



## WHAT WE COVER

You have to make sure your vehicle is serviced and maintained correctly and has no known faults when you take out the cover, and we'll protect you against any unexpected sudden failures of the listed covered parts. It's as simple as that.

We have designed this product to cover the cost of repairing your car when something goes wrong. No one wants to pay a repair bill that always seem to happen at the wrong time. We will cover you if a part stops working due to a sudden mechanical failure and needs a repair or replacement before it will work.

## WE COVER MORE PARTS AS STANDARD

We constantly look at our competitors and we aim to cover more parts as standard. We have made it simple and easy to follow with a minimum number of upgrades needed to give you the best value for money.

## WHAT MAKES AND MODELS ARE INCLUDED

With so many different manufactures in the market today, we cover all the mainstream vehicles with very few exceptions.

## REPAIRS AT A LOCAL GARAGE

You can use any VAT registered repairer of your choice. Or, if you prefer, we can assist you to find a repairer near you.

## PROTECTION UP TO THE RETAIL PRICE OF YOUR MOTORHOME WHEN YOU CHOOSE OUR GOLD WARRANTY

Your vehicle will depreciate over time, but the value and use of our Essential cover plan doesn't. The value of your vehicle is locked in from day 1.

## NO LIMIT TO THE NUMBER OF REPAIRS

We do not limit the number of repairs on your vehicle, this is up to the value of your vehicle and is locked in from day 1.

## NO CONTRIBUTION FROM YOU TOWARDS REPAIR COSTS

We do not limit the number of repairs for your vehicle, this is up to the value of your vehicle and is locked in from day1. This is subject to the benefit level you have chosen, and some additional parts are capped.

## OUR AIM

We use plain English and want to offer our customers a simple and easy to understand product. We don't have lots of different levels, and we don't charge you extra for the things that you would want covered as standard.

Warranty my motorhome	Maximum Claim Benefit
ABS (anti-lock braking system)	Yes
Air conditioning	£500
Air conditioning re-gas*	£50
ARC (anti-roll control bar)	Yes
Battery cover (first 6 months)	£75
Electric and hybrid vehicle high voltage battery	£750
Casings (if damaged by an internal component)	Yes
Catalytic converter	£500
Central locking motors	Yes
Clutch	£250
Consequential damage*	Yes
Cooling systems	Yes
Diagnosis*	Up to 1 hours
DPF (diesel particulate filter) – repair or replace	£500
Drive train	Yes
Dual mass flywheel	Yes
ECU (electronic control unit)	Yes
Engine	Yes
Fuel systems	Yes
Fusebox and relays	Yes
Gearbox (manual and automatic)	Yes
Injector cover	£250 (maximum of two)
Instrument gauges	Yes
Multimedia/Sat-Nav (factory fitted including touchscreens)	£750
Remote key fobs or cards (electrical failure)	£200
Power steering (electric and hydraulic)	Yes
Software update/re-programming*	£125
Sundries (i.e. oil, filters, anti-freeze)*	£100
Turbo and superchargers (factory fitted)	Yes
Vehicle hire (24 hours after claim has been accepted)*	£40 (maximum 5 days)
EGR valve	£350
Wheel alignment*	£50

\* As part of a valid claim



#### **Clutch**

Release (thrust) bearing, clutch plates, master and slave cylinders, clutch cable, (excluding lack of lubrication, worn or burnt out plates).

#### **Gearbox**

The following internal mechanical parts are covered: gears and gear clusters, selectors and shafts, selector drum, bushes, ball, roller and needle bearings, internal chains, shafts and servos.

#### **Shaft Drive**

Shafts, universal joints and couplings, bearings, rubber couplings (excluding gaiters).

#### **Wheel Bearings**

Front and rear wheel bearings.

#### **Front Suspension**

Head stock bearing, yokes (excluding pitting), telescopic forks including seals and springs.

#### **Rear Suspension**

Springs, shock absorber(s) including remote reservoir (excluding pipes), swinging arm bearing and bushes.

#### **Braking System**

Brake master cylinder, calipers (excluding corroded or seized parts).

#### **instruments (mechanical failure only)**

Speedometer head, tachometer, fuel or temperature gauge.

#### **Electrical System**

Alternator/generator, voltage regulator, rectifier, starter motor, indicator relay, electric radiator fan and temperature sensing switch, oil pressure sensor, indicator, fuel tank sender unit, horn, rear wiper motor, sunroof motor, coil pack, central locking motor, electric window lift motor.

#### **Engine**

Cylinder block or barrels and crankcase assemblies (excluding cracks and porosity) crankshaft bearings, big end bearings, small/little end bearings, oil pump, con-rods, gudgeon pins, pistons, piston rings, cylinder bore (excluding cracks and porosity) cylinder head (excluding cracks and porosity) cylinder head gasket, rocker shafts, rocker arms, camshafts and cam followers, camshaft bearings, push rods, inlet and exhaust valves, valve springs, valve guides (excluding two stroke power valve assemblies), timing gears, flywheel (excluding overheating, reseating, de-coking, burnt, pitted and sticking valves).

#### **Timing Chains and Belts**

If the timing belts or chains have been changed in accordance with the time/mileage requirements specified by the manufacturer they will be covered against Mechanical Breakdown.

#### **Cooling System**

Water pump, engine thermostat and housing, engine temperature sensor, engine oil cooler, radiator, heater matrix.

#### **Fuel System**

Fuel lift pump (mechanical or electrical), petrol injection pump, carburettor, idle control valve

#### **Engine Management System**

Engine Electronic Control Unit (ECU).

#### **Ignition System**

CDI unit (electronic ignition), electronic ignition module, ignition coil.

#### **Casings**

Consequential damage to casings caused by the failure of a covered component will constitute part of the total claim.

## **CLAIMS PROCESS**

**Step 1.** If you have a fault with your vehicle please arrange to take it to a reputable VAT registered repairer. If you are unsure of who to use for your repair then please telephone our claims team on **0333 242 7644** who will be happy to guide you to a local repairer.

**Step 2.** Provide your repairer with a copy of your cover document and ask them to call us on **0333 242 7644** or email us on **admin@warranty.co.uk**, preferably after diagnosis has taken place (customer is responsible for giving permission for initial diagnosis and estimate).

**Step 3.** It may be necessary for parts to be dismantled. If we approve your repair, we will pay for this work up to the amount shown in the agreement table. If we do not approve the repair then you will be responsible for the costs involved.

**Step 4.** If in the event we approve the repair, we will issue a repair confirmation from. PLEASE NOTE: your excess amount (shown on your agreement certificate) will be deducted from the overall amount we agree to pay. You will be responsible for paying any further amount required by your repairer.

**Step 5.** Once a repair authorisation form has been issued, it remains valid for a period of 3 months. After this period, the repair authority is automatically withdrawn and you will be unable to claim for the repair. (Please refer to point 18 in the Terms and Conditions)

What to do with your invoice:

(a) Ensure that the repair authorisation number is clearly marked on the invoice

(b) Ensure any service invoices are included (if requested) (c) State clearly

who we are to pay

(d) Send to the following address:

Warranty my at 2020 Warranty Ltd,  
Unit 8,  
Avenue Business Park,  
Elsworth,  
Cambridgeshire,  
CB23 4EY.

Or email us on: [admin@warrantymy.co.uk](mailto:admin@warrantymy.co.uk)

**PLEASE NOTE:**

For a valid claim to be considered all information must be received prior to the expiry date of the agreement.

1. You will be responsible for any excess (shown on your cover document) and any work completed which was not authorised or covered by this agreement.
2. If a repairer has been instructed outside of our network, then please make sure the repairer contacts us before any works are carried out so we can advise them of the correct procedure and the invoicing arrangements if authorised.
3. Failure to follow the claims procedure will result in the claim being rejected.