

# MAN UPTIME GUARANTEE.

Your truck always on the road.







## TO KEEP YOU ON THE ROAD IS OUR ONLY GOAL.

With the MAN uptime guarantee, we ensure you can rely on your MAN trucks to be ready for operation – no matter where you're going. It also applies to our MAN eTruck and flexibly secures your mobility in more than 30 European countries. In the event of a technical defect, you will be able to hit the road again quickly or you will be compensated for the downtime\*.

\*see contract conditions

## GUARANTEE

### Relax – we'll take care of it.

- We offer Europe-wide mobility for 24 to 84 months or even up to 120 months for the eTruck for a mileage of up to one million kilometres.
- The guarantee is valid for all MAN trucks in the TG series regardless of vehicle use.
- Available exclusively in combination with our MAN ServiceContracts "Comfort", "ComfortPlus" and "ComfortSuper" (The activation of our proactive maintenance management MAN ServiceCare is required.)



## REPAIR

### **You stay in business. And your MAN truck stays on the road.**

- Good to know: In the event of a technical breakdown of your MAN truck, we are there for you – quickly and reliably.
- Our experienced mechanics know exactly what to do.
- We can service your MAN truck on site or take it to the nearest MAN service outlet.
- With a dense network of MAN service outlets throughout Europe, you won't have to wait long.
- Our MAN Service outlets are in many cases also available for you even outside regular opening hours.

## FINANCIAL SECURITY

### **You really won't need to do a thing.**

We organise and cover the costs for:

- breakdown assistance on site
- towing the vehicle to the nearest MAN service outlet, if necessary
- a replacement vehicle
- compensation for downtime (if no replacement vehicle is available)

# TERMS

You can count on these conditions.

The following table gives you an overview of the scope of services provided in each case.

| Service                              | Service limit                   | Condition  | Further criteria                              |
|--------------------------------------|---------------------------------|--|---|
| On-site breakdown support            | Small parts up to €50           | Breakdown due to a technical fault                     | Service costs without time limitation         |
| Towing to nearest MAN service outlet | Without value limitation        | On-site repair not possible                            |   |
| Replacement vehicle                  | Up to €250 per day (TGM, TGX/S) | Repair cannot be completed on the day of the breakdown | Not in combination with downtime compensation |
|                                      | Up to €200 per day (TGL)        | max. 14 days   |   |
| Downtime compensation                | €180 per day (TGM, TGX/S)       | Repair cannot be completed on the day of the breakdown | If no replacement vehicle is available        |
|                                      | €130 per day (TGL)              | max. 14 days   | Not in combination with replacement vehicle   |

In the event of a breakdown, please contact the MAN Mobile24 hotline:

**00800 Mobile24**

**00800 66 24 53 24\***

\*Landline free of charge. Mobile charges may vary, depending on the provider. If your provider does not support FreeCall numbers, please dial +49 1805 35 35 33 33 (14 ct/min) from a German landline. Prices from a mobile network and from outside Germany depend on the tariff).





# EXCLUSIONS

## All details at a glance.

No costs for maintenance and repair work on the MAN truck or on superstructures, installations and modifications will be borne, unless this is expressly agreed in the uptime guarantee. The uptime guarantee does not apply to breakdowns caused by damage for which the manufacturer bears no responsibility. In particular, it does not apply to breakdowns:

- resulting from an accident, i.e. damage occurring from the outside
- resulting from wilful intent or gross negligence: gross negligence includes, but does not exclusively consist of, refuelling with the wrong or unsuitable fuel, letting the tank run dry, discharged battery due to circumstances for which the importer/national sales company bears no responsibility, and loss of or broken vehicle key
- as a result of a discharged high-voltage battery or its incorrect use or improper charging
- resulting from wilful or malicious actions or improper use
- resulting from fire or explosion damage not caused by the MAN vehicle or attributable to an MAN service centre or an MAN service partner or the importer/national sales company
- resulting from force majeure, such as war events of any kind, civil war, civil unrest, confiscation or other sovereign intervention
- resulting from participation in driving events of a racing nature or from the associated practice drives
- resulting from your MAN truck not being used for its intended purpose (e.g. the MAN truck being exposed to higher axle or trailer loads than those permitted by the manufacturer)
- resulting from stone impact
- resulting from non-observation of the specifications (weights and measures) for your MAN truck
- resulting from changes to the original construction of the truck (tuning, retrofitting, modifications, etc.) or caused by the installation of third-party or accessory components (e.g. dual fuel systems), in as far as these changes were not certified (e.g. due to non-compliance with the manufacturer's installation guidelines), approved and / or authorised by the manufacturer
- resulting from a faulty trailer or semitrailer
- resulting from manipulation of any kind of odometer or tachograph and operating hours recorder
- resulting from improper repair work or maintenance that was not carried out by an MAN service centre or an MAN service partner or the importer/national sales company
- resulting from the use of paraffined or contaminated fuel and / or AdBlue® fluid
- resulting from damage to the tyres and balance weights
- resulting from non-compliance with legal requirements that have been modified or newly introduced since the first registration









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