

A safer and more straightforward motorhome experience



12-to-36-month maintenance contract for motorhomes

A collaboration of:



## A safer and more straightforward motoring experience!

The Fragus Group is one of the Nordic countries' leading providers of value-generating services to the automotive industry. As a car buyer, you will enjoy many great advantages:

- *The contract covers the most expensive repairs, thus reducing the overall costs that accumulate during the time of ownership of the vehicle. Easy and convenient.*
- *Professional vehicle experts with extensive experience in the field will assist you in handling your concerns.*
- *Repair cases are always processed quickly – you will typically get a response within half an hour.*
- *Once the repair request has been approved, the vehicle will be repaired at an authorized service shop as near as possible to your location.*
- *Having a GoSafe contract for your vehicle guarantees that the vehicle's quality has been certified, and that it has undergone comprehensive testing prior to delivery.*



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**Service and repairs should, as a first option, be done by the company from which this Contract was purchased, or at another location designated by Fragus.** When you make a purchase or other transaction at a repair shop, inform them of this Contract, so that they can request permission from us to invoice. Keep in mind that any procedures done without previously approved permission to invoice will not be covered by this Contract. Permission to invoice should always be requested on your behalf by the repair shop.

### TERMINATION OF THE CONTRACT

Single-payment contracts are always valid for a fixed period of time, and they may not be terminated by the customer. Contracts invoiced on a monthly basis generally start with a fixed 12-month term, after which they become valid until further notice. Fragus has the right to terminate the Contract if misleading information has been provided about a vehicle, if the maintenance obligations regarding this vehicle have been neglected, or if the vehicle has been used in a manner contrary to the terms of the Contract.

### CESSATION OF THE CONTRACT

The Contract's validity will cease after the selected contractual period expires, or if Fragus terminates the Contract. The right to exercise the terms of the Contract will cease if any of the limits concerning mileage and/or age stated in the Contract are reached during the contractual period.

### TRANSFER OF THE CONTRACT

If you sell the vehicle to another private user, the Contract may be transferred under certain stipulations. In such a situation, Fragus should be contacted.

### PERSONAL DATA RECORDS

A description of the personal data records kept can be found at the address [fragus.com/fi/gdpr-policy/](http://fragus.com/fi/gdpr-policy/)

**This brochure gives a general overview of the product – it does not present all the terms and conditions of the Contract in question.**

**The complete contractual terms and conditions are available from the dealer.**

**We reserve the right to amend the content of the product, and/or the contractual terms and conditions. We are not liable for any typographical errors that may appear in the brochure.**

Any other expenses or procedures whose inclusion in the scope of this Contract has not been expressly agreed on will not be covered by the Contract. Additionally, the Contract does not cover the following: product improvements, defects that are within the scope of factory warranties, insurance policies, or similar liability criteria, and the repair of these defects, and service/repair procedures the need for which arose before the validity period of this Contract began.

During the 12-month fixed term, the Contract can cover expenses up to **EUR 6,000**, including VAT.

During the 24-month fixed term, the Contract can cover expenses up to **EUR 8,000**, including VAT.

During the 36-month fixed term, the Contract can cover expenses up to **EUR 9,000**, including VAT.

Fragus is not liable for costs that exceed the aforementioned limits.

### VALIDITY PERIOD AND KILOMETRE LIMITS

There are three fixed-term contractual periods to choose from: 12 months/20,000 km, 24 months/40,000 km or 36 months/60,000 km.

### EFFECT OF VEHICLE AGE AND KILOMETRES ON THE RIGHT TO EXERCISE THE CONTRACT

The right to exercise the terms of the Contract will cease once the vehicle turns 9 years old, or once it has been driven 170,000 km. This should be taken into consideration when selecting the contractual period.

### CONDITION OF THE VEHICLE

At the start of the contractual period, the vehicle must not have any defects. The structure of the vehicle must be in its original state, this limitation also applies to the programming of the control units. The vehicle cannot have been reclaimed by an insurance company, nor removed from transport usage due to damage, in Finland or abroad, at any point during its history. The vehicle should have a perfect service history, and there should be documentation of this history. The maintenance intervals cannot have been exceeded by more than 10%.

### RESPONSIBILITIES OF THE CUSTOMER, AND REQUIREMENTS CONCERNING THE USE OF THE VEHICLE

The customer must take care of his/her vehicle as well. The service plan must be followed, and any needs for repairs should be reported to Fragus before the repairs are undertaken. The vehicle will require also maintenance in between services. Perform the necessary checks on your vehicle, and any additions of fluids, as instructed by the user manual.

## CONTENT OF THE CONTRACT

When the contract is active and the vehicle is less than 9 years old, and as long as the vehicle has been driven less than 170,000 km at the time when a defect or repair need is reported to Fragus, the components listed under points 1-11 below will be covered if they break, with the exception of the procedures, expenses and limitations not covered by the Contract.

### 1. THE FOLLOWING ENGINE PARTS AND ENGINE ELECTRONICS PARTS:

Internal lubricated moving parts of the engine: pistons, piston rings, connecting rods, crankshaft, camshaft, intake and exhaust valves, the lifters and rocker levers of the aforementioned, axle ball-bearing systems, oil pump, and the timing chain and its cogs/clamps. The cylinder head and engine block, though only insofar as they require repair due to the breakdown of the aforementioned parts. Control equipment for the fuel injection and ignition system, ignition coils, RPM sensors, air-pressure and temperature sensors, starter motor and charging generator (not sealing components, etc.).

### 2. THE FOLLOWING PARTS OF THE STEERING SYSTEM:

Servo pump, steering axle, steering wheel and steering gear (not pipes, sealing components, hoses or position sensors, etc.)

### 3. THE FOLLOWING PARTS OF THE BRAKE SYSTEM:

Main brake cylinder, power brake, braking-power servo, brake fluid tank, ABS hydraulic aggregate, ABS sensor, and the ABS system's electronic controller (not ABS rings, brake calipers, brake cylinders, brake lines, brake discs, brake pads, brake shoes, handbrake, etc.)

### 4. THE FOLLOWING TRANSMISSION PARTS:

Internal lubricated moving parts of the gearbox, and the gearbox electronics. Internal lubricated moving parts of the front- and rear-wheel drive train. Drive shafts and their joints (not the rubber boots). Cardan shaft and its support bearings (not the balancing mechanism). For four-wheel drive: reduction gears, gear train, locks and clutches. Clutch cylinders, clutch bearing, clutch disc, pressure plate and flywheel (not wear-and-tear, sealing components, pipes, etc.)

### 5. THE FOLLOWING SUPERCHARGER PARTS:

Turbocharger, compressor, boost controller, and intercooler (not pipes, etc.)

### 6. THE FOLLOWING PARTS OF THE FUEL SYSTEM:

Fuel transfer pump, injection pump, intake manifold, throttle housing, injection nozzles, air-mass sensor, lambda, pressure and heat sensors, fuel tank sensors (not additive systems such as AdBlue or equivalent, piping, filters, sealing components, etc.)

### 7. THE FOLLOWING PARTS OF THE EXHAUST SYSTEM:

Exhaust manifold, EGR valve, EGR cooler, Nox sensors, pressure sensors, heat sensors and exhaust piping (not including: catalytic converter and particle filter).

### 8. THE FOLLOWING PARTS OF THE MOTOR COOLING SYSTEM:

Thermostat, thermostat housing, water pump (not leaks), cooler cell, cooler cell's fan motor and heat sensor (not pipes, sealing components, hoses, etc.)

### 9. THE FOLLOWING PARTS OF SAFETY DEVICES:

Airbags, collision/acceleration sensors, and the cables and connectors thereof. Seatbelt locks and pretensioners. Steering-wheel lock, ignition lock, and key-reading device. (Not, for example, City Safety or equivalent anticipatory safety systems).

### 10. THE FOLLOWING PARTS OF CONVENIENCE DEVICES:

Power window switches, motors and mechanisms. Key, receiver, motors, locks and gearing of central locking system. Sunroof motor (not the sunroof's rails, sealing components, switches, laminas, or shades). Motors of outside mirrors. Cruise control: lever, switches, radar, and pedal sensors. The indicator, headlight and windscreen wiper switches. Motor of the windscreen and rear-window wipers (not gearings, washing devices, etc.). Controller of convenience devices. Gauges (not LEDs/lightbulbs/diodes/display screens). For air conditioning: compressor, dryer, electronic controller, fan motor, evaporator, control panel, and cell of the passenger compartment's heater (not pipes, hoses, sealing components, joins, disinfection, fillings, etc.).

### 11. THE FOLLOWING COMPONENTS OF THE VEHICLE'S LIVING QUARTERS:

Hot water system: back-boiler, thermostat, circulation pump, and operating panel. WC/wastewater system: motor, pump, solenoid and flushing

apparatus. Fresh water system: water pump, water tank and water faucet. Air conditioning: compressor, thermostat, fan motor, and operating panel. Stove and oven: thermostat, resistor and operating panel. Heating system: burner, burner apparatus, ignition mechanism, thermostat, fan motor, circulation pump and operating panel.

## PROCEDURES AND EXPENSES NOT COVERED BY THE CONTRACT

The following are not covered under the Contract: repairs and replacement of parts and components that are not mentioned in points 1-11, and defects or repair/service procedures that are directly or indirectly caused by corrosion, fire, water damage, theft, accidents, crashes and other forms of damage, inadequate service, lawbreaking, overheating, leakage, freezing, modifications to the structure of the vehicle, misuse, erroneous use, or another external influence, and repairs of which the (or a) reason, cause or symptom is increased consumption of motor oil, carbon build-up or other fouling, towing, substitute vehicles, stays in lodgings, transports, costs arising from neglect of the vehicle's maintenance or repairs, hoses, pipes, their connectors or joints, sealing components such as Stefas, rubber boots, o-rings and other gaskets (including the sealing rings of cylinder heads), cleanings, washes, adjustments, lubrications, updates and programmings, regular service as directed by the vehicle's instruction manual, other normal maintenance, procedures caused by the wearing-down of friction surfaces (such as replacement of brake pads, brake discs or clutch discs), or repairs or replacement of parts of the chassis, steering or suspension – such as arms, bushes, bushings, wheel bearings, tyres, rims, tie rod ends, stabiliser bars, automatic stabilisers, shock absorbers, springs, active suspension (e.g. air), seat/window/mirror warmers, engine heaters, radiant heaters, auxiliary heaters, seats and their upholstery, gearings and adjustment mechanisms, interior upholstery/panels/handles/hatches, cover plates, decorative features, mouldings, batteries, spark plugs, vehicle fuel systems powered by something other than petrol or diesel, belts and their clamps, cable, guides, drags/draggers or reels, lightbulb covers, their associated electronics or mechanics, lamps/lightbulbs (regardless of their type), wires, wire bundles, cables, connectors (not including airbag), fuses, relays and their boxes or cases, AV equipment such as loudspeakers, telephones, navigation devices, antennae, display screens, cameras, distance sensors, or other communication equipment. The Contract does not cover damage that is an after-effect of the breakdown of a component covered by the Contract, nor does it cover incidents where a factor or component not covered by the Contract causes the breakdown of a component that is covered by the Contract.



**Permission to invoice:** follow the instructions at [www.fragus.com](http://www.fragus.com).



**Questions:** contact our Technical Support Department by calling +358 9 34 87 32 37, or by sending an e-mail to [info@fragus.fi](mailto:info@fragus.fi).