

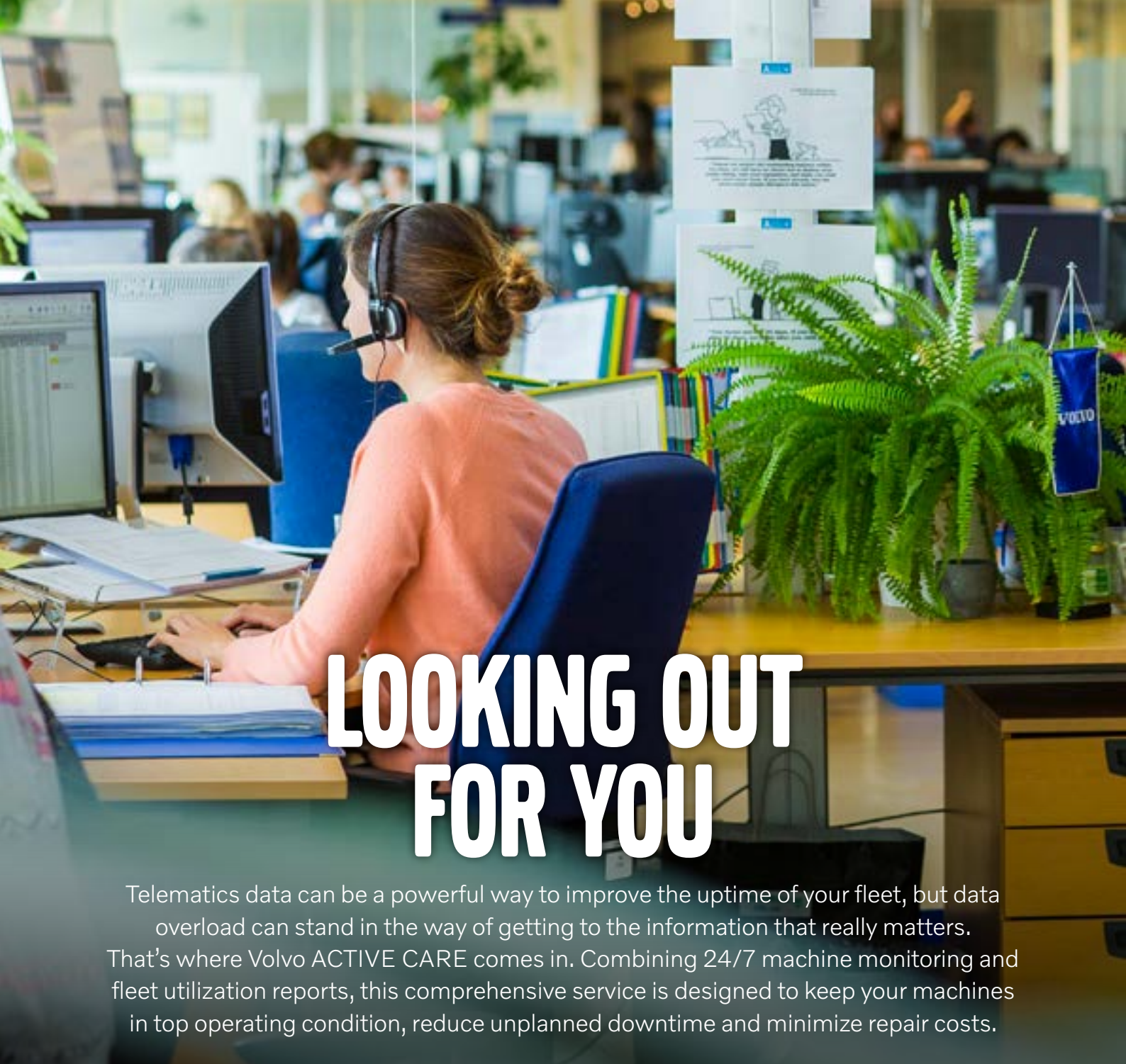
Volvo Construction Equipment
Building Tomorrow



VOLVO ACTIVE CARE

Get connected. Boost uptime.





LOOKING OUT FOR YOU

Telematics data can be a powerful way to improve the uptime of your fleet, but data overload can stand in the way of getting to the information that really matters. That's where Volvo ACTIVE CARE comes in. Combining 24/7 machine monitoring and fleet utilization reports, this comprehensive service is designed to keep your machines in top operating condition, reduce unplanned downtime and minimize repair costs.

The Volvo Uptime Center

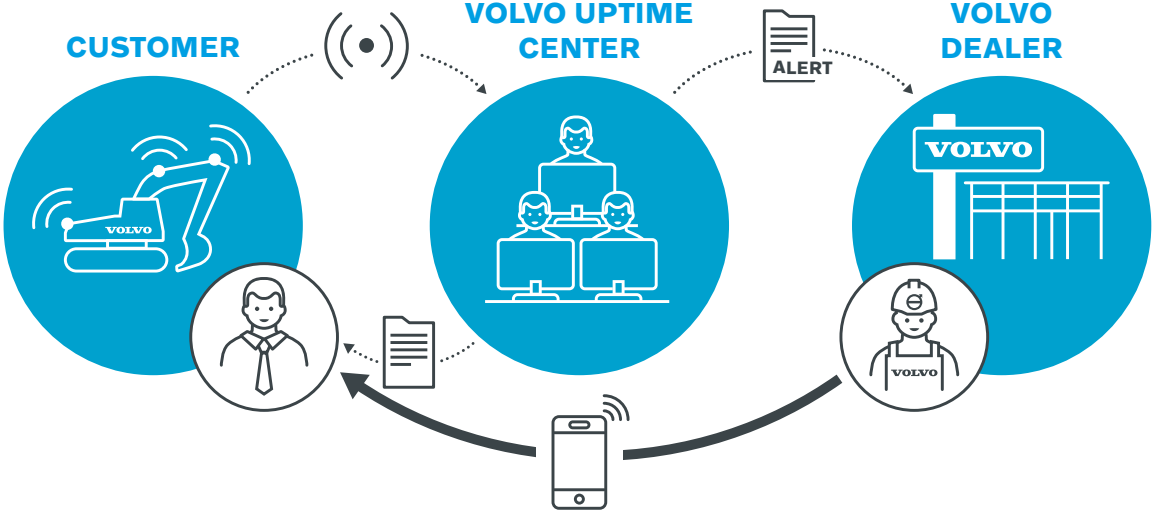
We understand the importance of uptime when it comes to the success of your operation, which is why Volvo Construction Equipment has invested in creating Volvo Uptime Centers throughout the world. Our Volvo machine experts work in these Centers, utilizing the most advanced diagnostic tools and systems, to help keep uptime to a maximum.

How it works

- Machine data is captured via CareTrack, the Volvo telematics system, and sent to the Volvo Uptime Center
- Volvo experts monitor machines in real-time and send alerts to the Volvo dealer. If action is needed, your dealer will contact you to advise on the next steps.
- The information is also compiled into a pdf report and sent to your inbox every week



Scan the QR code to watch our Volvo ACTIVE CARE video



24/7 MACHINE MONITORING

Leave it to us

We designed it. We built it. Now let us take care of it.

With Volvo ACTIVE CARE, Volvo monitors the health of your machines remotely, and immediately alerts you if a machine intervention is required. This proactive approach helps to prevent breakdowns, while leaving you more time to focus on your core operations.



Reduce unplanned downtime

Identify small issues before they turn into big ones. Volvo provides insights into your machine's health, so problems can be identified and fixed at the earliest opportunity.

Minimize unexpected costs

Your dealer can advise you on whether your machine requires immediate action, or if the repair can be scheduled into your next service, therefore streamlining maintenance requirements and reducing unnecessary travel.

Optimize machine repair time

Spend more time working and less time waiting. Thanks to remote diagnosis, a technician will arrive suitably prepared for the job.

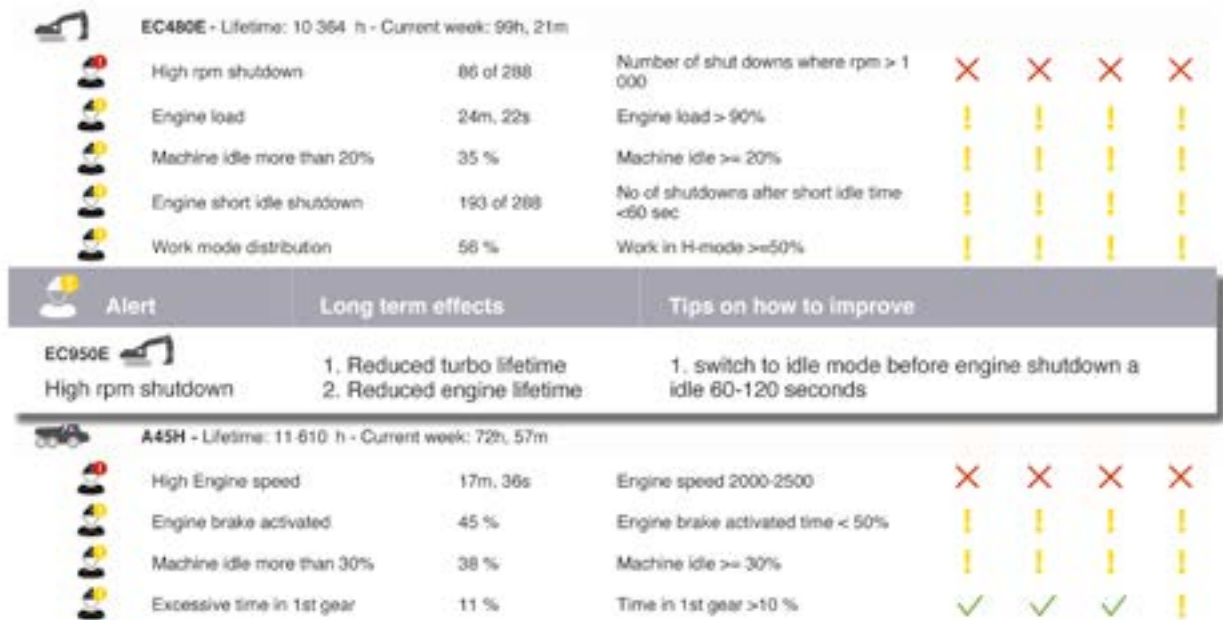
Tailored recommendations

Eliminate recurring machine faults. Your local dealer can examine how your machine is being operated and why certain actions may be causing problems. Whatever the cause, Volvo can advise on the best solution, tailored to your specific application.

PUT REPORTS INTO ACTION

Ready-made analysis

Designed to identify areas where uptime could be improved, a weekly report will provide insights into how your machines are being used. Take action and work closely with your Volvo dealer to ensure your machine stays in optimum condition.



Easy-to-use data

The report presents vital information in an easy-to-understand format, eliminating the need to sift through complicated data. The report is customized to your organization and provides information as a fleet overview, right down to individual machines on site.

Control costs

The report makes it easy to detect irregular machine operations and helps you to ensure your machine is being used appropriately. With insight at your fingertips, such as instances of unwanted strain on the machine, you have the key to improve operating practices, minimize repair costs and efficiently manage service routines.

What is analyzed?

- **Operating behavior alerts**

Stay up-to-date on how your machine is being used and identify areas to reduce strain on the machine. For each operating alert, the report includes an explanation of the long-term effects, as well as tips on how to avoid it.

- **Technical alarms**

Stay up-to-date on machine condition, thanks to a list of technical alarms, such as low coolant level and high engine temperature. These alarms are generated by the machine to highlight areas which require attention.

Proven results

Whether it's a simple reminder regarding alarm codes or a more complex diagnosis, we consider everything that could impact machine uptime. These real-life examples demonstrate how Volvo ACTIVE CARE helps to keep Volvo machines moving, for customers throughout the world.



Taking the burden away

“With a fleet as large as we have — and as spread out as it is — it's a considerable challenge to analyze all the incoming fault codes from telematics and then decide how to react to them.

When we're alerted through Volvo, it tells us exactly what the issue is, the potential cause and even the solution. Plus, the local Volvo dealer in that area is looped in and will let us know if they need to send someone out, which takes that burden off our folks.”

Customer from USA

A European customer was experiencing issues with high engine oil temperatures on their EC220E. Through investigation, the Volvo Uptime Center discovered the customer's software was out of date, idle time was 51.5%, RPM was high due to working in P-mode, machine and travel speeds were high, coolant was repeatedly low and there were many occurrences of short idle time before shutdown.

The Volvo dealer explained:

“Through working with the customer, the first thing we did was to update their machine software and from there we were able to take a number of corrective actions. Idle time was reduced by 13.5% down to 38% and changing the working mode to G-mode saved 4 L/h of fuel. On average idle time before shutdown was increased to 90 seconds, helping to extend turbo lifetime. Our Volvo Uptime Center found full stroke was not being used on the joystick so implementing this, in combination with a lower machine speed, resulted in a number of benefits, including: fuel savings, less CO₂ emissions, less wear on the machine and hydraulic system, a lower hydraulic oil temperature and reduced risk of oil leakage.”



**Fuel savings, less CO₂
and increased machine utilization**

In Europe a customer received alerts on their EC750E relating to “After treatment control module exhaust gas temperature sensors”. As the machine is monitored on more points than just error codes, a missed service was noticed.

According to the Volvo dealer:

“The customer ran a huge risk of hydraulic system breakdown, which could have cost a significant amount of money and 3 weeks of downtime to repair. Our Volvo Uptime Center noticed this before it was too late, we ordered the parts and the required maintenance was carried out before any further damage could occur.”



Saving time and money

“ ”

Significant production gains

“Over the course of eight months while using Volvo ACTIVE CARE on a fleet of machines in Europe, 176 hours of unplanned downtime were avoided.

That equates to 22 hours of added machine availability per month. Through proactive support and swift maintenance, machines spent less time being serviced, and more time on-site, resulting in significant production gains.”

Volvo dealer

Just the start

Volvo ACTIVE CARE is part of our suite of Uptime Services, all designed to help deliver maximum uptime to your operation.

What’s more, we can support with operator training to help improve operating practices.

If fuel efficiency and productivity are also priorities for your business, why not check out our portfolio of Volvo Services. Simply speak to your local dealer to find out more.



VOLVO

Volvo Construction Equipment

volvoce.com