

# 2 Year Repair & Maintenance Cover Terms & Conditions

## Welcome

You are the owner of a new Scania K Series Coach, which has the benefit of a 2 year Repair and Maintenance programme from Scania (Great Britain) Limited (**Scania**). This being valid for a period of two years from the date of first registration or a pre-determined number of kilometres, whichever occurs sooner. We believe that knowing what's included and excluded in a programme will help ensure we meet your expectations.

## Inclusions and Exclusions

### Standard Inclusions

- All inspections necessary for 'O' licence requirements.
- All servicing including oils, filters and lubricants.
- All repairs including normal wear and tear (i.e. Parts have worn out through normal usage).
- All steam cleaning prior to MOT Test.

### Standard Exclusion

- Any tyres, paintwork, glassware.
- Fuel.
- Antifreeze, coolant inhibitor, oils and lubricant top ups used between services
- Fitted accessories such as wheel chair lifts, servery units, VIP/specialist conversions and associated equipment or any items not fitted as part of the standard specification as detailed by Scania.
- Audio / DVD / Video equipment, Destination equipment and C.C.T.V. systems and associated equipment.
- Repair of accident damage or repairs caused by acts or omissions of any third party or by acts and omission of the Operator, including wheel alignment as part of the accident repair.
- Repair of damage to the Vehicle resulting from faults in the body
- The fitment service or repair of any equipment necessary under government legislation enacted after the date of initial purchase of the vehicle
- Repair or Maintenance requirements caused by operational abuse or by not maintaining the vehicle to agreed schedules or by neglecting to carry out daily checks as laid down in the Scania operator's handbook
- Abuse or damage caused by overloading by the driver
- Damage caused by tampering with electronic control devices or speed limiter settings
- Body upholstery, furnishings and fittings other than those as covered by the "O" Licence requirements
- Annual Department or Transport Test Fee and taking to and from the Test Stations
- Out of Normal Working Hours (8am to 6pm Monday to Friday and excluding Bank Holidays) Maintenance and Repair costs. If the Maintenance/ Inspections are carried out at other times, there will be a surcharge per visit (unless by prior agreement) details of which will be given to you by your Dealer.
- The cost of services and repairs beyond the agreed time/distance detailed overleaf and additional costs incurred by the use of alternative fuels.

## The Maintenance

When you agreed to purchase your Scania coach, your Sales Account Manager and the Manager of your Scania authorised workshop will have agreed an inspection and maintenance schedule based on the expected use and mileage of your coach. This will be free of charge provided that the maintenance takes place within four weeks of the scheduled date.

NOTE: It is important to ensure that the vehicle is presented for maintenance as per the details above in order that this contract does not become invalid.

## Our Responsibilities.

- To maintain and repair your Scania coach, to Scania standards and according to the agreed schedule in normal working hours i.e. 8am to 6pm.
- Monday to Friday (excluding Bank Holidays) (See exclusions for additional cost incurred for outside normal working hours).
- To keep copies of your Ministry inspections and service records, providing that, all work is carried out by a Scania authorised workshop.

## Your Responsibilities

- To ensure your Scania is maintained and repaired by only an authorised Scania Dealer.
- To present your Scania coach for the agreed maintenance and inspections and collect it when the agreed work is completed.
- To present your Scania vehicle to the workshop in a condition enabling work to proceed, without the requirement for additional cleaning.
- To keep your Scania Service Book in the coach and produce it whenever maintenance and inspections are carried out.
- To make daily checks and fluid top ups as recommended in the Scania Operators Handbook and to report any problems to your Scania authorised workshop, as soon as they become apparent.
- To pay for any labour and parts needed following insurable incidents such as fire or accidental damage or other items as detailed under 'Exclusions'.

## Repairs

If, within 24 months of your taking delivery of a new Scania coach on the Scania 2 year Repair and Maintenance programme, a defect develops, the coach should be taken to a Scania authorised Workshop. Any component part which is found to have failed due to faulty materials or normal wear and tear, will be rectified, or, if necessary, replaced free of charge provided that-

- The vehicle has been taken to a Scania authorised Workshop as soon as is reasonably practicable as any defect develops.

- The coach has not been neglected or misused by over speeding or overloading beyond the maximum gross weight specified by the manufacturer or otherwise been subject to careless or abnormal use.
- The coach has been inspected and maintained by a Scania Authorised workshop in line with the agreed schedule.
- Any modifications to the coach, mounting of bodywork, mechanical, or electrical equipment has been carried out subject to and in accordance with instructions issued by Scania and any part fitted to the vehicle which develops a defect was manufactured by Scania or their approved agents
- The original seals or other settings on the engine governors, tachographs, speed limiters, etc. have not been broken or tampered with.
- This package is based upon the use of Diesel fuel with a bio-fuel content not exceeding five percent above the standard set by fuel manufacturers under the Governments Renewable Transport Fuels Obligation. The operator may therefore add up to an additional 5% bio-fuel, conforming to EN 14214 or EN 590, without additional obligation. Operators must notify their local Scania Authorised Workshop of all vehicles operated with a higher percentage bio-fuel content. All additional servicing requirements must be carried out by an Authorised Scania Workshop, and will be separately chargeable to the operator. Failure to comply with such conditions will result in Scania (at their sole discretion) declining costs for engine related repairs. Scania reserves the right to analyse a sample of the fuel/oil at any time during the period of this contract.

## Roadside Assistance

This package includes towing roadside assistance and recovery costs on the UK mainland only (see below for overseas terms and conditions), whereby the vehicle cannot legally, safely or without detriment to its condition, be driven, provided that any such costs are related to a valid claim under the terms of the programme.

In the event of a breakdown, Scania Assistance who must be called, will arrange for the nearest available Scania workshop to attend the vehicle. If it is not possible to repair the vehicle at the roadside, arrangement will be made for recovery to the workshop at no charge to the customer. In this scenario Scania Assistance will liaise with the customer to ensure that passengers are transferred to their next onward destination, or in the event that suitable transport is not available, overnight accommodation will be arranged. The cost for this, up to a maximum value of £4000 per incident, will be accepted by Scania.

The above package does not include any acceptance of liability for any consequential or indirect financial loss resulting from defective materials manufacture or assembly.

This package is in addition to and does not affect the contractual rights to the purchaser under statute or at common law nor does it in any way affect the conditions of sale issued by the Scania Distributor at the time of purchase.

## Cover Outside the UK

If you travel overseas, servicing and repair work, must be paid for by you when the work is completed.

## Standard Overseas Cover

During the Repair and Maintenance programme accepted claims for work carried out overseas will be reimbursed at prevalent UK labour times and parts prices and you will have to pay any difference. For a claim to be accepted you will have to bring back the failed material and send it to your UK Scania authorised workshop to enable the claim to be considered. (In the first 12 months of warranty claims only, the Overseas Scania authorised Agent will handle the claim direct).

## Extended Overseas Cover

If you wish, you can improve the overseas cover by paying a fee (currently £500+VAT for 2 years) when you purchase your coach. This will give you registration for overseas use. You will be covered for repairs and up to 25% of your scheduled maintenance may be carried out overseas. You must send the overseas invoices any failed material to your UK Scania authorised workshop and your costs will be reimbursed in full in £ sterling at the prevailing exchange rate.

## Contractual Rights and Responsibilities

This Repair and Maintenance programme is given to you as the first UK registered owner of the coach. If the vehicle is permanently operated abroad with no UK registration the programme is cancelled and you will only have the benefit of the Scania standard 12 months warranty.

Any transfer to a later owner of the remainder of the 24 month period is subject to the prior written consent of the warranty department of Scania. Such consent will not be unreasonably withheld.

## Repair and Maintenance Extension

A very cost effective way of maintaining your Scania for its 3rd, 4th or 5th year of operation is to take out a further Scania Repair and Maintenance programme for these years, additional cover for the bodywork can also be taken. This can be done at very competitive prices at the time of purchase; ask your Scania Dealer for further information or a quote.

## Finally

Congratulations on choosing a Scania K Series coach with a 2 year Repair and Maintenance programme. Our aim is to prove that an excellent coach backed by excellent service is an unbeatable combination.