



**DEALER
NEED TO KNOW
INFORMATION**

CONTINUED SUPPORT FOR OUR DEALER NETWORK

At Rokbak we have always prided ourselves on our care and duty to our dealers and customers, and as we transition into the future we will continue to deliver on this.

We are deeply grateful for your partnership and support of Rokbak over the years and in the circumstances, we want to reassure you of our ongoing sales, customer and parts support with useful information included.

Please do not hesitate to reach out to our team as you continue to deliver your own Rokbak experience.

Best Regards,

Paul Douglas
Managing Director



CONTENTS

04 - Key Contacts

05 – Sales Support

06 – Support

Warranty

Bulletins

Manuals

07- Parts

Portal ordering system

08 - Training & Product Support

Product training

E-learning

09 - Marketing

Brand guidance

Key imagery for use

Merchandise

KEY CONTACTS

Sales

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Aftermarket

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Support

Brian Gilmartin, Global Customer
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Garry Moore, Regional Customer
Support Manager UK & Africa

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Support Manager Europe & West
Africa

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Christopher Bensted Regional
Customer Support Manager APAC

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Brand and Marketing

Jacqueline Reid, Head of Marketing
& Communications

Jacqueline.Reid@rokbak.com

SALES SUPPORT

Throughout your continued selling process, your regional sales manager will be your direct-point of contact and will provide you with the following information:

- Current Pricing
- Financial options
- Machine availability
- Used Equipment Availability
- Market Data
- Updates on Rokbak

These items vary by region and your regional sales manager will ensure you have the most accurate, up-to-date information.

SUPPORT

WARRANTY

Rokbak will continue to honour any Triple Care Support, Warranty or Extended Warranty for the period specified in your contract.

For more information you can visit the warranty section of our Dealer Portal:

<https://dealerportal.rokbak.com/en/aftermarket/warranty.html>

BULLETINS AND USEFUL INFORMATION

Bulletins and advisories will continue to be updated on our Dealer Portal for any need-to-know field information.

<https://dealerportal.rokbak.com/en/aftermarket/technical-info/bulletins.html>

All Product Information Notices are up to date, and no new PINs will be added following our announcement.

MANUALS

All Operator & Maintenance manuals across models can be found on the Dealer Portal:

<https://dealerportal.rokbak.com/en/aftermarket/technical-info/operators-manuals.html>

<https://dealerportal.rokbak.com/en/aftermarket/technical-info/maintenance-manuals.html>

PARTS

The Rokbak Aftermarket team continue to be here to help with everything regarding the care of your customer's trucks. With Aftermarket parts distributed from the Motherwell and US Parts site we will ensure you have the tools you need to support your customers across the globe.

PARTS ORDERING

Our Factory Approved Parts will continue to be placed and received as usual. These help prevent unscheduled downtime, lowering your customer's operational costs. The components which are compliant, safety tested and verified ensure maximum truck performance, efficiency and longevity.

Our Parts Policies and Procedures Manual (Americas, rest of world) features all the information you'll need including:

Parts Ordering Information

- Order procedures
- Parts order classifications
- Parts pricing/ order cancellations
- Parts export policy
- Parts publications and literature
- Recommended parts list

Parts returns policies and procedures

- Parts return classifications
- Return goods instructions
- Defective part/ warranty return
- Recommended stock orders
- Distributor termination
- Parts exchange plan
- Non-refundable merchandise
- Liability for carrier loss or damage
- Core returns

ROKBAK TRAINING

TRAINING

Technical training will still be supported with in person training delivered at our Motherwell factory or through our Customer Support Managers on site.

You can contact Brian Gilmartin to discuss ongoing requirements at: Brian.Gilmartin@volvo.com

Online technical training is also available with useful links below:

RA30 E-Learning (available in English, Spanish & German)

<https://dealerportal.rokbak.com/en/development/rokba-k-training/aftermarket-training/aftermarket-e-learning/ra30-e-learning.html>

RA40 E-learning (available in English, Spanish & German)

<https://dealerportal.rokbak.com/en/development/rokba-k-training/aftermarket-training/aftermarket-e-learning/ra40-e-learning.html>

Technical Sales training (English)

<https://dealerportal.rokbak.com/en/development/rokba-k-training/sales-training/sales-e-learning/technical-sales-training.html>

MARKETING & COMMUNICATIONS

ROKBAK BRAND IDENTITY

The Brand Identity Manual is a one-stop reference guide for all questions regarding logos, fonts, styles, and Rokbak colours.

The manual, along with all templates and marketing material can be found on the Rokbak Marketing tab in the Dealer Portal.

<https://dealerportal.rokbak.com/en/marketing/marketing-support/brand-identity-manual.html>

IMAGES & VIDEO

Our Media Hub is the home of all Rokbak imagery & videos, available for you to download to use across your website, social channels and other advertising channels.

You can access this at any time:

<https://media.volvogroup.com/dam/spaces/5eb679c1931044b3aea1ffed62862c54>

MERCHANDISE

Our Merchandise store remains open for now with orders available for customer gifts or memorabilia.

<https://www.shoprokbak.co.uk/>

**Any other questions?
Reach out to:
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