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**ISUZU SERVICE AGREEMENTS ON THE RISE**

Ensuring productivity while maintaining cost management has seen more Isuzu Trucks customers opt for service agreements as part of their purchasing decision process.

With awareness building, last year Isuzu Australia Limited’s (IAL) [service agreement](https://www.isuzu.com.au/customer-care/isuzu-service-agreements/) take-up exceeded all expectations with growth of up to 30 per cent on the previous year.

Isuzu’s service agreements offer customers a scheduled monthly fee (or upfront fee with [Isuzu Essentials](https://www.isuzu.com.au/customer-care/isuzu-service-agreements/)) that allows for ease of budgeting and avoids cost spikes.

All work is carried out at Isuzu dealer sites across [70 locations](https://www.isuzu.com.au/dealer-map/) throughout the country and undertaken by highly skilled technicians using state-of-the-art technology and specifying the highest quality [Isuzu Genuine Parts](https://parts.isuzu.com.au/?_ga=2.238277254.727939754.1629071503-1017146247.1621389781#Range).

IAL National Service Business Manager, Glenn Jones, said the uptake in service agreements clearly indicates customers are placing greater importance on vehicle maintenance.

“The total number of years committed in 2024 equates to an average of four and a half years of service cover per truck sold with an agreement,” said Mr Jones.

“Customers want to manage costs but also ensure vehicles are on the road as much as possible delivering for their businesses.

“A service agreement ensures vehicles are maintained to provide optimum performance, which in turn maintains running costs and overall ease of management.

“We’re seeing an uptick in customers ensuring service intervals are met, and this also assists in retaining the vehicle's resale value when it comes time to change over to a new truck.”

Among those that have opted for Isuzu’s service agreement packages is Melbourne-based [Ecocycle Group](https://www.content.isuzu.com.au/news-articles/talkin-about-a-battery-revolution/), which specialises in environmental recycling operations, including battery collection and recycling.

The Ecocycle Group deploys a range of vehicles across the country with the bulk of work done by Isuzu [F Series](https://www.isuzu.com.au/our-range/series/f-series/) medium-duty models. It has applied an [Isuzu Total](https://www.isuzu.com.au/customer-care/isuzu-service-agreements/) service agreement across all new heavy vehicle purchases.

Isuzu’s Total package is the most comprehensive arrangement on offer. It covers all works and component replacement attached to a scheduled servicing program, including cab and chassis, electrical, engine, transmission and suspension.

“We’re passionate about delivering genuine change within our industry, so for us, investing in Isuzu means more time on the road, more recycling collections and more customer satisfaction,” said Jason Zorzut, Ecocycle Group Operations Manager.

Service agreements are not just an asset for those companies that run larger fleets of trucks.

Toowoomba-based horse farrier business [Ag & Equine Services](https://www.content.isuzu.com.au/news-articles/tow-riffic-tradepack-upgrade-for-qld-horse-farrier/) is an owner-operator outfit with one Isuzu NPR 45-155 [Tradepack](https://www.isuzu.com.au/our-range/ready-to-work/tradepack/), backed by an [Isuzu Essentials](https://www.isuzu.com.au/customer-care/isuzu-service-agreements/) service agreement.

“Purely from a business perspective, I thought it was a great offer, so I took it,” said owner Nathan Kerrison, who made the decision to pay upfront and incorporate the package into the truck’s financing.

Isuzu offers three levels of service agreements on trucks up to 72 months of age. All are aimed to cater directly to the needs of each customer requires. Alongside this is the [Isuzu Heritage](https://www.isuzu.com.au/customer-care/isuzu-service-agreements/) agreement, which caters to vehicles between three and fifteen years of age.

All packages are underpinned by Isuzu’s industry-leading [warranties](https://www.isuzu.com.au/customer-care/warranties/), including six years on cab and chassis on most models, while all Isuzu genuine parts and accessories are covered by a three-year warranty when fitted by an Isuzu Dealership or Authorised Service and Parts Outlet.

With all-new models from Isuzu set to hit showrooms across the country in the coming months, the popularity of service agreements is set to be a front-of-mind consideration for customers once again.

“Across our network of dealers, we certainly see the trend of customers becoming increasingly aware of the business benefits of service agreements,” said Mr Jones.

“The new models have a raft of new technologies and other improvements that fully trained service technicians at Isuzu dealerships know and understand.

“This, coupled with a service agreement’s budgeting and scheduling advantages, all make for a compelling proposition, no matter the application or fleet size.”

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