to get an overview of the issue and provide assistance.

3. If the fault still cannot be resolved in this way, then Bucher Municipal (second level support) can use remote access to connect with the vehicle directly and help to solve the problem.

Customer benefits

- Reduction of downtime
- Higher first-time fix rate
- Increase of productivity and efficiency
- Support of Bucher Municipal specialists



Technical **support**

The wide range of support and training offered by Bucher Municipal enables end customers and dealers to keep pace with the latest technical innovations and to use their vehicles as efficiently as possible.

Whether training is delivered directly at the customer's premises, the dealer's premises or at one of several Bucher Municipal training centres, a wide range of courses for workshop managers, technicians and drivers ensures that the Bucher fleet is well maintained and driven sustainably. The training topics cover the entire lifecycle of the vehicle, from the setup to its maintenance, right through to repairs, also including all mechanical and electronic systems.

In addition to these training opportunities, our technical support team can also assist with troubleshooting and help customers with queries at any time.

Customer benefits

- Ongoing training for optimal vehicle use, the best possible cleaning results and careful vehicle application
- Workshop training on carrying out maintenance and repairs in accordance with Bucher Municipal standards in order to guarantee value retention, increase operational safety and reduce down-time

Warranty extension

The individual and cost-effective warranty extensions offered by Bucher Municipal provide fleet owners with optimal protection against the risk of defects.

These flexible warranty extensions lengthen the warranty period and therefore assist with financial planning. They enable Bucher vehicles, already known for their high production quality and reliability, to be operated efficiently and with calculable costs for even longer.

Customer benefits

- Minimal and easy-to-budget Total Cost of Ownership (TCO)
- Extended financial and operational security
- Comprehensive protection against defects

Spare parts and accessories

Use of original spare parts and accessories ensures a vehicle's long-term reliability. Optimal availability of the full range of Bucher parts enables vehicles to be repaired and returned to use much more quickly.

Customer benefits

- Reliable stock of original parts for prompt, predictable repairs
- E-shop for customers with quick and efficient product search function
- Fast delivery to any location



Digital touch point

We offer you an all-round solution that goes beyond vehicle connectivity. With the 'Service' module, access to the complete after sales documentation of your Bucher fleet is provided digitally.

'Service' for workshop managers

- Access to E-shop
- Digital maintenance plans
- Digital workshop manuals
- One touch point for all your repair and service needs



Enjoy a carefree future with the right **connect package**

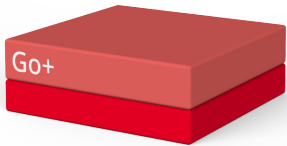
Fleet digitalisation with Bucher Connect enables customers to benefit from even more comprehensive and easy-to-use services than ever before. Five complete packages make the job of the fleet owner and manager much easier – and extend the proven Bucher Municipal support service.

**Find out more about our
connect packages →**





Fully digital fleet management, overview of the fleet and vehicle status



Fully digital fleet management, overview of the fleet and vehicle status, KPI dashboard

Product availability *

Compact Sweeper, Truck Mounted Sweeper

Hardware

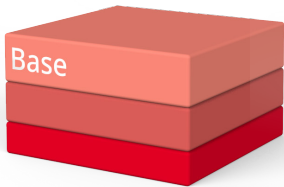
Connection to Bucher Connect platform using IoT gateway, antenna, SIM, cabling

Digital platform

Bucher Connect modules 'Fleet', 'Jobs' and 'Service'

Bucher Connect modules 'Fleet', 'Jobs', 'Analytics' and 'Service'

* Further product categories will be available soon



Fully digital fleet management, monitoring of operating data and handling of spare parts

Product availability *

Compact Sweeper

Hardware

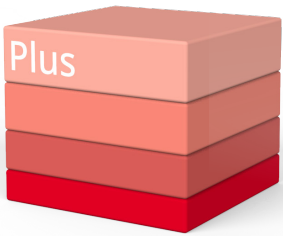
Connection to Bucher Connect platform using IoT gateway, antenna, SIM, cabling

Digital platform

Bucher Connect modules 'Fleet', 'Jobs', 'Analytics' and 'Service'

Digital spare parts procurement

Proactive service notification, Automatic delivery of service parts to end customers, Service kits for regular maintenance



Digitally optimised service and repair by Bucher experts included

Warranty extension

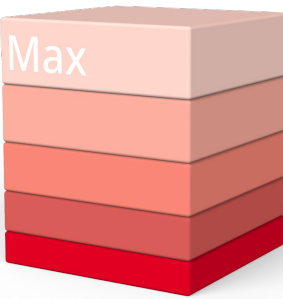
- Warranty extension of two years to give a total of three years from delivery

Quality service

- Service by Bucher technicians
- Labour costs for regular maintenance as per the service plan, incl. expenses

Dynamic warranty

- Additional six-month warranty extension for spare parts



Comprehensive support and full protection by individual agreement

Driver training

- Driver training once a year by Bucher expert

Customised quality service

- Service and repair by Bucher technicians included according to individual agreement
- Proactive service notification

Bucher Municipal



For local contact and support, please scan the QR code or visit

[buchermunicipal.com](https://www.buchermunicipal.com)

At Bucher Municipal, we innovate and engineer better cleaning and clearing solutions, helping our customers grow and maintain efficient and profitable businesses. Leveraging the over 200-year-old heritage of Bucher, we are committed to helping you achieve more using less. Taking pride in being seen as a reliable partner, we work locally with you in realising the possibilities for a smarter, cleaner and more efficient tomorrow. Today.



Your Bucher Municipal contract partner:

Driven by better



Bucher
Municipal
E-Shop