

UNSTOPPABLY **MOBILE.**

The MAN uptime guarantee for your used MAN truck from MAN TopUsed.





MAN UPTIME GUARANTEE. YOUR BENEFITS.

1.

Maximum mobility and reliable readiness.

Mobility and reliability are essential! That is why our MAN uptime warranty ensures that your used MAN truck is reliably ready so that you can stay mobile in more than 30 European countries.

2.

Swift roadside assistance.

Relax: In the event of your MAN developing a technical fault, our experienced mechanics are quickly and reliably on the scene. Thanks to a dense network of MAN service outlets across Europe, you generally don't need to wait very long. In addition, our MAN service outlets have particularly long opening hours and are also on hand to assist you during the night or at the weekend, if necessary. We will fix your truck on-site or take it to the nearest MAN service outlet.

3.

Optimal economic security.

We know that every minute counts when you're working – which is why we lose no time in repairing your truck and getting you back on the road. Depending on the extent of the necessary repairs, you will either receive a replacement vehicle or compensation for the downtime.

The bottom line: Unstoppably mobile.



SERVICES. YOU CAN COUNT ON THESE CONDITIONS.

With the MAN uptime guarantee, we are always there for you to make sure you can continue your journey. This is the best prerequisite for ensuring a good feeling whenever you are on the road. That is precisely why we provide the following services:

Service	Requirements	Service Limitations	Further Criteria
Roadside breakdown assistance	Breakdown due to a technical fault	Small parts up to EUR 50	Callout with no time limit
Towing to the nearest MAN service outlet	Roadside repair not possible	No value limitation	-
Replacement vehicle	Repair cannot be completed on the day of breakdown	Up to EUR 180 per day (TGM, TGX/S), Up to EUR 130 per day (TGL)	Not in combination with the compensation, max. 14 days
Downtime compensation	Repair cannot be completed on the day of breakdown	Up to EUR 180 per day (TGM, TGX/S), Up to EUR 130 per day (TGL)	Provided no replacement vehicle is available, not in combination with the replacement vehicle, max. 14 days



REPAIRS. WE GIVE EVERYTHING FOR YOU AND YOUR TRUCK.

Reliable breakdown assistance at all times.

Wherever you happen to be on the road, the nearest MAN service outlets is never far away thanks to our extensive service network. It only takes one call to the standard Europe-wide MAN Mobile24 hotline and our experts will organize everything else for you: Swift roadside assistance or repairs, transport to the nearest MAN service outlets, and further repairs. **You can always count on it.**

All in dependable MAN quality.

The immediate availability of all the necessary spare parts is essential for a swift repair. We guarantee precisely this, using only MAN Genuine Parts that come with a two-year warranty. Efficient parts management ensures that 80 percent of all relevant spare parts are constantly available in our service outlets. We source special parts within one week.



Assistance around the clock:

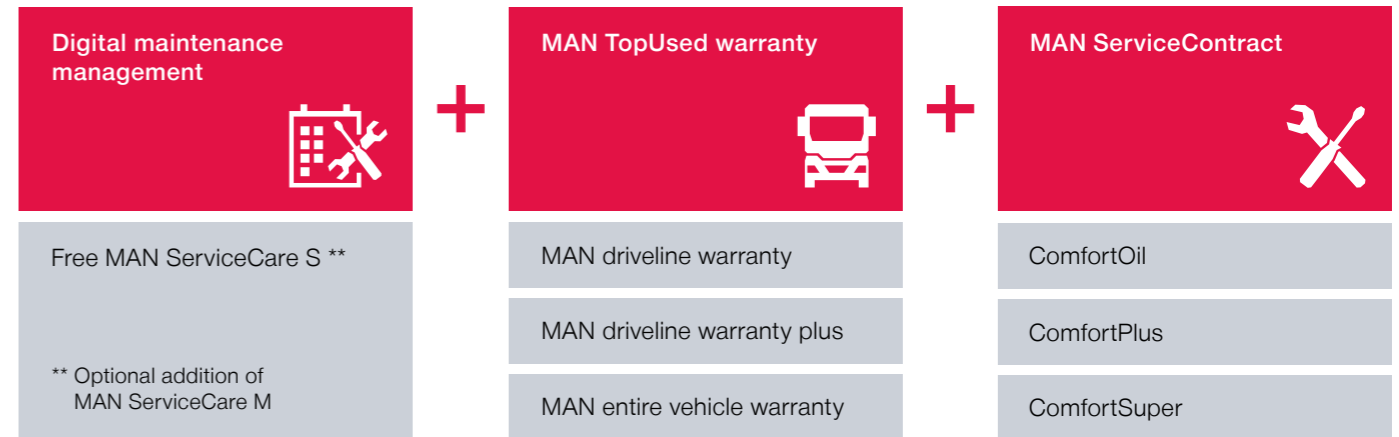
00800 MOBILE24



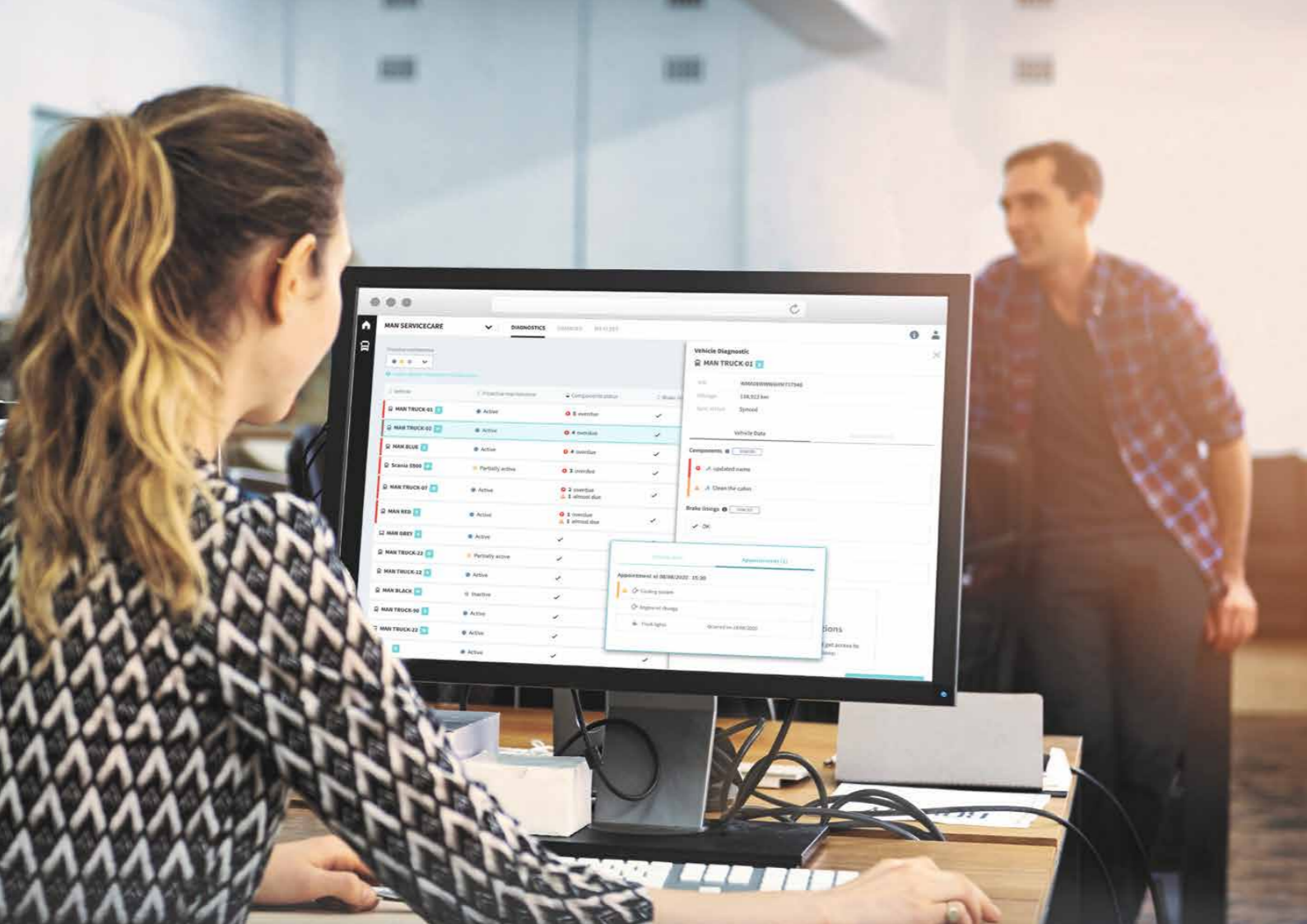
THE ESSENTIALS OF THE MAN UPTIME GUARANTEE.

You can get the MAN uptime guarantee for your used MAN TGL, TGM, TGX, or TGS for a period of 6, 12, 24, or 36 months. This requires the activation of the free MAN ServiceCare S option in combination with a MAN ServiceContract and a MAN TopUsed warranty.*

The following options are available to you:



* The MAN TopUsed warranties and MAN ServiceContracts are chargeable services for which a separate contract is concluded. The MAN TopUsed warranty is subject to inspection of the vehicle for warranty suitability by MAN TopUsed.



MAN SERVICECARE S. YOUR FIRST STEPS INTO DIGITAL MAINTENANCE AND REPAIR MANAGEMENT.

With MAN ServiceCare S, the free service from MAN, you and your MAN service outlets can keep track of the condition of your MAN truck at all times. As soon as one of your MAN vehicles requires maintenance work, your MAN service outlets will proactively get in touch with you to arrange the upcoming workshop visit.

You can view upcoming appointments along with any damage reports and parts that need maintaining on the RIO platform at any time with MAN ServiceCare S. By planning ahead, appointments can be intelligently consolidated and service needs easily combined. **You thus benefit from maximum vehicle availability and also save time and administrative work.**

MAN ServiceCare S in just a few steps:

-  1. Fit the RIO box to your vehicle, if not already available.
-  2. Visit the MAN Marketplace for information: www.man.eu/marketplace
-  3. Visit **MAN ServiceCare S** on the Marketplace and register on the RIO platform.
-  4. Vehicle and maintenance information is sent via mobile data transfer to the RIO cloud.

Find out more or register now:






EXCLUSIONS.

Costs for maintenance and repair work on MAN trucks or equipment, fittings, conversions, and bodies will not be met unless they are expressly covered by the MAN uptime warranty. The MAN uptime warranty does not cover breakdowns due to damage for which the manufacturer cannot be held responsible.

- Damage caused by repair/maintenance work that is improper, late, or has not been carried out
- Damage caused by failure to adhere to legal or MAN specifications/guidelines and by changes to the vehicle or fittings/bodies that have not been authorized by the manufacturer and/or legislation
- Secondary damage that is attributable to damage to the tires, balancing weights, or a faulty trailer/semitrailer or expenses due to damage to the goods being transported
- Damage caused by circumstances for which MAN is not responsible, such as an accident, intent, force majeure, etc.

You can find a detailed list of exclusions on our website.



DO YOU NEED FURTHER INFORMATION OR DETAILS? WE ARE HERE FOR YOU.

We welcome your interest and your questions. Furthermore, we have comprehensive information about the individual products for you.



Are you looking for a personal contact person close to you?

No problem. You can find your nearest MAN TopUsed center by using our location search function.



Do you want to benefit from greater planning certainty and find out more about our service contracts?

You can find further information about the right MAN ServiceContract on our website.





Simply scan the QR code
with your smartphone for
further information.

MAN Truck & Bus SE

Postfach 50 06 20

D-80976 München

www.topused.man.eu

Edition 07/2021 · Printed in Germany

Text and illustrations are non-binding. We reserve the right to make modifications for reasons of technical progress. All specifications in this publication represent the status at the time of going to press.

MAN Truck & Bus SE – A member of the MAN Group