



Version	2
Release Date	04.09.2025

TERMS AND CONDITIONS

SCANIA GUARDIAN CONNECTED SERVICES

The following general terms and conditions shall apply to subscriptions to the Scania Guardian Connected Service supplementary to (and not a replacement of) the notification requirements contained in the General Terms and Conditions for Scania Services 360 (“**S360 Terms**”) to form a new Scania Services 360 Core Classic service.

1. DESCRIPTION

The Guardian Connected Service:

- 1.1 is a predictive maintenance service, provided remotely, that uses diagnostic tools to obtain real time operational data from the Vehicle. The intention of the solution is to use telematics to monitor wear and tear of Guardian Components; predict possible failures of Guardian Components prior to breakdown of such components; and then notify users when a Guardian component is likely to need to be replaced, reducing the risk of failure and unplanned downtime; and
- 1.2 includes real-time Health Monitoring across a number of uptime critical components and systems, to monitor performance deviations and is designed to foresee a severe risk of breakdown.

2. DEFINITIONS

In addition to the definitions and rules of interpretation set out in the S360 Terms, the following definitions apply in these terms:

- 2.1 **Guardian Components:** the components monitored under Guardian, which may change over time and may vary between vehicle models. A full list of components monitored by Guardian can be found in the Scania Guardian Technical Coverage document which is available at: <http://www.scania.co.uk/guardian-technical-coverage>.
- 2.2 **Health Monitoring:** technical specification and truck model might affect component relevance and coverage. Systems and components covered by the Health Monitoring may change over time. A full list of systems and components monitored by Health Monitoring can be found in the Scania Guardian Technical Coverage document which is available at: <http://www.scania.co.uk/guardian-technical-coverage>.

3. DURATION AND TERMINATION

- 3.1 The Guardian services shall commence on the Guardian Service Commencement Date, being the date agreed by the parties as the date on which the Guardian services shall commence.
- 3.2 In addition to the termination rights for either party contained in the S360 Terms, either party may terminate the Guardian services by giving to the other a minimum of three (3) months' prior written notice.

4. PAYMENT

The charges for the Guardian Connected Service are included in the monthly payments made by the Customer for the Scania Services 360 Core Classic service under the S360 Terms.



Version	2
Release Date	04.09.2025

5. OBLIGATIONS OF SCANIA

- 5.1 Scania shall monitor the condition of the Guardian Components and undertake Health Monitoring and notify the Customer of the recommended actions, with a view to reducing unplanned downtime of the Vehicle due to reasons identified by the Guardian Connected Service.
- 5.2 Using the Guardian Connected Service data, Scania will contact the Customer to offer repair and maintenance services (including but not limited to fixed price repairs) in order to address recommended actions identified by the Guardian Connected Service.
- 5.3 Scania may contact the Customer to offer repair and maintenance services prior to the Customer being aware of an issue, through warning notifications or otherwise.
- 5.4 Any repair and maintenance services carried out as a result of recommended actions identified by the Guardian Connected Service shall be subject to the S360 Terms.
- 5.5 Some recommended actions identified by the Guardian Connected Service may not prevent the normal performance of the Vehicle or endanger the proper functioning of the Vehicle and Scania shall use its discretion to determine whether a recommended action identified by the Guardian Connected Service is required.

6. OBLIGATIONS OF THE CUSTOMER

- 6.1 Failure by the Customer to comply with any of the following may invalidate the provision of the Guardian Connected Service:
 - 6.1.1 Scania's Guardian technical requirements as set out in the Scania Guardian Technical Coverage document;
 - 6.1.2 the S360 Terms;
 - 6.1.3 the Connected Service Terms and Conditions; or
 - 6.1.4 the requirements of these Terms and Conditions of Scania Guardian Connected Services.
- 6.2 To assist Scania in its diagnostics, the Customer shall immediately contact Scania:
 - 6.2.1 at the Guardian Service Commencement Date to confirm when each of the Guardian Components was last replaced;
 - 6.2.2 if the Customer arranges the replacement of any of the Guardian Components;
 - 6.2.3 if the Customer notices any indications of deviance from the normal performance of the Vehicle; and
 - 6.2.4 if requested by Scania, to provide detailed information about the condition of the Vehicle.
- 6.3 Outside of Scania's normal working hours, the Customer should contact Scania Assistance.
- 6.4 If the Customer wishes to purchase any repair and maintenance services resulting from the recommended actions identified by the Guardian Connected Service, the Customer shall ensure that the Vehicle is made available to the Scania Workshop at the time and date agreed with Scania.



Version	2
Release Date	04.09.2025

6.5 In order to receive the Guardian Connected Service, the Customer must have an existing contract for the Vehicle under the S360 Terms.

7. REAL-TIME DATA

7.1 The Guardian Connected Service relies on access to real-time Vehicle operational data relating to Guardian Components.

7.2 Any modification to, or interference with Scania's telematics equipment within a Vehicle covered by the Guardian Connected Service, or any interfaces with such equipment, may affect or interrupt the transmission of data to Scania and are therefore prohibited.

8. LIMITATIONS

8.1 The Guardian Connected Service is a solution in development and shall not be provided uninterrupted or error-free. Scania shall not be responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet, and the Customer acknowledges that the Guardian Connected Service solution may be subject to limitations, delays and other problems inherent in the use of such communications facilities.

8.2 Scania does not guarantee to identify any and all potential risks regarding the condition of the Guardian Components prior to any component failure. Scania shall monitor the condition of the Guardian Components in a diligent manner, using the technical systems which are installed on the Vehicle and available to Scania and the vehicle data received by Scania from the same.

8.3 For the avoidance of any doubt, the obligations of Scania related to the provision of the Guardian Connected Service are subject to the limitations and exclusions contained in the S360 Terms and General Terms and Conditions for Subscription to Scania Connected Services.

9. ADDITIONAL TERMS

9.1 The Guardian Connected Service is a connected service and as such, the General Terms and Conditions for Subscription to Scania Connected Services shall apply to the Customer's use of such Service. Such terms are available on request or on Scania's website:

<https://www.scania.com/uk/en/home/admin/misc/legal/business-with-scania.html>

9.2 In the event of any conflict, the following order of precedence shall apply: (i) these Terms and Conditions of Scania Guardian Connected Services; (ii) the S360 Terms; and then (iii) General Terms and Conditions for Subscription to Scania Connected Services.

Publication Date: September 2025