

FAUN SERVICES

Proximity and responsiveness



Innovation for
a smarter waste collection

FAUN SERVICES®

FAUN, a major player in the waste collection and urban cleaning vehicle market, stands out for its innovations in «smart collection».

FAUN equipment, entirely manufactured in France, is indeed recognized for its low noise levels, reduction of greenhouse gas emissions, increased safety for operators, and maximum efficiency thanks to high compaction technologies.



Intervening as quickly as possible, staying as close as possible to businesses

The 9 FAUN SERVICES centers in Île-de-France (Chelles), Languedoc (Maraussan), Nord (Noyelles-Godault), Normandy (Le Gros-Theil), Nouvelle-Aquitaine (Mérignac), Occitanie (Bouloc), PACA (Flassans-sur-Issole), Pays de la Loire (Les Sorinières), and Rhône-Alpes (Guilherand-Granges) manage all interventions or repairs for all brands, even the most extensive ones:

- › RCV (Refuse Collection Vehicle), Sweeper, and City Vehicle repairs
- › Electrical, hydraulic, mechanical, automation, adjustments, steel and aluminum fabrication...
- › Optimizing equipment operation
- › Refurbishment and extending their lifespan

Advantages

- › **Personalized service**, anywhere in France
- › Better territorial coverage
- › A dedicated point of contact: the Service Center Manager, who thoroughly understands the reality of customers' operations

A network of selected partners, authorized by FAUN and spread across the country, completes the offering by providing all the local services expected by customers.



Expertise and responsiveness

FAUN SERVICES ensures its customers quality services that only the expertise of a major manufacturer can guarantee:

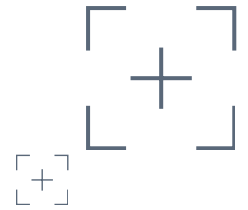
- › Fault diagnosis expertise
- › Knowledge of technologies
- › Availability of all after-sales activities
- › Maintaining equipment to standards
- › Increased safety
- › Genuine spare parts

FAUN SERVICES prioritizes the responsiveness essential for successful collections:

- › Minimizing response and downtime
- › Dispatching specialists to customers' sites for precise and very short interventions
- › Implementing mobile intervention solutions, with on-board repair equipment, when the repair does not require a workshop visit



FAUN SERVICES offers
its customers ever
more expertise and speed



FAUN ICONNECT®

The new connected maintenance system

Depending on the option chosen, this exclusive connected maintenance system created by FAUN enables remote maintenance of your bodies in real-time and/or their maintenance tracking over time.

The on-board electronics in your body allow FAUN technical support to provide remote maintenance services on your vehicle in real-time.

By connecting to the FAUN platform, you are supported in tracking the maintenance of your equipment through a calendar accessible on the FAUN platform, which is hosted in France.

- Faster interventions
- Increased «mobility» of expertise
- Possibility of using FAUN experts on a time-sharing basis
- Optimization of interventions



FAUN LOCATION.

Short and long-term rental

- FAUN provides its partners with a fleet of vehicles ranging from 5 to 29 m³: City vehicles for city center collection, RCVs for the collection of household and industrial waste, BIO waste, green waste, and bulky items, whether in bins or underground containers, as well as vehicles for street maintenance.
- The outsourcing offered by FAUN allows businesses and local authorities to achieve precise budget planning in order to control their investment (IFRS standard) and operating budgets, without tying up their borrowing capacity.

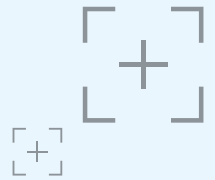


VITEFAUN a service for the immediate handling of bodies.

TECFAUN remote Technical Assistance to answer urgent questions.

The **Mobile Service**, 18 expert technicians traveling across France in vehicles equipped with tools and genuine spare parts.





SECURITY AND PEACE OF MIND CONTRACTS

The partnership to reduce the cost of ownership of a body

- FAUN specialized technicians work on all types of equipment with all the expertise and know-how necessary to guarantee the longevity of the bodies.
- The responsiveness of the Service Centers prevents prolonged equipment downtime.
- Maintenance performed by the manufacturer reduces the cost of ownership for the operator.

Operations	EXPERTIFAUN	PREVENTIFAUN	OPTIMAFAUN+ ⁽²⁾	Frequency
After-sales technician intervention				
Verification of the physical condition of the equipment	🔧	🔧	🔧	Quarterly
Verification of functional components through testing	🔧	🔧	🔧	Quarterly
Checking settings and clearances	🔧	🔧	🔧	Quarterly
Verification of the status of indicators	🔧	🔧	🔧	Quarterly
Diagnosis of existing malfunctions	🔧	🔧	🔧	Quarterly
Wear assessment of parts ⁽¹⁾	🔧	🔧	🔧	Quarterly
Planning of preventive maintenance operations	🔧	🔧	🔧	Quarterly
Optimization of the body's settings	🔧	🔧	🔧	Quarterly
Replacement of the hydraulic filter		🔧	🔧	Semi-annual
Analysis and laboratory report on particulate and water contamination of the hydraulic fluid			🔧	Annual
Hydraulic filtration		🔧	🔧	Biennial
Verification and restoration of the lubrication systems			🔧	Quarterly
Replacement of the air filter, packer slides, and tailgate seal		🔧	🔧	Annual
A breakdown service intervention			🔧	Annual
Servicing at a Service Center				
Draining of the hydraulic system			🔧	Biennial
In-depth expertise of the compaction system at a Service Center			🔧	Annual
Lubrication of all points			🔧	Annual
Lifter maintenance with take-up of play on the lock and lock control		✓	🔧	Twice in 5 years
Lining of the hopper floor and sides		✓	🔧	Once in 5 years
Complete overhaul of the lifter		✓	🔧	Once in 5 years
Lining of the scraper blade		✓	🔧	Once in 5 years
Lining of the body floor bottom		✓	🔧	Once in 5 years
Replacement of the tailgate rail wear strips		✓	🔧	Once in 5 years
Replacement of the articulation ball joints and blade pins		✓	🔧	Once in 5 years
Complete overhaul of the compaction mechanism		✓	🔧	Once in 5 years
Lubrication			Optional	
Troubleshooting		✓	🔧	4 hours
Technical assistance				
Access to free TECFAUN telephone support	🔧	🔧	🔧	

⁽¹⁾ FAUN Environnement offers discounts on its genuine manufacturer parts, depending on the chosen contracts.

⁽²⁾ Based on 80,000 cycles, single shift.

✓ The PREVENTIFAUN contract provides access to preferential rates on repair operations performed at FAUN Service Centers.





FAUN SERVICES.

The after-sales service comprises a group of experts responsible for troubleshooting, adjustments, expertises and hardware follow-up operations, based on an efficient network of Service Centres and breakdown vehicles carrying equipment and original spare parts for a cost-cutting maintenance tracking service.

9 Service centres

Hauts-de-France

420, rue des Galibots
59490 Somain
Tél. +33 (0)6 34 04 13 92

Île-de-France

ZAE La Tuilerie
11, rue de la Cavée
77500 Chelles
Tél. +33 (0)1 60 93 04 25

Languedoc

127, rue de la Syrah
ZA le Millésime
34370 Maraussan
Tél. +33 (0)6 11 49 72 71

Normandie

151, route de Montfort
27370 Le Gros-Theil
Tél. +33 (0)2 32 36 44 16

Nouvelle Aquitaine

6, rue Gay Lussac
33281 Merignac
Tél. +33 (0)6 70 66 58 71

Occitanie

Bryn
ZA Lafitte
13, allée de la Gravière
31620 Boulac
Tél. +33 (0)5 61 82 56 56

PACA

Quartier Pichabert
83340 Flassans-sur-Issole
Tél. +33 (0)4 94 77 97 98

Pays de la Loire

15, rue des Coquelicots
44840 Les Sorinières
Tél. +33 (0)6 19 77 03 41

Rhône-Alpes

220, boulevard
du Docteur Henri-Jean Arnaud
07500 Guilherand-Granges
Tél. +33 (0)6 14 26 91 49

Leasing service

Tel.: +33 (0)4 75 81 66 99
Email: location@faun.fr



FAUN

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F - 07502 Guilherand-Granges Cedex
Tel.: +33 (0)4 75 81 66 00
Email: info@faun.fr

www.faun-environnement.fr

FAUN is backed by a France-wide network of selected partners who offer a range of fully customised services.

Spare parts, Refuse Collectors and Sweepers

Tel.: +33 (0)4 75 81 66 67
Email: pieces@faun.fr

Refuse Collectors and Sweepers

Technical Support

Tel.: +33 (0)4 75 81 66 68

Spare parts CITADINES

Tel.: +33 (0)4 65 15 00 03
Email: pieces@pbev.com

CITADINES technical support

Tel.: +33 (0)4 65 15 00 15



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