



SUPPORT AND INFORMATION ALL YEAR ROUND
FOR NEW HOLLAND CUSTOMERS



NEW HOLLAND AND YOUR DEALER ARE ALWAYS AT YOUR SIDE

Setting ourselves the highest standards in quality and service are paramount to our success, therefore, it's important to us that our customers have the opportunity to communicate with New Holland directly when needed. This is why we created Top Service, to provide the highest level of personal care all year round.



The call is free. However some European Operators may apply a charge, if the call is made from a mobile phone. For any information about charge rate, please enquire in advance from your provider. Should you have difficulties getting through to the free phone number, you can also call **020 30245590**. In the Republic of Ireland please only use **00800 64 111 111** if calling from a land line. The call will be free of charge. However, to call using a mobile telephone please dial **01 2421881**. A call made from a mobile telephone will not be free but will be charged to you. For information about charge rates, please contact your service provider before making the call.



TOP SERVICE - General Customer Support

TOP SATISFACTION

Working in close partnership with our Dealer Network, Top Service is designed to provide an opportunity for our customers to contact us directly if and when required.

We offer the highest level of customer care, staying in contact with each customer until their situation is resolved.

TOP AVAILABILITY

There are many methods to contact us but to make things simple we have one unique phone number for every customer and for every enquiry, such as:

- Nearest New Holland Dealer location
- Product brochures and enquiries
- Product information
- Demos and test drive requests
- Retail finance information
- Service assistance and support
- An opportunity to share a New Holland experience

TOP SUPPORT

Top Service is there for everyone: from a prospect wishing to find out more about New Holland and our product offering, to our existing customers wishing to share their experiences with us. We also call our customers to check satisfaction of our service for continuous improvement.

TOP SERVICE PRIVILEGE - Break Down Assistance for Flagship Products

We know how demanding our industry can be, therefore we want our customers to feel the reassurance of the break down support we have in place all year round! This is called Top Service Privilege and is included with our flagship products, providing the length of cover detailed on the following page.



TOP PRIORITY

Top Service Privilege operates around the clock in high season, in close partnership with the dealer network, to keep any down time you may experience to an absolute minimum.

TOP SPEED

Our parts and service teams are on call in high season, ready to search for the part or technical solution needed to get our customers back on the move as quickly as possible. For parts delivery we have many options from planes to taxi carriers to keep customer down time to a minimum.

TOP SUPPORT

- In high season a member of the New Holland team is always on duty, ready to respond to a situation as soon as the Dealer activates the service.
- New Holland and the Dealer network will do all possible to provide support, checking many options such as providing a temporary backup unit.
- We also investigate alternative part solutions and support from the factory where necessary.
- New Holland will maintain contact with the dealer even after the solution has been provided, up until the point we know the machine is repaired.

LISTENING TO YOUR EXPERIENCE

We contact customers to understand the satisfaction of the service received, and we will also ask our dealers for their feedback too!

Large square baler	3 seasons
Combines	3 seasons
Forage harvesters	3 seasons
T7.220 – T7.270 tractor	3 years
T8 tractor	3 years
T9 tractor	3 years
LM telehandler	1 year





THIS IS WHAT OUR CUSTOMERS THINK

Mr G C Knight

“I was impressed that the spare parts arrived the day after by a dedicated carrier.”

Mr C Bartlet, Fortrie Farms Ltd

“They always manage to keep their customers working.”



THIS IS WHAT THE NEW HOLLAND AFTER SALES TEAM THINK

“It’s about everyone pulling together to keep customer down time to a minimum!”

“Whether our dealers need technical support or parts, we make sure a solution is provided as quickly as possible and where needed we will also work with our dealers to provide backup support.”

“We always follow every incident until we know the customer is back to work!”



THIS IS WHAT OUR DEALERS THINK

“Reliable service and great backup.”

“The quick response from New Holland was excellent.”

“Hour by hour communication from New Holland support team allows us to keep our customers regularly updated.”



The services described in this leaflet can be subject to modifications and may vary in other countries. The photos may show equipment that is intended for other countries. Please check with your local New Holland Dealer for any further information. Published by New Holland Brand Communications. Bts Adv. (Turin) - Printed in Italy - 0•16 - 168006/INB

www.newholland.com/uk www.newholland.com/ie

New Holland prefers **AMBRA** lubricants