



Electromobility – secured for the future

Service, maintenance and repair are all changing with electric mobility. This is why Mercedes-Benz established a comprehensive, customised eMobility service concept via the OMNIplus service brand. Because we want to give you the best possible support in successfully mastering the transition to electromobility.

Our offer to you: fully electric safe driving, reliable and plannable costs for the foreseeable future.



OMNIplus eServiceContracts
Electromobility service at plannable costs

OMNIplus

Services from Mercedes-Benz and Setra



Optimal service for your eCitaro from day one

You can always rely on our tried and tested range of OMNIplus eServiceContracts, which we have adapted to the requirements of electromobility and which we are converting to a modular concept with the introduction of new battery technologies. This means that you can put together the optimum service for your electric bus fleet to suit your individual requirements from the following modules: basic warranty high-voltage battery, extended battery warranty and eServiceContract.

Basic battery warranty

When you purchase an eCitaro, a basic warranty for the high-voltage battery and a two-year warranty for the high-voltage components (up to 200,000 km) are already included as standard.

This basic warranty covers:

- ✚ up to ten years or up to 280 MWh energy throughput per high-voltage battery assembly/battery pack (HVBB) for solid state batteries,
- ✚ up to five years or up to 60 to 80 MWh energy throughput per HVBB¹ for NMC batteries (stage 2).

¹ Applies to the eCitaro solo bus or articulated bus without pantograph, depending on the number of high-voltage battery assemblies/battery packs (HVBB) installed in the vehicle.

Extended Battery Warranty

On the basis of a customer-specific feasibility study, an extended battery warranty can be provided at predictable costs.



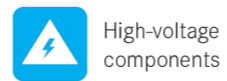
HV battery

eServiceContract eBasic (without battery)

With the eServiceContract eBasic, you can secure your new eCitaro even more effectively.

Service content²

This includes repairs to the high-voltage system³ as well as all maintenance work on the entire vehicle and operating materials other than battery charging, as specified by the manufacturer. This applies to all parts installed on the vehicle in accordance with the specification ex works (with the exception of parts provided).



High-voltage components



Maintenance on the overall vehicle in accordance with manufacturer guidelines



OMNIplus Uptime

The additional “Tyres” and “Legally required general, emission and safety inspection” packages are available optionally.

Contract cancellation

Cancellation of the contract is possible at any time for both eService contracts. Duration and scope of services can be determined individually.

² Excluding the following: damage impact, equipment not permanently fixed to the vehicle, cosmetic repairs, advertising space, daily inspection work in accordance with the Owner’s Manual and parts required due to repairs, tyres, damage to rims, glass breakages, upholstery, seat covers, floor covering, additional charges and follow-on costs in the 24h *SERVICE* as well as towing costs. The exact scope of service can be found in the contract documents.

³ On the eCitaro, the high-voltage components include the drive train (driven axles with wheel-hub motors, converter and electric drive control), air and air conditioning compressor, power inverter. The exact scope of service can be found in the contract documents.

eServiceContract ePremium (without battery)

The eServiceContract ePremium offers an all-round worry-free package for the changeover to an electric bus fleet.

Service content⁴

The services of the ServiceContract eBasic, as well as repairs to the entire vehicle, including maintenance and wear and tear, are included.



High-voltage components



Repairs on the entire vehicle



OMNIplus Uptime



Maintenance on the overall vehicle in accordance with manufacturer guidelines



Incl. 24h *SERVICE* and towing costs

Additional services included in case of breakdown:

- ✚ Additional costs within the 24h *SERVICE* for work performed outside of regular working hours.
- ✚ All vehicle-related costs in the event of a breakdown, including: towing costs, spare parts procurement costs, travel costs and labour costs.

The additional packages “Tyres” and “legally required general, emission and safety inspection” are optionally available.

Contract cancellation

Cancellation of the contract is possible at any time for both eService contracts. Duration and scope of services can be determined individually.

⁴ Excluding the following: damage impact, equipment not permanently fixed to the vehicle, cosmetic repairs, advertising space, daily inspection work in accordance with the Owner’s Manual and parts required due to repairs, tyres, damage to rims, glass breakages, upholstery, seat covers, floor covering. The exact scope of service can be found in the contract documents.

Visit our homepage:

omniplus.com/uk/home/

We will be pleased to provide you with advice on our eServiceContracts via:

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