

Your MAN service outlet:

## TERMS

You can count on these conditions.

The following table shows you which services we offer in which cases.

Service	Service limit	Condition	Further criteria
On-the-spot breakdown service	Small items up to € 50	Breakdown due to a technical defect	Deployment costs without time limit
Towing to the nearest MAN service outlet	Unlimited in amount	On-site repair not possible	
Replacement vehicle	Up to €180 per day: TGM, TGX/S  Up to €130 per day: TGL	Repair cannot be completed on the day of the breakdown  max. 14 days	Not in combination with downtime compensation
Downtime compensation	€180 per day: TGM, TGX/S  €130 per day: TGL	Repair cannot be completed on the day of the breakdown  max. 14 days	If no replacement vehicle is available  Not in combination with replacement vehicle

If you have any questions, please send us an email:

**mobi@man.eu** or call us on: **00800 CALL\_MAN (22550626)**, Monday to Friday from 8:00 am to 5:00 pm.

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 manufacturer bears no responsibility, and loss of or broken vehicle key
- resulting from wilful or malicious actions or improper use
- resulting from fire or explosion damage caused by external influences
- resulting from force majeure
- resulting from stone impact
- resulting from acts of war of any kind, civil war, civil unrest, strikes, lockouts, confiscation or other sovereign interventions, or from nuclear energy
- resulting from participation in driving events with a racing character or from the practice runs associated with these
- 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 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 use of an item that was recognisably in need of repair, unless the damage is proven not to be connected with the need of repair or, at the time of the damage, the defect had been temporarily repaired with the approval of the MAN service outlet
- resulting from improper repair work or maintenance, in as far as this was the cause of the damage
- consequential damage or costs resulting from the removal of leaking fuel (e.g. environmental damage)
- on transported goods or expenses incurred from lost freight
- resulting from the use of paraffined or contaminated fuel and / or AdBlue fluid
- resulting from damage to the tyres and balance weights
- consequential damage to or costs for the MAN truck resulting from damage to tyres
- resulting from non-compliance with legal requirements that have been modified or newly introduced since the first registration

# ALWAYS ON THE MOVE.

With the MAN uptime guarantee for trucks.



MAN Truck & Bus AG  
Postfach 50 06 20  
80976 München, Deutschland

www.truck.man

Edition: 12/2018 - Text and illustrations non-binding. We reserve the right to make changes as technology advances. All data in this publication was up to date at the time of printing.

MAN Truck & Bus – A member of the MAN Group

## 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. The flexible MAN uptime guarantee for trucks ensures Europe-wide mobility. 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.



## REPAIRS

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

- Important information: If your MAN truck develops a technical fault, we will be there for you – quickly and reliably
- Our experienced mechanics know exactly what to do
- We will work on your truck on-site or take it to the nearest MAN service outlet
- With a dense, well-distributed network of MAN service outlets all over Europe, you won't have long to wait
- Our MAN service outlets are in many cases at your service even outside regular opening hours



GUARANTEE PERIOD OF UP TO 84 MONTHS

EUROPE-WIDE NETWORK OF MAN SERVICE OUTLETS



MILEAGE OF UP TO 1 MILLION KILOMETRES

AVAILABLE EXCLUSIVELY IN COMBINATION WITH OUR MAN SERVICECONTRACTS

## GUARANTEE

Relax – we'll take care of it.

- We offer Europe-wide mobility for 24 to 84 months, for mileage of up to 1 million kilometres
- The guarantee is valid for MAN trucks in the TG series, regardless of vehicle deployment
- Available exclusively in combination with our MAN ServiceContracts "Comfort", "ComfortPlus" and "ComfortSuper" (activation of our proactive maintenance management MAN ServiceCare is required)



## FINANCIAL PROTECTION

You really won't need to do a thing.

We will organise and assume the costs for

- roadside assistance
- towing the vehicle to the nearest MAN service outlet
- a replacement vehicle
- compensation for downtime (if no replacement vehicle is available)