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PLATINUM PLUS

Maintenance & Breakdown Care

WE LOVE CARS

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RAC

RAC Warranty

Platinum Plus Maintenance and Breakdown Care

The Agreement is provided by The Warranty Group Services (Isle of Man) Limited (we/us/our). TWG Services Limited (the Administrator) administers the Agreement on behalf of the Provider.

What the Agreement provides

We aim to provide a safe, high quality service to maintain and repair your vehicle for the period selected.

What is included in the Agreement

The Agreement is for maintaining and repairing your vehicle and includes:

Periodic Maintenance Inspection

One maintenance inspection of your vehicle during the term of the Agreement and annually thereafter for agreements of more than one year. Your Supplying Dealer will complete the periodic maintenance inspection after you purchase your Agreement for your vehicle. If, however your Supplying Dealer is unable to perform the periodic maintenance inspection, please contact the Administrator for details of our preferred repairer. The Supplying Dealer or our preferred repairer will complete a Periodic Maintenance Inspection Form to show you what he or she has checked.

Maintenance

Labour and parts costs for repairs to maintain your vehicle if an included part suffers a failure to perform its function (including maintenance repairs required following a manufacturer's service), up to the repair value selected at time of Application and subject to the Maintenance and Repair Conditions.

Breakdown

Labour and parts costs for included parts in the event of a breakdown which immobilises the vehicle, up to the repair value selected at time of Application and subject to the Maintenance and Repair Conditions.

The Agreement does not include the following:

Design or existing faults

Accidental damage

Diagnosis

Consequential damage

Consequential damage is not included if it is reasonable for us to conclude that further damage has been caused by your failure to take preventative steps or to notify us after the initial failure of a component (for example, the vehicle being driven with a defective part) and any loss arising from:

1. excluded parts;
2. incorrectly fitted parts;
3. insufficient servicing;

Dismantling

We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the maintenance (as included under section D) or repair request (as included under section E).

What parts are included?

As part of the Agreement we include maintenance due to failure of certain parts, including maintenance repairs required following a manufacturer's service. A failure is the failure of a component to perform its normal function. The Agreement also includes repairs due to a breakdown. A breakdown is the failure of a component which results in the immobilisation of the vehicle.

All mechanical and electrical parts

All mechanical and electrical parts are included for failure to perform their normal function or breakdown together with:

We include failures of listed parts that have reached the end of their working lives up to 8 years and / or 80,000 miles at the time of the repair request.

Turbo/Supercharger (Factory fitted)

Failures due to carbonisation are covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim.

Catalytic Converter & Diesel Particulate Filter (DPF)

Air Conditioning / Climate Control (Factory fitted)

Infotainment / Multimedia unit and ICE (up to a maximum of £500 per repair request)

Key Remote Fobs and Key Cards (up to a maximum of £100 (inclusive of VAT) per repair request).

Timing belts

Provided there is proof that the manufacturer's replacement recommendations have been complied with and they are free from oil contamination.

Casings

Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts. The above parts are included providing the conditions of this Agreement including servicing requirements are complied with.

Diagnostics

In the event of a valid repair request we will pay up to £50 (including VAT) or 1 hour whichever is lower value.

Parts which are not included:

General

- (i) All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weatherstrips, rubber seals, sheet metal, sun roof guides, seats (including all internal electrical/mechanical components), carpets, seat belts and pre-tensioners, wiper arms/blades /washer jets, wheels and tyres, wheel alignment/tracking/balancing adjustments.
- (ii) On convertible vehicles the roof together with pumps, motor mechanisms and any retractable panel/mechanism are not included.
- (iii) Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs/glow plugs, Electrical leads and all filters.
- (iv) Any item or accessory not in the manufacturer's original specifications.

Working materials

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the failure of an included part.

Clutch

Where the failure is due to the clutch having reached the end of its normal working life where the vehicle is over 8 years and / or 80,000 miles at the time of the repair request, or the clutch is burnt out.

Brakes

Brake discs, brake pads, brake linings/shoes.

Contaminated fuel

The clearing of fuel lines, filters and pumps/ injectors.

Electrics

Bulbs, LED, High Intensity Discharge (HID), lamps/lenses (other than electrical failures of main headlight units), batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, in-car telephones and portable satellite navigation systems.

Miscellaneous items

Air conditioning recharging, ECU reflashes/upgrades, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank and fuel lines, corrosion, rubber hoses, metal pipes or plastic pipes and unions, core plugs and air bags.

Extensions to the Agreement

If we accept a maintenance or repair request for failure of parts or a breakdown, you may also be entitled to the following benefits, but the amount we will pay must not exceed the repair value selected by you at the time of Application, you must always get our prior authorisation for these costs.

1) Vehicle Hire

We will pay up to £50 per day including VAT for a maximum of 7 days. Vehicle hire is only available when the Autodata recommended repair time exceeds 8 hours. You will be reimbursed on receipt of a bonafide car rental agreement. The period of hire does not include delays while awaiting the start of maintenance or repairs or delivery of parts.

2) Recovery

If the vehicle is immobilised we will pay for towing charges up to £50 including VAT.

Provider

The Warranty Group Services (Isle of Man) Limited, of St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. Registered Number 094279C.

Administrator

The Agreement is administered by TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF. Telephone: 0330 100 3728. This is a private company limited by shares and incorporated in England.