

## MAN Uptime Guarantee – 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 assistance	Small parts up to 50.00 euros		
Towing	To the nearest MAN workshop		
Replacement vehicle	90.00 euros per day	Max. 3 days	Not in combination with further uptime services
Downtime compensation	60.00 euros per day	Max. 3 days	If no replacement vehicle is available; not in combination with further uptime services
Hotel accommodation	120.00 euros per night and person	Max. 3 days; breakdown location at least 50 km from customer's home address	Not in combination with replacement vehicle, downtime compensation, train/ plane
Taxi/ local public transport	50.00 euros		Not in combination with replacement vehicle, downtime compensation
Train/ plane	500.00 euros	Breakdown location at least 50 km from customer's home address	Not in combination with replacement vehicle, downtime compensation, hotel accommodation
Vehicle delivery service	Max. 50 km within the radius of the MAN workshop		Not in combination with replacement vehicle, downtime compensation

**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).

## MAN Uptime Guarantee – Exclusions

# ALL DETAILS AT A GLANCE.

No costs for maintenance and repair work on the MAN TGE 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
- 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 TGE not being used for its intended purpose (e.g. the MAN TGE 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 TGE
- resulting from changes to the original construction of the vehicle (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 workshop or MAN service partner
- 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
- resulting from damage to the tyres and balance weights
- consequential damage to or costs for the MAN TGE resulting from damage to tyres
- resulting from non-compliance with legal requirements that have been modified or newly introduced since the first registration
- The Uptime Guarantee applies only if you report the breakdown via our MAN Service Mobile24, a MAN service workshop or MAN service partner.

# ALWAYS ON THE ROAD.

With the MAN Uptime Guarantee for the MAN TGE.



## MAN Truck & Bus AG

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Edition: 09 / 2017. Texts and illustrations are non-binding. Errors excepted. We reserve the right to make modifications. All specifications in this publication represent the status at the time of going to press.







EUROPE-WIDE WORKSHOP NETWORK

ALWAYS INCLUDED AT NO EXTRA COST

12 MONTHS MORE AT INSPECTION

GUARANTEED UPTIME AS STANDARD

24 MONTHS WITH UNLIMITED MILEAGE



## YOU STAY IN BUSINESS. AND YOUR TGE STAYS ON THE ROAD.

- Good to know: if your MAN TGE has a technical breakdown, we assist you quickly and reliably
- Experienced mechanics know exactly what to do
- Thanks to a dense, Europe-wide workshop network, you don't need to wait long
- Our workshops have extensive opening hours and, if necessary, are also available to you at night or the weekend
- We take care of your MAN TGE on the spot or bring it to the nearest workshop\*



## YOU'RE REALLY SPARED THE COST.

- Your time is valuable – so you should lose as little of it as possible
- We make sure that you can continue your way quickly or are compensated for your waiting time
- We either pay the cost of an equivalent replacement vehicle or your hotel or travel costs
- Alternatively, we give you downtime compensation\*

\* Please note the conditions and more precise details of the MAN Uptime Guarantee overleaf.

## WE ONLY HAVE ONE GOAL: TO KEEP YOU ON THE ROAD.

Wherever you're heading, the MAN Uptime Guarantee is already there. You get it automatically for your new TGE ex works – at no extra cost. For 24 months and with unlimited mileage. Our dense workshop network and extensive opening times mean that you can rely on quick and efficient service throughout Europe. So you don't need to worry about your uptime to start off with. And that's the way it can stay: at your vehicle's full, scheduled inspections, you can simply extend your Uptime Guarantee annually.



## SIT BACK AND RELAX – WE TAKE CARE OF EVERYTHING.

- While your vehicle is being repaired, you can relax or stay on the road
- We take care of everything, e.g. finding an equivalent replacement vehicle
- Depending on the distance of the breakdown location to your home address, we deliver your MAN TGE to you after it's repaired
- Alternatively, we pay for your hotel or travel costs\*

