



Mercedes-Benz

Sparshatt Truck & Van Ltd
Mercedes-Benz Commercial Vehicle Dealer
Unimog Service Dealer
Industrial Engine Specialist

Van ServiceCare Maintenance

Frequently Asked Questions

What is ServiceCare Maintenance ?

ServiceCare Maintenance is a basic care plan available on all Citan, Vito, Sprinter and X-Class models covering the labour and parts costs for the manufacturer recommended service content. The plan covers all items required on the Mercedes Benz Electronic Service Sheet (ESS). This includes brake fluid, spark plugs, oil filter, air filter, etc. (Cambelt replacements not included)

What does ServiceCare Maintenance not cover ?

- Items that are not required outside of Mercedes Benz Electronic Service Sheet (ESS) including any wear and tear repairs such as brakes and suspension components
- Work that should have been completed at a previous service according to ESS but was not
- MOT test fees
- Any Dealer courtesy offers such as loan vehicles or collection and delivery
- Although it may be a requirement identified by ESS, timing belts and Poly V belts are excluded from the cover provided by ServiceCare Maintenance.

Does my monthly ServiceCare payments include VAT?

Although the monthly values on your ServiceCare Schedule and ServiceCare Payment Schedule (received following the activation of your Plan) are shown excluding VAT, the monthly payment you make by Direct Debit will include VAT

My vehicle is due for a service - can I take out a Service Care Plan now? Absolutely – there is no exemption or exclusion period and you can even take out a Service Care Plan when you collect and pay for your vehicle's service, if it's easier for you. The only condition is that if you choose to spread the cost and pay by monthly Direct Debit, you have to purchase more services than the number of years you're spreading the payments over. So, if you want to spread the cost over 2 years, you need to buy 3 services, for example.

What if I don't need my last service before the payment plan has ended? While it's better to work with your dealer to arrive at the right Service Care Plan for your business, your van's service intervals are ultimately determined by ASSYST and so it's possible that you'll finish making payments before you've taken all of your Services. However, with the Service Care Plan, you get what you pay for. Once your payment plan is complete, you can take any outstanding services when you need them.

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Registered Office: Unit 10 Eurolink Industrial Estate, Castle Road, Sittingbourne, England, ME10 3RN
Registered in England and Wales 1196089.
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What if I need to take my final service before I've finished my payment plan? Don't worry – take the service and just carry on making monthly payments until your Service Care Plan is complete.

Can I transfer the Service Care Plan? Yes, the Plan is attached to the vehicle, not you, so if you decide to sell the van before all services have been taken we can transfer the cover to the new owner as long as the plan has been paid for in full. Just get in touch with us to let us know and we will contact the new owner.

What happens if my vehicle needs more services during the Plan? It's better to work with your dealer in the first place to make sure the Plan is the right shape for your business, but if it runs out it isn't a problem – you can just buy another Service Care Plan when it expires.

Do I have to service my van at the same Mercedes-Benz Approved Dealer every time? No – your Service Care Plan is fully portable and you can service your van at any one of over 110 Approved Dealers nationwide.

When will you take the monthly payments? If you choose to pay in monthly instalments, payments will be taken from your bank account by Direct Debit on or around the 15th of each month. Depending on when you take the Service Care Plan out, your first payment will always be slightly larger, to reflect the fact that it covers a period of more than one calendar month.

What if I change my mind? Service Care Plans can be terminated at any time, subject to a £40 administration fee. If you decide to terminate your Service Care Plan after you have taken one or more services, a cost vs revenue calculation will be made and there may be an outstanding balance for you to pay if the value of the services you have received is greater than the money you have paid into the Plan at the time of closure. If you cancel the Plan before receiving any services, we will refund the payments you've made into the Plan, less the administration fee.

If I have a query about a ServiceCare schedule, who should I contact?

For all ServiceCare enquires; including topics relating to, but not limited to, activation status, payments or terminations, please contact the Mercedes-Benz Vans Service Contract Administration team. They can be reached by either:

Email: van.servicecontract@daimler.com Telephone: 0330 333 5006 | Option 4 | Option 1

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