

Your MAN service outlet:

TERMS

You can count on these conditions.

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	
Downtime compensation	€ 600 per day (two-axle) € 700 per day (three-axle) € 1,000 per day (NEOPLAN Skyliner)	Repair cannot be completed on the day of the breakdown max. 3 days	

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*

MAN Truck & Bus SE

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80976 München, Deutschland

www.bus.man

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* 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 or NEOPLAN coach 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 or NEOPLAN coach not being used for its intended purpose (e.g. 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 or NEOPLAN coach
- resulting from changes to the original construction of the coach (tuning, retrofitting, modifications, etc.) or caused by the installation of third-party or accessory components, in as far as these changes were not certified, approved and / or authorised by the manufacturer
- resulting from a faulty bus trailer
- 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)
- Damages on transported goods, passengers or less of use aren't covered by warranty
- 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 or NEOPLAN coach resulting from damage to tyres
- resulting from non-compliance with legal requirements that have been modified or newly introduced since the first registration

MAXIMUM MOBILITY.

With the MAN uptime guarantee for coaches.



THE TRAVEL CONTINUES. WITH MAN UPTIME GUARANTEE.

With the MAN uptime guarantee, we ensure you can rely on your MAN or NEOPLAN coaches 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 coach stays on the road.

- Important information: If your coach 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 coach 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
- In MAN Bus Top Service workshops you will benefit from excellent bus know how and extensive services
- Our MAN service outlets are in many cases at your service even outside regular opening hours



GUARANTEE

Relax – we'll take care of it.

- We offer Europe-wide mobility for 24 to 60 months, for mileage of up to 1 million kilometres
- The guarantee is valid for MAN or NEOPLAN coaches
- Available exclusively in combination with our MAN service contracts "Comfort", "ComfortPlus" and "ComfortSuper" (activation of our proactive maintenance management MAN ServiceCare is required)



FINANCIAL PROTECTION

You'll be spared a lot of trouble.

We will organise and assume the costs for

- roadside assistance
- towing the vehicle to the nearest MAN service outlet
- compensation for downtime (unless repair isn't possible on the same day)