

MAN UPTIME GUARANTEE.

Your TGE always on the road.





WE HAVE ONLY ONE GOAL: TO GET YOU TO YOUR DESTINATION.

Wherever you're heading, the MAN Uptime Guarantee is already there. You receive it for your new TGE automatically ex works at no extra charge. For 24 months and with unlimited mileage. With a dense network and long opening hours, you can rely on fast 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: Provided that all your vehicle's full inspections have been carried out when due, you can simply extend your uptime guarantee annually.*



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

- Good to know: In the event of a technical breakdown of your MAN TGE, we assist you quickly and reliably
- Experienced mechanics know exactly what needs to be done
- Thanks to a dense network of workshops throughout Europe, you don't need to wait long
- Our workshops have particularly long opening hours and can also be there for you at night or at the weekend if necessary
- We take care of your MAN TGE on the spot or bring it to the nearest workshop*

SIT BACK AND RELAX – WE TAKE CARE OF EVERYTHING.

- Your time is valuable - so you should lose as little of it as possible
- We make sure that you can move on quickly or that you are compensated for the downtime*
- For example, we will organise an equivalent replacement vehicle and cover the costs
- Depending on the distance from the breakdown location to your home, we will bring your MAN TGE back to you after the repair
- Alternatively, we will cover your hotel or travel costs*

*Please note the conditions and more precise details of the MAN uptime guarantee.

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 | On-site repair not possible | |
| Replacement vehicle | 110.00 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 per day | | Not in combination with replacement vehicle, downtime compensation |
| Train / plane | 500.00 euros per day | 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 MAN Uptime Guarantee. The MAN Uptime Guarantee does not apply to breakdowns caused by damage for which the manufacturer bears no responsibility or to the costs incurred for any necessary unloading or reloading of the load.

In particular, it does not apply to breakdowns

- resulting from an accident, i.e. damage resulting from an external influence
- resulting from intent or gross negligence: in particular, gross negligence is constituted by but not limited to topping up the incorrect type of fuel or unsuitable fuel, running out of fuel, batteries being drained because of circumstances for which the NSC/Importer is not responsible or the vehicle key being lost or broken off
- resulting from wilful or malicious acts, incorrect use
- resulting from fire or explosion
- resulting from force majeure
- resulting from stone impact
- resulting from warfare of every kind, civil war, internal unrest, strike, lockout, confiscation or other sovereign interventions or through nuclear energy
- incurred by your MAN TGE having been used for other than the intended purpose (e.g. subjected to excessive axle or trailer loads which are not permitted by the manufacturer)
- resulting from participation in any racing event or in associated practice runs
- arising through failure to comply with the specifications (dimensions and weights) for your MAN TGE
- arising as a result of changes to the vehicle's original design (e.g. tuning, retrofitting or modification, etc.) or of the installation of third-party parts or accessories (e.g. dual fuel systems) that were not certified (e.g. on account of failure to comply with the manufacturer's installation guidelines), permitted and/or authorised by the vehicle manufacturer
- that are originally attributable to defective trailers or semitrailers
- arising through manipulation of any kind of the odometer, tachograph or 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)
- to the goods being transported or expenses due to freight shipments that are lost
- resulting from the use of paraffined or contaminated fuel and / or AdBlue®
- resulting from damage to the tyres and balance weights
- in the form of costs or consequential damage to the MAN TGE caused by tyre damage
- resulting from failure to comply with amended or new legal requirements since a vehicle was first registered





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