

CONTENT OF THE CONTRACT

1. GENERAL

This is Fragus Group 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/yksityishenkilöajoneuvon-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/manufacture'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

When the vehicle is less than 10 years old and has mileage under 200,000 km, components described in sections 8E.1.-8E.11. are included. When the vehicle is less than 20 years old and has mileage under 300,000 km, components described in sections 8E.B1.-8E.B5. are included. The moment and the mileage at which a defect or repair need is reported to Fragus determine which content of the Agreement is valid. Actions/events described in section 9 are not included in the Agreement.

8.1. THE FOLLOWING PARTS OF THE INTERNAL COMBUSTION ENGINE:

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

8.2. THE FOLLOWING PARTS OF THE ENGINE ELECTRONICS:

The engine control unit and other engine electronics, including the updating of faulty software as a repair measure

8.3. THE FOLLOWING PARTS OF THE STEERING SYSTEM:

Power steering pump, steering column, steering wheel, and steering gear (excluding pipes, seals, hoses, or position sensors)

8.4. THE FOLLOWING PARTS OF THE BRAKING SYSTEM:

Master cylinder, brake booster, brake power regulator, brake pipes, brake fluid reservoir, ABS hydraulic unit, ABS sensor, and ABS electronic control unit (excluding items such as ABS rings, brake calipers, brake cylinders, discs, pads, shoes, or handbrake)

8.5. THE FOLLOWING PARTS OF THE TRANSMISSION:

Internally lubricated moving parts of the gearbox, gear selector, and gearbox electronics. Internal moving parts of the rear and front axles. Drive shafts and their joints (excluding protective rubber boots). Propeller shaft and its bearings (excluding balancing). Components of the four-wheel drive system (excluding items such as wear, seals, pipes, covers, cables)

8.6. THE FOLLOWING PARTS OF THE CLUTCH:

Clutch cylinder, clutch bearing, clutch cable, and flywheel (excluding items such as wear, seals, and pipes)

8.7. THE FOLLOWING PARTS OF THE TURBOCHARGERS:

Turbocharger unit, compressor unit, boost pressure regulator, and intercooler (excluding items such as pipes)

8.8. THE FOLLOWING PARTS OF THE FUEL SYSTEM:

Fuel transfer pump, injection pump, fuel injectors, and fuel tank sensors

8.9. THE FOLLOWING PARTS OF THE EXHAUST SYSTEM:

Exhaust manifold, exhaust pipes, and catalytic converter (excluding particulate filter, catalytic converter blockage, or ingressed oil)

8.10. THE FOLLOWING PARTS OF THE ENGINE COOLING SYSTEM:

Thermostat, water pump, radiator, cooling fan motor, and temperature sensors (excluding pipes, gaskets, or hoses)

8.11. THE FOLLOWING PARTS OF THE SAFETY SYSTEM:

Airbags, collision/acceleration sensors along with their cables and connectors. Seatbelt buckles and pre-tensioners. Steering column lock, ignition lock, and key recognition unit

8.12. THE FOLLOWING PARTS OF THE CABIN HEATING/COOLING SYSTEM:

Air conditioning compressor, dryer, electronic control unit, blower motor, evaporator, control panel, cabin heater element, and electric heating element (excluding pipes, hoses, gaskets, connections, disinfectants, and refills)

8.13. THE FOLLOWING PARTS OF ELECTRICAL COMPONENTS:

Power windows, central locking system, trunk motor(s), sunroof motor, exterior mirror motors, cruise control, turn signals, windshield wiper motors, and speedometers (excluding LED bulbs, light bulbs, diodes, and displays)

8.14. THE FOLLOWING PARTS OF ELECTRIC MOTORS AND HYBRID SYSTEMS:

Electric motors and their control units. Transmission related to the electric drive motor. DC/AC and DC/DC converters. The vehicle's internal charger

8E.6. IS AN ADDITIONAL SERVICE AND NOT INCLUDED IN THE PREMIUM CONTRACT WITHOUT EXTRA COST.

8E.6. THE FOLLOWING BATTERY COMPONENTS:

Technical faults in the high-voltage battery or its capacity reduction exceeding 6% over 12 months, provided that the total capacity is below 70% (excluding other battery types/batteries)

The Content of the Contract When the Vehicle is Over 10 Years Old but Under 20 Years Old and/or Its Mileage is Over 200,000 km but Under 300,000 km is as Follows:

8.B1. THE FOLLOWING PARTS OF THE INTERNAL COMBUSTION ENGINE:

Lubricated moving parts inside the engine and timing belt (excluding belt wear or chain elongation)

8.B2. THE FOLLOWING PARTS OF THE STEERING SYSTEM:

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

8.B3. THE FOLLOWING PARTS OF THE BRAKING SYSTEM:

Master cylinder, brake booster, brake fluid reservoir, ABS hydraulic unit, and ABS electronic control unit (excluding ABS rings/sensors, brake calipers, brake cylinders, brake pipes, discs, pads, shoes, or handbrake).

8.B4. THE FOLLOWING COMPONENTS OF THE TRANSMISSION:

Lubricated moving parts inside the gearbox (excluding electronics, mechatronics, gaskets, pipes, casings), lubricated moving parts inside the rear axle differential (excluding electronics, gaskets, pipes, casings)

8.B5. THE FOLLOWING COMPONENTS OF ELECTRIC MOTORS AND HYBRID SYSTEMS:

Electric motor and its control unit. DC/AC and DC/DC converters.

9. EVENTS, ACTIONS, AND COSTS NOT COVERED BY THE CONTRACT

- The contract only covers the components defined in section 8. It does not cover consequential damage caused by non-covered components or consequential damage caused by covered components. If a broken or defective component is not specified in section 8, it is not covered by this contract.

The following events, components, or faults are not included in the contract:

- Stretching, wear, or fraying of chains and belts, as well as their tensioners, rollers, or guides.

- Hybrid vehicles with high-voltage batteries may be included in the contract as a paid additional service, under the conditions for its battery (8E.6).

- Capacity reduction of high-voltage batteries by 6% or less / 12 months, replacement of high-voltage batteries with a capacity of 70% or more, water ingress into the high-voltage battery, battery compartment (if the service is selected).

- Capacity reduction of high-voltage batteries without a written capacity test at contract activation (if the service is selected).

- Cables and connectors (except as specified in section 8.11), batteries, relays, remote controls, fuses, pipes, and hoses, and their connections.

- Wear, maintenance, or other adjustments, updates (except as specified in section 8.1), inadequate maintenance, overheating, fire, water damage, corrosion or other contamination, freezing, structural or software changes or resulting faults, user error, leaks, faults, or damage caused by external factors, product improvements, faults covered by manufacturer warranties, insurances, and similar liability grounds.

- Indirect costs, such as replacement vehicles, towing, accommodation, or other costs not related to the repair itself. Replacement vehicle and towing may be included in the contract as paid additional services.

- Faults that existed in the vehicle prior to contract activation.

10. REPAIR LIMITS

When the vehicle is under 10 years old and the mileage is 200,000 km or less, the repair limits are:

12-month contract period: €6,000
24-month contract period: €10,000
36-month contract period: €15,000

When the vehicle is 11–20 years old and the mileage is 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 age and mileage of the vehicle at the time the fault is reported to Fragus determine the applicable repair limit.

For example, with a 24-month contract period, if the vehicle is under 10 years old and has less than 200,000 km on the odometer and has already been repaired for €4,000, and a new fault occurs when the vehicle is over 10 years old or has more than 200,000 km, the contract will not cover additional costs because the €4,000 repair limit for the 24-month contract period has already been reached due to previous repairs.

Fragus is not responsible for costs that exceed the specified limits.

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.

The full terms and conditions are available from the retailer. We reserve the right to make changes to the product content and/or terms. We are not responsible for any typographical or printing errors in the brochure.



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.