



Scania MAX 24

Terms and Conditions

Scania MAX 24 is designed to ensure that any Scania vehicle covered by Scania MAX 24 and involved in a roadside breakdown in the UK **caused by the failure of a Scania product** is provided with a quick and efficient repair at a Scania authorised dealer in the UK.

Scania will cover the cost of repairing the vehicle at the roadside (UK only) or recovering the vehicle and repairing it at a Scania authorised dealer in accordance with these terms (certain exclusions apply – see item 4 of your responsibilities).

If there is a delay in getting your vehicle back on the road due to insufficient labour or parts, Scania (Great Britain) Limited (“**Scania**”) and its dealer network will, subject to these terms and conditions, provide you, the customer, with a replacement vehicle or reimbursement contribution towards replacement vehicle costs:

- up to a maximum of £150 per day (**trucks**); and
- up to a maximum of £250 per day (**bus and coach**).

The above rates are correct at the date of publication of these terms and conditions but are subject to change by Scania.

Our responsibilities:

1. Scania MAX 24 is valid for all Scania vehicles with a valid Scania Repair and Maintenance Contract or Scania Contract Hire Agreement.
2. Scania MAX 24 covers any involuntary stop* (vehicle roadside breakdown only) due to technical defects on the Scania chassis (and failure of a vehicle’s air conditioning or door system which results in VOR – bus and coach) (see item 1 of your responsibilities).
3. If the vehicle cannot be repaired at the roadside (which is likely to be the case for electric vehicles), or if repairs are unwise Scania

Assistance will arrange for the vehicle (including any vehicle trailer and load, unless otherwise agreed) to be taken to the authorised Scania dealer located closest to the location of the involuntary stop (unless another location is agreed by Scania Assistance). The customer shall be responsible for the security and onward movement of any vehicle trailer and load.

4. Scania MAX 24 is valid at all authorised UK Scania dealers.
5. When a Scania MAX 24 repair order is placed, we, or the authorised Scania dealer, will endeavour to get the vehicle back on the road within 24 hours of the commencement of the standstill period.
6. The standstill time is counted from the time Scania Assistance confirms acceptance of the breakdown or repair with the authorised Scania dealer. See item 2 of your responsibilities.
7. These terms and conditions outline the UK version of Scania Max 24 and apply in the UK to Scania vehicles purchased in the UK only.
8. The Scania MAX 24 reimbursement is paid towards the cost of a replacement vehicle after a period of 24-hours immediately following the commencement of the standstill period has expired (e.g. 0 to 24hrs = £0.00, 24+hrs = reimbursement payable where a replacement vehicle has not been provided). Scania MAX 24 cover is available 365 days per year, excluding public holidays, and is payable in 24-hour increments thereafter until the vehicle repair is completed. The reimbursement is payable by the repairing dealer to the customer.

For trucks: if Scania is unable to provide a replacement vehicle of similar specification** from Scania Truck Rental, reimbursement will be provided based on the daily or weekly rates available from Scania Truck Rental of similar specification vehicles (subject to the maximum contribution referred to below). Further, should Scania Truck Rental be unable to supply a suitable vehicle, Scania may (subject to the provision of supporting evidence of the incurrance of such third party costs on request) reimburse to the customer its hire costs incurred in respect of a replacement vehicle and/or any down time costs, subject always to the maximum



daily rate of £150.00 after taking into account any reimbursement payment payable.

For bus and coach: Scania will (subject to the provision of supporting evidence of the incurrance of such third party costs on request) reimburse to the customer its hire costs incurred in respect of a replacement vehicle and/or any down time costs, subject always to the maximum daily rate of £250.

Your responsibilities:

1. Standstill and breakdowns due to accidents, damage, misuse, fire, tampering with electronic control devices, speed limiter interruption, windscreen damage, non-genuine Scania products and items not fitted by Scania (Great Britain) Limited, or an authorised Scania dealer are not covered by Scania MAX 24.
2. All vehicle breakdowns covered by Scania MAX 24 must be reported to and actioned by Scania Assistance (contactable by phone on 0800 800660).
3. It is the responsibility of the customer to inform Scania Assistance or the repairing authorised dealer that the repair is covered under Scania MAX 24 within the first 24 hours of the vehicle roadside breakdown. Failure to do so may, at our discretion, result in your Scania MAX 24 cover being invalid, or the amount of any reimbursement contribution payable being reduced.
4. The customer is liable for all costs associated with any repair (including vehicle recovery costs and the labour and parts relating to the repair) following an involuntary stop if the breakdown repair is not covered by the Terms and Conditions of Scania's Warranty or any Scania Repair & Maintenance Agreement or Scania Contract Hire Agreement relating to the vehicle.
5. The customer shall accept the method of repair, which may occasionally be more expensive in consequence of overtime work (including bank holidays) and the use of replacement units. A temporary repair may have to sometimes be accepted; the repairing dealer will determine the method of repair and if a temporary repair is appropriate or necessary.

Scania Truck Rental phone 01908 210210

*An involuntary stop is when a vehicle suffers a roadside breakdown in the UK resulting in the vehicle having to be supported or recovered to an authorised Scania dealer, including any "limp home" instructions issued by Scania Assistance. All roadside failures must be actioned by Scania Assistance.

**Similar specification for this purpose includes different fuel types. Scania will endeavour to provide an electric vehicle as a replacement of an electric vehicle that suffers an involuntary stop, however, due to the limited stock of electric vehicles, this may not be possible. Scania may provide an internal combustion engine as a replacement of an electric vehicle.

Publication Date: 14 December 2023