

CONTENT OF THE CONTRACT

1. GENERAL

This is Fragus Group'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/yksityis-henkilö/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

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.

8E.1. THE FOLLOWING ELECTRIC DRIVE MOTOR COMPONENTS:

Electric drive motor or electric drive motors

8E.2. THE FOLLOWING ENGINE ELECTRONICS COMPONENTS:

Electric drive motor controller and mechanical drive direction selector

8E.3. THE FOLLOWING STEERING SYSTEM COMPONENTS:

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

8E.4. THE FOLLOWING BRAKE SYSTEM COMPONENTS:

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

8E.5. THE FOLLOWING POWERTRAIN COMPONENTS:

Driveshafts and their joints (excluding protective boots), gearbox in connection with the electric drive motor

8E.6. THE FOLLOWING BATTERY COMPONENTS:

Technical fault of the high-voltage battery or its capacity decrease exceeding 6% / 12 months, and the total capacity is below 70% (excluding other battery types, refer to section 9.)

8E.7. THE FOLLOWING CHARGING SYSTEM COMPONENTS:

DC/AC and DC/DC converter. Vehicle's internal high-voltage battery charger (excluding charging cables, charging port, charging cable lock, or external charger/charging station)

8E.8. THE FOLLOWING COOLING SYSTEM COMPONENTS:

High-voltage battery cooling system (excluding pipes, seals, hoses, or battery heating)

8E.9. THE FOLLOWING SAFETY DEVICE COMPONENTS:

Airbags, crash/acceleration sensors, as well as their cables and connectors. Seat belt locks and pre-tensioners. Steering lock, ignition lock, and key recognition device.

8E.10. THE FOLLOWING CABIN HEATING / COOLING SYSTEM COMPONENTS:

Heat management compressor, dryer, electronic control unit, fan motor, evaporator, control panel, cabin heater core, electric heating element (excluding pipes, hoses, seals, connections, disinfections, refills).

8E.11. THE FOLLOWING ELECTRICAL COMPONENTS:

Window regulators, central locking system, tailgate motor(s), sunroof motor, exterior mirror motors, cruise control, turn signals, wiper motors, and speedometer (excluding LEDs/bulbs/diodes/displays).

The content of the agreement when the vehicle is over 10 but under 20 years old and/or its mileage is over 200,000 km but under 300,000 km:

8E.B1. THE FOLLOWING ELECTRIC DRIVE MOTOR COMPONENTS:

Electric drive motor or electric drive motors

8E.B2. THE FOLLOWING ENGINE ELECTRONICS COMPONENTS:

The electric drive motor controller and mechanical drive direction selector.

8E.B3. THE FOLLOWING STEERING SYSTEM COMPONENTS:

The power steering pump, steering shaft, and steering gear (excluding pipes, seals, hoses, or position sensors).

8E.B4. THE FOLLOWING BRAKE SYSTEM COMPONENTS:

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

8E.B5. THE FOLLOWING POWERTRAIN COMPONENTS:

Transmission in connection with the electric drive motor

9. EVENTS, ACTIONS, AND EXPENSES NOT COVERED BY THE AGREEMENT

The agreement covers only the components defined in section 8. It does not cover consequential damages caused by non-covered components or consequential damages caused by covered components. If a broken or faulty component is not specified in section 8, then it is not included in this agreement.

The following events, components, or faults are not covered by the agreement:

- Stretching, wear, or fraying of chains and belts, as well as their tensioners, idlers, or rollers.
- Full electric vehicle high-voltage battery capacity decrease of 6% or less / 12 months, replacement of high-voltage battery with a capacity of 70% or more, water ingress into the high-voltage battery, battery compartment.
- Capacity decrease of the full electric vehicle high-voltage battery without a written capacity test conducted during the activation of the Agreement.
- Wires and connectors (except as specified in section 8E.9), other than those specified in section 8, batteries, relays, remote controls, fuses, pipes and hoses, and their connections.
- Wear, maintenance, or other upkeep, adjustments, updates (except as provided in section 8.1), inadequate maintenance, overheating, fire, water damage, corrosion, or other contamination, freezing, structural or software changes or resulting faults, user error, leakage, faults or damage caused by external factors, product improvements, faults covered by factory warranties, insurance, and similar liability bases.
- Indirect costs, such as replacement vehicle, towing, accommodation, or any other expense unrelated to the repair itself. Rental car and towing can be included in the Agreement as a paid additional service.
- Faults present in the vehicle before the activation of the Agreement.

10. REPAIR LIMITS

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

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

When the vehicle is 11–20 years old and mileage is 200,001–300,000 km, the repair caps are:

- 12-month contract term €3,000
- 24-month contract term €4,000
- 36-month contract term €5,000

The current age and mileage of the vehicle when the fault is reported to Fragus determine which repair cap applies. For example, with a 24-month contract term, if the vehicle is under 10 years old and driven under 200,000 km and has already been repaired for €4,000, and a new fault occurs when it's over 10 years old or driven over 200,000 km, then the Agreement cannot incur further costs because the €4,000 repair cap for the 24-month contract term has already been reached due to previous repairs.

Fragus is not responsible for costs exceeding the limits presented above.

11. PERSONAL DATA REGISTER

The register description can be found at fragus.com/fi/tietosuojakaytanto-gdpr/. By activating this Agreement, the Customer consents to the collection and storage of the information provided in the register description and agrees to allow the use of the provided information in accordance with the register description.

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