

PLATINUM

Maintenance & Repair Plan

RAC

RAC Warranty

Platinum Maintenance and Repair Plan

Please note this provides a summary of your plan. Full terms and conditions are available on request.

The Agreement is provided by The Warranty Group Services (Isle of Man) Limited (we/us/our). TWG Services Limited (the Administrator) administers the Agreement on behalf of the Provider.

What the Agreement provides

We aim to provide a safe, high quality service to maintain and repair your vehicle for the period selected.

What is included in the Agreement

The Agreement is for maintaining and repairing your vehicle and includes:

Periodic Maintenance Inspection

One maintenance inspection of your vehicle during the term of the Agreement and annually thereafter for agreements of more than one year. Your Supplying Dealer will complete the periodic maintenance inspection after you purchase your Agreement for your vehicle. If, however your Supplying Dealer is unable to perform the periodic maintenance inspection, please contact the Administrator for details of our preferred repairer. The Supplying Dealer or our preferred repairer will complete a Periodic Maintenance Inspection Form to show you what he or she has checked.

Maintenance

Labour and parts costs for repairs to maintain your vehicle if an included part suffers a failure to perform its function (including maintenance repairs required following a manufacturer's service), up to the repair value selected at time of Application and subject to the Maintenance and Repair Conditions.

Breakdown

Labour and parts costs for included parts in the event of a breakdown which immobilises the vehicle, up to the repair value selected at time of Application and subject to the Maintenance and Repair Conditions.

The Agreement does not include the following:

The Plan does not provide Maintenance required due to or resulting from:

- not having the vehicle serviced in line with the manufacturer's servicing recommendations within 1 month or 1,000 miles;
- lack of normal and proper care in using your vehicle, including the incorrect use of fuel or grade of oil;
- any act, omission or negligence by you (or any user of your vehicle), which adds to the loss or damage;
- circumstances where it is reasonable for us to conclude that the need for Maintenance:
 - has been caused by your failure to take preventative steps or notify us after the initial failure of a component;
 - due to parts which are not Included Parts under this Plan;
 - arises from incorrectly fitted parts; or
 - arises from the failure of a component identified in the initial Maintenance inspection
- weather conditions which are the direct cause of the need for Maintenance including water ingress;
- accidental damage;
- the failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
- any failure of parts which have reached the end of their normal working lives because of age or mileage;
- any parts which have not actually failed to perform their normal function that are replaced as part of another job, including but not limited to timing belts;
- exhaust emission MOT failures;

- corrosion;
- repair or replacement of parts not listed in the Included Parts and repair or replacement of parts listed in the Excluded Parts; or
- any failures which are the result of carbon build up.

Maintenance does not include the following:

- Design or existing faults – parts subject to recall by the manufacturer or failure of parts due to inherent design faults which existed prior to your purchasing the Plan;
- Dismantling - in the first instance, you will need to pay for the dismantling of the vehicle so that we can check if the problem is included in the Plan. If it is, we will also refund the dismantling costs in line with Autodata.
- Diagnostic costs.
- Vehicles modified other than in accordance with the manufacturer's original specification

What parts are included?

As part of the Agreement we include maintenance due to failure of certain parts, including maintenance repairs required following a manufacturer's service. A failure is the failure of a component to perform its normal function. The Agreement also includes repairs due to a breakdown. A breakdown is the failure of a component which results in the immobilisation of the vehicle.

Parts which are included:

All mechanical and electrical parts

All mechanical and electrical parts are included for failure to perform their normal function or breakdown together with:

Turbo/Supercharger (Factory fitted)

All Failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim.

In car entertainment (up to a maximum of £500 per repair request)

Key Remote Fobs and Key Cards (up to a maximum of £100 (inclusive of VAT) per repair request).

Timing belts

Provided there is proof that the manufacturer's replacement recommendations have been complied with and they are free from oil contamination.

Casings

Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.

The above parts are included providing the conditions of this Agreement including servicing requirements are complied with.

Parts which are not included:

General

- (i) Any Failure of parts which have reached the end of their working lives because of age & mileage.
- (ii) All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weatherstrips, rubber seals, sheet metal, sun roof guides, seats (including all internal electrical/mechanical components), carpets, seat belts and pre-tensioners, wiper arms/blades /washer jets, wheels and tyres, wheel alignment/tracking/balancing adjustments.
- (iii) On convertible vehicles the roof together with pumps, motor mechanisms and any retractable panel/mechanism are not included.

- (iv) Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs/glow plugs, Electrical leads and all filters.
- (v) Any item or accessory not in the manufacturer's original specifications.

Working materials

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the failure of an included part.

Clutch

Where the failure is due to the clutch having reached the end of its normal working life due to age or mileage, or the clutch is burnt out.

Brakes

Brake discs, brake pads, brake linings/shoes.

Contaminated fuel

The clearing of fuel lines, filters and pumps/ injectors.

Electrics

Bulbs, LED, High Intensity Discharge (HID), lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, in-car telephones and portable satellite navigation systems.

Miscellaneous items

Air conditioning recharging, ECU reflashes/ upgrades, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank and fuel lines, corrosion, rubber hoses, metal pipes or plastic pipes and unions, core plugs and air bags.

Extensions to the Agreement

If we accept a maintenance or repair request for failure of parts or a breakdown, you may also be entitled to the following benefits, but the amount we will pay must not exceed the repair value selected by you at the time of Application, you must always get our prior authorisation for these costs.

Alternative Appropriate Transport

If Autodata or equivalent recommended repair time is over 8 hours and we cannot resolve the matter in any other way, we will contribute up to £50 per day for any excess time authorised repairs take for alternative appropriate transport arranged by you for a maximum of 7 days. You will be reimbursed on receipt of a car rental agreement from a VAT registered business providing car hire.

Provider

The Warranty Group Services (Isle of Man) Limited, of St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE.
Registered Number 094279C.

Administrator

The Agreement is administered by TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF. Telephone: 0330 100 3728. This is a private company limited by shares and incorporated in England.

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