

VAN M NSTER

Major Component **Protection Scheme**



In partnership with **fleet technique** 

Introduction

Dear Customer

Thank you for buying your used van from Van Monster.

On behalf of Van Monster and in partnership with our associated company Fleet Technique Ltd ("Fleet Technique Ltd"), your vehicle is supplied with a Major Component Protection Scheme ("The Scheme"), aimed at limiting the cost and inconvenience associated with the unlikely event of a major component failure.

We all know you cannot predict the unexpected, so in the unlikely event that you experience a breakdown Van Monster, in conjunction with Fleet Technique Ltd, will protect your vehicle against any major component failure for the first 3 months or 3000 miles.

If you need further information please contact Fleet Technique Ltd on **0844 391 0989**.

Thank you

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Please retain this booklet within the vehicle at all times

1. The Scheme

The Scheme is aimed at limiting the cost and inconvenience associated with the unlikely event of major component failure.

The term 'Major Component Failure' is defined as:

The sudden and unforeseen breakage of an item listed in section 5 of this agreement verified by the Validation Certificate issued by Van Monster.

Failure or breakage, the proximate cause of which is wear and tear, or items which may be considered to have come to the end of their normal life expectancy, are specifically excluded from coverage afforded by this scheme.

The scheme covers the components listed in sections 5 for a maximum of 6 months from the purchase commencement date or for 6,000 miles from the purchase/commencement mileage (whichever occurs first).

This agreement is not transferable.

All claims must be registered with Fleet Technique prior

2. Important Information

The Scheme does not come into effect until the following details have been provided and the form at the front of this booklet has been completed.

- Vehicle registration number
- Purchase / Commencement Mileage
- Purchase / Commencement date
- Owners Name
- Owners address
- Van Monster contact name and contact number

3. Claims Procedure

Claims **MUST** be registered with **Fleet Technique Ltd** on **0844 391 0989** prior to any work being carried out.

In the case of a valid claim, Fleet Technique Ltd will nominate the repairing agent from its national network of preferred repairers, with whom it operates a trading account and service level agreement.

In all cases and prior to any repairs being carried out, Fleet Technique Ltd must authorise costs and issue an authority number. Failure to do so will invalidate the claim.

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to any work being carried out Tel: **0844 391 0989**

4. Conditions

4.1 No repairs are to be commenced without the prior authorisation of Fleet Technique Ltd.

4.2 The Customer will be responsible for settling all of the repair costs with the repairer should it be identified as part of the claim that the repairs are not covered under the terms of this agreement.

4.3 Van Monster or Fleet Technique Ltd reserve the right to examine the vehicle and/or damaged parts prior to any rectification work being undertaken. No claim will be considered where it is established by an independent engineer that the faults were caused by a lack of servicing and/or maintenance. Should the independent engineer be unable to carry out their assessment for any reason, other than their own reasons, then the responsibility for arranging a further inspection with that engineer, and payment for same, will be the responsibility of the customer.

4.4 The maximum liability of Van Monster for repairs under this agreement shall not exceed £1000 per claim. There is no limit to the number of claims. However, Van Monster reserve the right to exchange the vehicle (like for like) if in the opinion by Van Monster, it is not cost effective to carry out the repairs.

4.5 The terms of this agreement cannot be altered or amended without the written consent of Van Monster or Fleet Technique.

4.6 The benefits of this agreement may not be assigned by the customer without the written consent of Van Monster.

4.7 No claim may be brought under this agreement if the customer has not continued to service and maintain the vehicle in accordance with the manufacturers recommendations.

This agreement is not transferable.

All claims must be registered with Fleet Technique prior

5. Major Components protected

The following components are covered against failure. Please note that parts not listed are specifically excluded.

ENGINE: Big end bearing, con rods, crank shaft, camshaft, cam followers, cylinder bores, cylinder head, head gasket, flywheel, main bearings, inlet valves, exhaust valves, valve guides, pistons and rings, tappet gear, timing chains and belts, tensioners, and gears, pulleys and associated damage (including alternator), viscous fans, gaskets and oil leaks (whole engine unit), starter ring gears, oil pump, gudgeon pins, small end bearings, valve springs, valve collets, rocker shafts, all internal bushings, EGR valves, turbo, turbo waste gates, all engine sensors, turbo pipes and associated parts, DPF filters, lack of power issues, VAC pump, front and rear crank seals, cooling system and associated parts including damage, water pump, thermostat, air conditioning pump, pipes and seals, engine mountings.

Excluding lubricants, filter elements and frost damage.

GEARBOX: Gears, synchromesh hubs, selectors, shafts, input shaft, lay shaft, main shaft, reverse idler gears, reverse idler shaft, selector forks, all bearings and bushes, external linkages, oil seals.

AUTOMATIC TRANSMISSION: All gears, clutches, brake bands, valve block, oil pump, drive plate, pinion carrier, sun gear, reverse sun gear, internal shafts, unidirectional clutch, bearings and bushes, external linkages, adjustments and electrics.

TORQUE CONVERTOR: Casings, impellor, blades, master splines and drive.

CLUTCH Flywheel, clutches (one claim only), clutch plate, clutch cover, clutch slave cylinder, clutch master cylinder, thrust bearings and/or release bearing.

First 30 days only.

DIFFERENTIAL: Front & rear axle, bearings, crown wheel and pinion, gears, shafts, bearings and bushes, planet gears, planet carriers, thrust washers and oil seals.

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DRIVESHAFTS: Half shafts, front and rear wheel external drive shafts, universal joints, constant velocity joints and couplings, rubber boots.

PROPSHAFT: Propshaft, universal joints, bearings and seals.

ELECTRICS: Starter motor, alternator, alternator bearings, regulator, wiper motors (front and rear), heater fan motor, heater plugs, fuel and temperature gauges, heater controls, audio, central locking, electric windows.

All other parts associated with the electrical system are specifically excluded.

FUEL SYSTEM: Injector pump, fuel pump, injectors and associated parts.

STEERING: Steering racks, power steering unit, pump and pressure pipes.

BRAKING SYSTEM: Servo unit, master cylinder, brake callipers including seals and pistons, wheel bearings, ABS unit, brake master cylinder.

TAIL LIFT: Tail lift mechanism, motor, torsion bar.

First 30 days only.

TIPPER GEAR: Hydraulic ram, motor.

First 30 days only.

DIAGNOSTIC: A provision of £100.00 towards diagnostic work (mechanical and electrical).

FREE BREAKDOWN RECOVERY: Up to 100 miles.

All claims must be registered with Fleet Technique prior

6. Exclusions

This Scheme does not cover:-

- 6.1** Loss of earnings incurred due to breakdown.
- 6.2** Where the odometer has been tampered with altered or disconnected.
- 6.3** Repairs, replacements or alterations not authorised by Van Monster or Fleet Technique Ltd experimental equipment, routine servicing or maintenance, or vehicles in any way modified from the manufacturers specifications, or any faults that can be attributed to the quality or the type of fuel being used.
- 6.4** Any vehicle used in any sort of competition, racing and rallying.
- 6.5** Any parts which have not actually failed, parts replaced or reported during routine servicing and/or maintenance, parts which can be considered as having inherent design faults, subject to manufacturers recall, or claimable under any existing insurance, warranty or guarantee.
- 6.6** Any consequential loss of any nature arising directly or indirectly from the claim or event, giving rise to a claim under this warranty.
- 6.7** Any damage resulting from an accident.
- 6.8** Any damage resulting from an act of vandalism.
- 6.9** Any damage resulting from the negligence or default of the customer.
- 6.10** The scheme does not cover the cost of any courtesy or hire vehicle.

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7. Manufacturer Warranty - Breakdown

Your vehicle may still be covered by the manufacturer's warranty. If that is the case, a claim can be made under the manufacturer's warranty rather than under this scheme.

Details of that scheme should be available in the vehicle handbook, together with the relevant telephone number to call.

8. Free Breakdown Cover

Your vehicle is also covered for breakdown and recovery should the need occur, we have registered your vehicle with the RAC for the period of 3 months or 3000 miles from the moment you took delivery of your vehicle.

The maximum recovery distance is 100 miles from the location of your breakdown.

If the vehicle has breakdown & recovery cover under manufacturer's warranty we will refer your call to the relevant breakdown company.

9. Service History

Date of service:.....

Type of service:.....

Place of service:.....

Date of service:.....

Type of service:.....

Place of service:.....

If you are in need of breakdown assistance please call

VAN MONSTER

Lancaster Road
Carnaby Industrial Estate
Bridlington
East Yorkshire
YO15 3QY
Tel: 01262 402 221

VAN MONSTER

1177 Coventry Road
Hay Mills
Birmingham
B25 8DF
Tel: 0121 772 8226

VAN MONSTER

Clacton Road
Frating
Colchester
CO7 7DW
Tel: 01206 255 063

VAN MONSTER

200 Aylestone Road
Leicester
LE2 7LF
Tel: 0116 249 5300

VAN MONSTER

85 Main Street
Newmains
Wishaw
(near Glasgow)
ML2 9BG
Tel: 01698 383 300

VAN MONSTER

675 Leeds Road
Outwood
Wakefield
WF1 2LU
Tel: 01924 824 450

VAN MONSTER

Athlone Road
Warrington
WA2 8JJ
Tel: 01925 424 070

VAN MONSTER

23 Allington Way
Yarm Road Business Park
Darlington
DL1 4QB
Tel: 01325 390 900

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