



MANAGED MAINTENANCE

An Optional Add-On for Non-Maintained Lease Customers

As a TR Group lease customer, you're already running high-performing vehicles that are built for the job. If you've chosen a non-maintained lease, you may also have the option to add our Managed Maintenance service, giving you access to the same systems, support, and cost advantages we use to maintain our own fleet.

With Managed Maintenance, you stay in control of your lease, while we take care of the hard parts. Your vehicles are looked after the TR way - compliant, reliable, and ready to go.

This document outlines how it works, and how we can help reduce downtime, admin, and stress.



1. Looking at the Full Picture

We think long-term. If a repair today can prevent a bigger issue later, we'll talk to you about doing it while the truck's already off the road. That could mean replacing a part early, aligning services, or undertaking preventative maintenance where it makes sense.



2. Doing the Job Right First Time

We maintain your vehicles the same way we maintain our own—no shortcuts. Where we can, we send vehicles to OEM dealers because they have the right parts, tools, and training to do the job properly.



3. Workshops Prioritise TR Jobs

Because we're a good partner to our workshop network—paying on time and being fair—your vehicles get treated as a priority.



4. Fast Turnaround with Swing Components

We hold over \$1 million in parts like engines and gearboxes that we can send to workshops to swap out quickly. That means your vehicle is back on the road faster while we sort the repair in the background.



5. Managing Repairs in Real Time

When your vehicle goes in, the supplier calls us for approval on the spot. For bigger jobs, our team often inspects the vehicle to make sure the work is needed and done right.



6. Better Pricing Through Our Scale

We get strong pricing from our suppliers because of the size of our fleet. We pass those savings straight to you, with no markup.



7. Support from Our Maintenance Experts

Our team of Area Maintenance Managers are all trade-qualified and experienced across a wide range of vehicle makes. They manage jobs smartly and help avoid delays and unnecessary costs.



8. Budget Visibility with Job Reports

We can send you reports on jobs in progress, helping you keep track of upcoming costs.



9. Invoices Checked and Simplified

We review your invoices the same way we do our own—checking for rework, warranties, and accuracy. We send you a single monthly invoice at our cost, with no added margin.



10. MyTR Access

You'll be able to see servicing records and two years of maintenance history in our online portal, MyTR.



11. Reporting

If you'd like it, we can provide monthly reporting with:

- A breakdown of where your money went (servicing, repairs, COFs, etc.)
- A month-on-month spend comparison

In addition each year we'll sit down with you and go through the full year's maintenance costs, performance, and trends.

We'll flag any vehicles in your fleet that could be at risk of high repair costs, so you can make good decisions around replacements or budgets.



12. Dedicated Point of Contact

You'll be assigned someone from our maintenance team who looks after your account and knows your vehicles. They'll be backed up by our full national support team.

A Step Toward Full Maintenance Confidence

Managed Maintenance is a great way to simplify how you manage your fleet. It gives you access to our systems, our people, and our experience without locking you into a fully maintained lease.

That said, many of our customers find that a Fully Maintained Lease is the easiest and lowest-risk option long term. It removes the need to manage maintenance altogether, offers fixed costs, and protects against unexpected repair bills, letting you focus on your business while we take care of the fleet.