

CONTENT OF THE CONTRACT GOSAFE COMPLETE 8/2024

1. GENERAL

This is Fragus Warranty Finland Oy's "Fragus" maintenance agreement "Agreement". The Agreement includes the breakdown of components defined in section 8., the associated replacement work, and the necessary supplies. Special attention should be paid to the limitations outlined in section 9. The term "Customer" refers to the vehicle owner/user.

2. VALIDITY AND VEHICLE AGE

The time-based validity of the agreement is indicated in the Appendices of the Agreement. If the vehicle's factory warranty is still in effect, the Agreement begins after its expiration. The age of the vehicle is calculated from its first year of registration. The Agreement cannot be activated retrospectively.

3. IMPACT OF VEHICLE AGE AND MILEAGE ON USAGE RIGHTS OF THE AGREEMENT

The usage rights are valid until the vehicle's mileage reaches 300,000 km or it reaches 20 years of age, whichever comes first. The first criterion reached (300,000 km or 20 years) terminates the usage rights of the Agreement, even if there is remaining time in the contract period.

4. VEHICLE CONDITION

At the beginning of the Agreement, the vehicle must be free of any defects. Its structure must be original, including the programming of control devices, and it must not have been declared a total loss by an insurance company or removed from traffic due to damage during its history in Finland or abroad. Service intervals must not have been exceeded by more than 10%, this restriction applies to both time and mileage. All maintenance must have been performed and must be performed in accordance with the manufacturer's maintenance program. Exceeding the service interval may affect the coverage of the Agreement.

5. INTERACTION WITH THE REPAIR SHOP AND BILLING AUTHORIZATIONS

Any defects must be reported to Fragus via the online form at fragus.com/fi/lyksityis-henkilo/ajoneuvon-vikailmoitus/ before delivering the vehicle to the repair shop. Fragus will designate the repair shop where the repair must be carried out. When dealing with the repair shop, it must be notified of this Agreement, and the repair shop must be instructed to contact Fragus. Any billing authorization is granted to the repair shop, not the Customer. Actions approved by Fragus will be performed using the parts and repair methods designated by it. Work or repairs carried out without Fragus's approval are not included in the Agreement. Diagnosis is included in the Agreement only if the repair of the actual defect is included in the Agreement. Defects and/or repairs identified or reported to Fragus after the termination of the Agreement are not covered by it.

6. TERMINATION OF THE AGREEMENT

Fragus has the right to terminate this Agreement with immediate effect if the Customer neglects the regular maintenance and care of the vehicle, uses it for commercial transport or production purposes, participates in racing, speed, or skill driving competitions, alters its structure/software, or otherwise acts contrary to the terms of this Agreement or the vehicle's importer/manufacturer's provided vehicle manual.

7. TERMINATION OF THE AGREEMENT

The Agreement is temporary, and its validity is indicated according to section 2. Upon termination of the Agreement, either in accordance with section 7 or sections 2, 3, 6, 9, or 10, all of Fragus's obligations under the Agreement cease. The Agreement also terminates if the vehicle is declared a total loss by an insurance company or sold to a business entity. Payments already made will not be refunded upon termination of the Agreement.

8. CONTENTS OF THE AGREEMENT

If the vehicle is 10 years old or less and has a mileage of 200,000 km or less, the components listed in sections 8.1.-8.2. are included. If the vehicle is less than 20 years old and has a mileage of less than 300,000 km, the components listed in sections 8.B1.-8.B5. are included. The moment and mileage at which the defect or need for repair is reported to Fragus will determine which content of the Agreement is applicable. The actions/events described in section 9 are not included in the Agreement."

8.1. MECHANICAL COMPONENTS

A mechanical component refers to a component that has some kind of mechanism, such as a linkage or a bearing-supported shaft.

8.2. ELECTRONIC COMPONENTS

An electronic component refers to a component that contains electronics, such as a circuit board or a switch.

Content of the Agreement when the vehicle is over 10 years old but less than 20 years old and/or its mileage is over 200,000 km but less than 300,000 km:

8.B1. THE FOLLOWING INTERNAL COMBUSTION ENGINE PARTS:

Internally lubricated moving parts of the engine and the timing belt (excluding belt wear or chain stretching).

8.B2. THE FOLLOWING STEERING SYSTEM PARTS:

Power steering pump, steering shaft, steering gear (excluding pipes, seals, hoses, or position sensors).

8.B3. THE FOLLOWING BRAKING SYSTEM PARTS

Brake master cylinder, brake booster, brake force amplifier, brake fluid reservoir, ABS hydraulic unit, and ABS system electronic control unit (excluding ABS rings/sensors, brake calipers, brake cylinders, brake lines, discs, pads, shoes, or handbrake).

8.B4. THE FOLLOWING TRANSMISSION PARTS

Internally lubricated moving parts of the gearbox (excluding electronics, mechatronics, seals, pipes, or housings), and internally lubricated moving parts of the rear axle differential (excluding electronics, seals, pipes, or housings).

8.B5. THE FOLLOWING ELECTRIC DRIVE MOTORS AND HYBRID SYSTEM PARTS:

Electric drive motor and its control unit. DC/AC and DC/DC converter.

9. EXCLUSIONS FROM THE AGREEMENT: EVENTS, MEASURES, AND COSTS

The Agreement does not cover anything beyond the components defined in section 8, consequential damages caused by components not included in the Agreement, nor consequential damages caused by components that are included in the Agreement. If a broken or defective component is not specified in section 8, it is not included in this Agreement.

The Agreement does not include the following events, components, or defects:

- Stretching, wear, or fraying of chains and belts, or their tensioners, guides, or rollers.
- Brake pads, discs, and clutch plates.
- Parts of the chassis, steering, and suspension, control arms, joints, bushings, tires, rims, tie rod ends, ball joints, stabilizers, shock absorbers, and springs.
- Upholstery, trim, moldings, body parts, windows/lenses, headlights, wiper blades, and ignition or glow plugs.
- Capacity reduction of high-voltage batteries by 6% or less / 12 months, replacement of high-voltage batteries with 70% or more capacity, or water ingress into the battery case.
- Capacity reduction of high-voltage batteries without a written capacity test conducted during the activation of the Agreement.
- Batteries other than high-voltage batteries, batteries, relays, remote controls, bulbs (regardless of type), and fuses.
- Seals, pipes, and hoses, and their connections.
- Wear, maintenance, or other upkeep, adjustments, updates other than those required for defect repair, inadequate maintenance, overheating, fire, water damage, carbon buildup or other contamination, freezing, corrosion, structural or software changes or defects resulting from them, user error, leaks, defects or damage caused by external factors, product improvements, defects covered by factory warranties, insurance, and similar liability bases.

- Indirect costs such as rental cars, towing, accommodation, or any other costs unrelated to the repair itself. Rental cars and towing can be added to the Agreement as a paid additional service.

- Defects that existed in the vehicle before the activation of the Agreement and defects discovered before the payment(s) under the Agreement have been made to Fragus.

10. REPAIR LIMITS

For a vehicle that is 10 years old or less and has a mileage of 200,000 km or less, the repair limit is: €10,000 / 12 months.

For a vehicle that is between 11 and 20 years old and has a mileage between 200,001 km and 300,000 km, the repair limits are:

12-month contract period: €3,000

24-month contract period: €4,000

36-month contract period: €5,000

The vehicle's current age and mileage at the time the defect is reported to Fragus will determine which repair limit applies.

Example 1: The contract period is 24 months. The vehicle is less than 10 years old and has less than 200,000 km. After 6 months from the start of the contract, it is repaired for €9,000. After 11 months from the start of the contract, it is repaired for €3,000. For this repair, expenses can be allocated €10,000 to the first 12 months, €2,000 to the next 12 months, leaving a remaining repair limit of €8,000 for the remaining contract period. For a single defect or repair event, even if it requires multiple repair sessions, the maximum amount that can be allocated to this Agreement is €10,000.

Example 2: The contract period is 24 months. The vehicle is less than 10 years old and has less than 200,000 km. It has been repaired for €4,000. If a new defect occurs when the vehicle is more than 10 years old or has more than 200,000 km, costs cannot be allocated to the Agreement anymore, as the €4,000 repair limit for the 24-month contract period has already been used up by previous repairs.

Fragus is not responsible for costs that exceed the limits stated above.

11. PERSONAL DATA REGISTER

The register description is available at fragus.com/fi/tietosuojakaytanto-gdpr/.

By activating this contract, the customer consents to the collection and storage of the information specified in the register description and agrees to the use of the provided information in accordance with the register description.



Fault report:

The fault report is made at the address <https://fragus.com/fi/yksityishenkilo/ajoneuvon-vikailmoitus/> or via QR code.



Fragus roadside assistance:

We assist you around the clock, every day of the year. When our customer service is closed, calls are directed to Fragus roadside assistance.



Billing permissions:

Workshops can apply for billing permissions via fragus.com/fi website.



Questions:

Contact customer service by calling +358 9 34 87 32 37 or by sending an email to info.fi@fragus.com.