



The most advanced vehicle care program in the UK

momentum Warranties



We offer a high quality vehicle maintenance, repair and service plan, which keeps you safe and your vehicle secure. Benefits are flexible and respond to your needs. It includes a pre-delivery inspection, with subsequent annual inspections and cover for loss caused by mechanical and electrical failure, towing in charges and the vehicles first service.

If you have any questions about this product, please contact us on 0333 101 4443 or support@momentumwarranties.co.uk.

PLAN BENEFITS

We aim to deliver the benefits under your plan as quickly as possible so that your vehicle is kept on the road.

We are proud of the quality of our inspections, repairs and vehicle servicing carried out by our national network of mechanics and garages. If you have any questions or complaints about the service that you have received under your plan, please contact us on 0333 101 4443 or support@momentumwarranties.co.uk.

Contents:

Care Standards - Customer Care:	Page 3
Pre - Delivery Inspection	Page 3
Annual Maintenance Inspection	Page 4
Pre - Delivery inspection certificate	Page 5
Annual Maintenance and Service inspection certificate	Page 5
Your Obligations	Page 6
Electric (EV) & Hybrid Vehicle Optional additional cover section	Page 7
Plan cover level - 1	Page 8, 9
Plan cover level - 2	Page 10, 11
Plan cover level - 3	Page 12, 13
What to do if repairs are required	Page 14, 15
Service Plan	Page 16
48-Point Full Service 1	Page 17
72-Point Full Service 2	Page 18
What to do if a Service is required	Page 19
Definitions	Page 20, 21
Customer service / Complaints	Page 21
Momentum Warranties Ltd Privacy Notice	Page 21

Welcome to Momentum Warranties

We pride ourselves in an outstanding level of service and are delighted to welcome you as a customer. This booklet shows what is covered and what is not included within the coverage of the Plan. Please read this document carefully as it is important that you understand the cover that this Plan provides you with. This Plan is not a contract of insurance. When you buy the Plan, you are buying the right to ask us to agree to provide certain maintenance, repairs and/or vehicle servicing in certain circumstances. In particular, you have the right to ask that we authorise third parties to provide parts and labour in carrying out maintenance, service and repairs to your vehicle, and that we pay those repairers for doing so.

We work with a carefully selected group of dealers and servicing garages to carry out pre-delivery inspections, annual services and repairs on our behalf.

Standards - Customer Care:

Before the vehicle is delivered or handed over to you, we will instruct your dealer to perform a pre-delivery inspection. Your vehicle will have undergone the following pre-delivery inspection as detailed below;

SECTION 1 - INTERIOR CHECK

- Operation of in car entertainment
- Operation of Sat Nav
- Operation of multimedia including communication equipment (where applicable)
- Operation of instrument gauges and horn
- Operation of clutch (where applicable)
- Operation of brake pedal
- Parking brake performance
- Operation and condition of seatbelts and mountings
- Operation of interior lights
- Operation of steering wheel controls
- Check operation and condition of sunroof mechanism (if applicable)
- Check operation of Engine Management Light
- Check operation of ABS Light
- Check operation of Aircon Climate Control System (where applicable)

SECTION 2 - ENGINE COMPARTMENT CHECK

- Check engine oil level and condition
- Check engine and gearbox operation
- Gear box levels manual/automatic (where applicable)
- Fluid levels brake, clutch, power steering washer reservoir and battery (including security)
- Coolant system level (and condition)
- For oil and water leaks
- For excessive noise

SECTION 3 - ROAD TEST CHECK

- Satisfactory starting, general performance and behaviour of the vehicle
- Particular attention to the operation of the clutch
- Transmission, steering, suspension and brakes including A.B.S
- Listen for abnormal noises
- After road test a visual check for fluid leak
- Check cruise control operation (where applicable)
- Check heating system operation

SECTION 4 - EXTERIOR CHECK

- Operation of exterior lighting equipment and respective control lights and cluster illumination
- Operation of head lamps
- Operation of stop lamps
- Operation of indicator lamps
- Operation of hazard lamps
- Operation of front and rear fog lamps
- Operation of wipers and washers
- Operation of door locks
- Operation of central locking
- Operation of door windows (manual/ electric)
- Operation of parking sensors (where applicable)
- Operation of anti-theft system

SECTION 5 - EXHAUST CHECK

- Exhaust condition
- Clamps and security
- Catalytic Converter
- Diesel Particulate Filter

SECTION 6 - STEERING AND SUSPENSION CHECK

- Operation and condition of steering for leaks
- Condition of front and rear suspension
- Operation of Air Suspension System
- For leaks and damage

If any items listed above do not perform their normal function or a part is subject to failure, you or your dealer is responsible for fixing that part.

ANNUAL MAINTENANCE INSPECTION

We will provide an annual maintenance check of the vehicle up to 1/2 hour at the selected labour rate of your Plan. To arrange your annual maintenance check, contact Momentum Warranties to gain authorisation before the inspection is carried out. Please note that any claim must be made before the expiry of your Plan, no inspection claim can be made retrospectively or without an Authority Number issued by Momentum Warranties. The maintenance check must be undertaken within 30 days of the anniversary of the Plan. The annual maintenance check will include an inspection of the following;

SECTION 1 - INTERIOR CHECK

- Operation of In car entertainment
- Operation of Sat Nav
- Operation of Multimedia including communication equipment (where applicable)
- Operation of instrument gauges and horn
- Operation of clutch (where applicable)
- Operation of brake pedal
- Parking brake performance
- Operation and condition of seatbelts and mountings
- Operation of interior lights
- Operation of steering wheel controls
- Check operation and condition of sunroof mechanism (if applicable)
- Check operation of Engine Management Light
- Check operation of ABS Light
- Check operation of Aircon Climate Control System (where applicable)

SECTION 2 - ENGINE COMPARTMENT CHECK

- Check engine oil level and condition
- Check engine and gearbox operation
- Gear box levels manual/automatic (where applicable)
- Fluid levels brake, clutch, power steering washer reservoir and battery (including security)
- Coolant system level (and condition)
- For oil and water leaks
- For excessive noise

SECTION 3 - ROAD TEST CHECK

- Satisfactory starting, general performance and behaviour of the vehicle
- Particular attention to the operation of the clutch,
- Transmission, steering, suspension and brakes including A.B.S
- Listen for abnormal noises
- After road test a visual check for fluid leak
- Check cruise control operation (where applicable)
- Check heating system operation

SECTION 4 - EXTERIOR CHECK

- Operation of exterior lighting equipment and respective control lights and cluster illumination
- Operation of head lamps
- Operation of stop lamps
- Operation of indicator lamps
- Operation of hazard lamps
- Operation of front and rear fog lamps
- Operation of wipers and washers
- Operation of door locks
- Operation of central locking
- Operation of door windows (manual/ electric)
- Operation of parking sensors (where applicable)
- Operation of anti-theft system

SECTION 5 - EXHAUST CHECK

- Exhaust condition
- Clamps and security
- Catalytic Converter
- Diesel Particulate Filter

SECTION 6 - STEERING AND SUSPENSION CHECK

- Operation and condition of steering for leaks
- Condition of front and rear suspension
- Operation of Air Suspension System
- For leaks and damage

If any parts do not perform their design function or are subject to failure, we will be notified by the garage of a maintenance request on your behalf. Any request will be considered as part of this Agreement and will be subject to Plan terms and the claim limit you have selected.

The most we will pay you is the claim limit contained in your Plan schedule.

PRE - DELIVERY INSPECTION

I CERTIFY THAT THE
OPERATION AND CONDITION
OF EACH ITEM LISTED IS IN
SATISFACTORY CONDITION



ANNUAL MAINTENANCE INSPECTION OR VEHICLE SERVICE For products of 12 Months and above.

I CERTIFY THAT THE
OPERATION AND CONDITION
OF EACH ITEM LISTED IS IN
SATISFACTORY CONDITION



1st Inspection

Mileage:

Signed:

Date:

Garage stamp:

2nd Inspection

Mileage:

Signed:

Date:

Garage stamp:

1st Service

Mileage:

Signed:

Date:

Garage stamp:

2nd Service

Mileage:

Signed:

Date:

Garage stamp:

YOUR OBLIGATIONS

You must take reasonable steps to care for your vehicle and must meet the following requirements, which apply to all benefits within the Plan.

Looking after your vehicle

You will take all reasonable steps to prevent loss or damage to the vehicle and shall observe the terms of this Agreement.

You must ensure that your vehicle holds a current MOT certificate (if required) and is serviced;

Service;

- You must keep your vehicle serviced in accordance with our or the vehicle's manufacturer's recommended service schedule (which ever comes first). The vehicle must be serviced within 30 days or 1,000 miles of its scheduled service;
- Using parts approved by the manufacturer or parts manufactured to the same specification and standards as those approved by the manufacturer;
- Using fluids and lubricants recommended by the manufacturer.

We will not make any payment under the Plan unless your vehicle is free of all pre-existing faults at the time of purchase of the Plan.

Your Plan does not cover the costs of any periodic replacement of parts required during a service.

Please ensure that the relevant service details are completed in your vehicle's service booklet by the servicing garage. Please also keep copies of any receipts or other documentation given to you by the servicing garage as you may need these documents if you need to repair your vehicle. We will not make any payment under the Plan if you are unable to prove that you have complied with this condition. Please ensure that you are aware of our recommended service intervals, detailed in the vehicle service section of this booklet, for your vehicle.

If you do not service your vehicle in accordance with our or the vehicle's manufacturer's recommendations, then you will not be covered under this Agreement.

BENEFITS

We provide the additional benefits specified below

Maintenance

Cover for parts and labour costs for failure of any parts, including maintenance repairs required after our or the Vehicle's Manufacturer's Recommended Service (which ever comes first) which are covered by your Plan up to the maximum claim limit you have selected.

Towing in charges

If your vehicle suffers a failure resulting in a valid claim under your Plan, we will pay a maximum of £50 (Inc. VAT) towards the cost of towing your vehicle to the repairing garage if the vehicle is immobile, or if continued driving of the vehicle could cause danger or further damage.

Continental Use

This Plan is extended to cover the vehicle whilst in any country of the European Union, where the country is outside your habitual country of residence (in the case of an individual) or central administration and/ or place of incorporation (in the case of a company), for a period of not more than 30 days in any 12 month period, with any payment restricted to the equivalent United Kingdom labour rate and parts at prices applicable at the date of the claim. Continental use includes Ireland for the duration of your Plan.

Electric (EV) & Hybrid Vehicle

Optional additional cover section

This section will only apply if noted on your Warranty Schedule

This section is specifically for Electric (EV) & Hybrid Vehicles. It includes the following listed Parts (provided the Part was fitted to your Vehicle by the vehicle manufacturer as original equipment) within the cover level you have chosen.

- Drive (EV) Battery
- Drive Motors
- High Voltage Inverter (DCDC)
- Vehicle Energy/Power Control Module
- Reduction Gearbox
- Regenerative Braking System (excluding worn brake pads and shoes)
- Power Delivery Module
- Charging Unit
- Range Extender

Please Note:

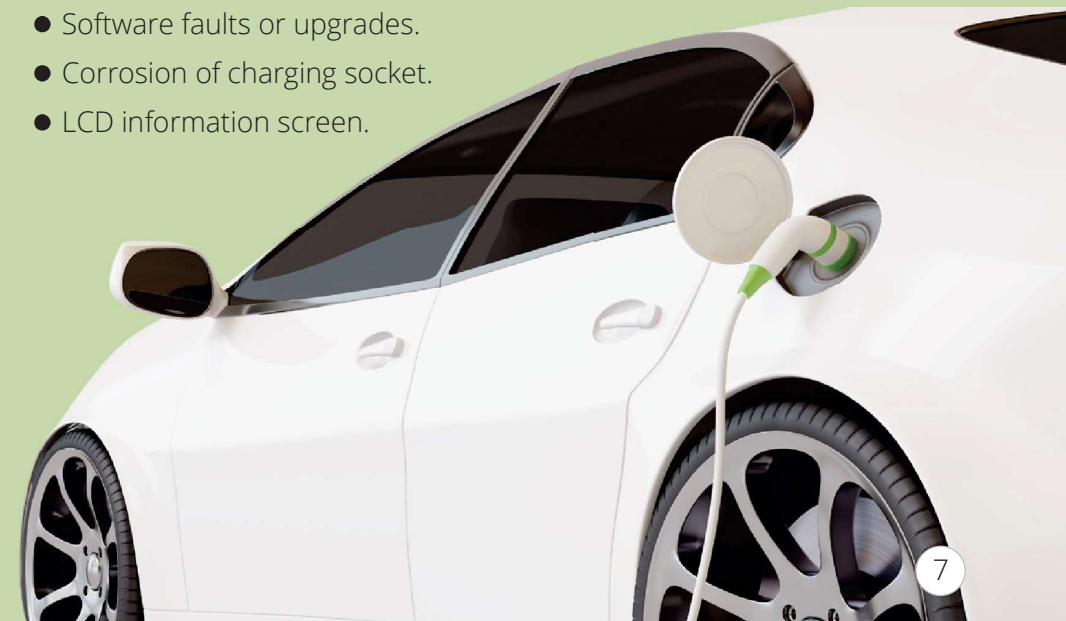
During the normal vehicle operation, the Drive (EV) Battery will discharge. If the charge drops below a minimum value the 'power indicator light' will illuminate and the battery will need to be charged immediately. The power indicator lamp does not indicate a defect with the Drive (EV) Battery but merely indicates a minimum limit to the level of charge. Once charging is complete, if the power light remains illuminated, please refer to your service handbook.

It should be noted that repeated use of a rapid battery charge facility will lead to reduced capacity (enhanced drive (EV) battery degradation).

If the Drive (EV) Battery is covered by a lease scheme the repair procedure for the battery will be governed by the lessor contract.

Exclusions

- Repair Costs for the Drive (EV) Battery resulting from or caused by any of the following:
- Exposing the Vehicle to temperatures above 45 °C (such as high temperature paint ovens).
- Exposing the Vehicle to temperatures of below -25 °C.
- Allowing the Drive (EV) Battery to reach a zero state of charge for any period in excess of 14 days.
- Repeatedly over-charging of the Drive (EV) Battery against the recommendations of the manufacturer within the Servicing Handbook.
- Use of incompatible charging devices.
- Gradual capacity loss (degradation) of the Drive (EV) Battery. Over time, the Drive (EV) Battery will experience gradual capacity loss which is a normal function of the Drive (EV) Battery during its lifespan and is 'not' covered by this Plan.
- Software faults or upgrades.
- Corrosion of charging socket.
- LCD information screen.



PLAN COVER LEVEL

PLAN 1

The following apply where you benefit from PLAN 1

WHAT IS COVERED?

Maintenance cover

As part of this Plan in the event of the failure of any of the parts listed below, we cover you for the replacement costs of those parts and labour.

This cover also includes the costs of any repairs following our or a Manufacturer's Recommended Service, provided that the terms and conditions of this Plan are fully complied with.

The number of claims you can make under this Plan is unlimited within the Plan period, however the maximum amount claimable per claim will be subject to the claim limit selected and in aggregate the market value of the vehicle at the time of claim.

Please refer to your Schedule for details of the claim limit and labour rate applicable to your Plan.



Engine

Cylinder block (excluding cracks), crankshaft, crank bearings, big end bearings, oil pump, conrods, small end bearings, pistons, piston rings, cylinder bores, cylinder head (excluding cracks), rocker shaft, rockers, hydraulic lifters, dual mass flywheel, camshaft and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, (excluding sticking or burnt valves).



Cooling System

Engine thermostat, water pump, viscous fan.



Fuel System

Fuel injection pump and fuel lift pump. The following items relate to diesel engine vehicles only. Low pressure supply pump, fuel injector governor, fuel shut off mechanism, hydraulic or electrical injection timing mechanism, high pressure fuel metering head, manifold boost pressure compensator, altitude compensator, glow plug relay.

IMPORTANT:

It is essential that an authority number is obtained from us before any repairs commence on Tel: 0333 101 4443



4x4 Transfer Box

The following internal mechanical components are covered: Transfer gears, selectors, shafts, transfer shafts, needle and roller bearings, output shafts.



Driveline

Front and rear wheel drive vehicles: Open drive shafts including constant velocity joints, universal joints and couplings. Rear wheel drive half shafts, half shaft bearings. Includes front and rear transfer shafts on 4x4 vehicles. (excluding: gaiters and viscous couplings).



Differential including 4x4

Planetary gear assembly, crown wheel and pinion assembly, internal shafts, bearings and bushes, thrust washers, spacers, bevel gears, includes front, rear and centre differential on 4x4 vehicles. (excluding: viscous couplings and fluid differentials).



Manual Gearbox

The following internal mechanical components are covered: Gears and gear cluster, selectors and shafts, synchromesh assemblies, bushes, ball and roller bearings, needle bearings and transfer gears.



Automatic Gearbox

The following internal mechanical components are covered: Governor, valve block, oil pump, gears, brake bands, servos, clutches, seals, shafts, bearings and bushes, modulator, valve and transfer gears.



Transmission

Release bearing, friction plate, pressure plate, clutch fork, master cylinder, slave cylinder.



Continuously Variable Transmission

(CVT/CTX): All internal mechanical components and seals.



Torque Converter

All internal mechanical components and seals.



Propshaft/s

Propshaft, universal joints and couplings. (excluding: gaiters).



Suspension and Steering:

Power steering rack, power steering pump, power steering box and idler box. (excluding: gaiters, tracking and balancing).



Braking System

Brake master cylinder, Brake vacuum pump, wheel cylinders, brake bias/restrictor valve. (excluding: corroded, seized or leaking components).



Electrical:

Starter motor, alternator, voltage regulator, front windscreen wiper motor, front windscreen washer motor.



Diagnostics

Diagnostic costs up to £25. Provided printed copies from computerised or hand held devices are supplied.



Casings:

Consequential damage to casings caused by the failure of a covered component will constitute part of the total claim (within the stated claim limits).



Working Materials

Should any authorised repair to any of the above components require essential replacement or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of total claim (within the stated claim limits).

PLEASE NOTE:

Those components covered are covered against failure, the replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a covered component and the vehicle is not within 1,000 miles of its next due service.

The following are specifically excluded;

- Any failure resulting from wear and tear and/or where a part is worn out.
- Any act of failure, maintenance or repair normally covered by comprehensive motor insurance policy.
- External oil leaks.
- Any failure of a part which is under any manufacturer's or supplier's warranty.
- Any MOT failure due to exhaust emission.
- The costs of repair to parts not included in your Plan.

PLAN COVER LEVEL

PLAN 2

The following apply where you benefit from PLAN 2

WHAT IS COVERED?

In addition to the extensive cover afforded by Plan 1, Plan 2 includes all of the vehicle's mechanical and electrical components that were manufacturer's original fitments excluding those listed in the 'Components not Covered' section of this Plan.

Maintenance cover

As part of this Plan in the event of the failure of any covered parts, we will pay the replacement costs of those parts and labour.

This cover also includes the costs of any repairs following our or a Manufacturer's Recommended Service, provided that the terms and conditions of this Plan are fully complied with.

The number of claims you can make under this Plan is unlimited within the Plan period, however the maximum amount claimable per claim will be subject to the claim limit selected and in aggregate the market value of the vehicle at the time of claim. Please refer to your Schedule for details of the claim limit and labour rate applicable to your Plan.



Engine

Cylinder head, cylinder head gasket, cylinder block, cylinder bores, rocker assembly, valves and guides, pushrods, cam shaft and cam followers, ECU, EGR valve, inlet manifold, dual mass flywheel and ring gear, intercooler, crankshaft, crank bearings, big end bearings, oil pump, conrods, small end bearings, pistons, piston rings, rocker shaft, rockers, hydraulic lifters, inlet and exhaust valves, valve springs, valve guides, timing gears and chains, auxiliary shafts and bushes, distributor drive and distributor drive gears (excluding sticking or burnt valves and oil leaks).



Cooling System

Radiator, heater matrix, heater motor, oil cooler, engine thermostat and housing, water pump, viscous fan.

IMPORTANT:

It is essential that an authority number is obtained from us before any repairs commence on Tel: 0333 101 4443



Fuel System

Fuel injection pump and fuel lift pump, fuel metering unit, air flow meter, choke, low pressure supply pump, injectors, fuel injector governor, fuel shut off mechanism, hydraulic or electrical injection timing mechanism, high pressure fuel metering head, manifold boost pressure compensator, altitude compensator, glow plug relay.



Driveline

Crown wheel, pinion gears, planet gears, bearings, bushes transfer gears, selectors, shafts, transfer shafts, needle and roller bearings, output shafts, open drive shafts including constant velocity joints, universal joints and couplings, rear wheel drive half shafts, half shaft bearings, front and rear transfer shafts, planetary gear assembly, crown wheel and pinion assembly, internal shafts, bearings and bushes, thrust washers, spacers, bevel gears, front, rear and centre differential, swivel hubs, drive flanges, viscous couplings and fluid differentials, propshaft, universal joints and couplings (excluding gaiters).



Gearbox

Mechatronic Unit, governor, valve block, oil pump, clutch and brake bands, servos, clutches, seals, bearings and bushes. gears and gear cluster, selectors and shafts, synchromesh assemblies and hubs, torque converter, ball and roller bearings, valve block, governors, needle bearings and transfer gears, continuously variable transmission, torque converter.



Clutch

Release bearing, friction plate, pressure plate, clutch fork, master cylinder, slave cylinder.



Steering and Suspension System

Steering rack and pinion, power steering unit including pump, power steering box and idler box self-leveling suspension, compressor and control unit, shock absorbers and road springs.



Braking System

Master cylinder, servo, wheel cylinders, brake bias/restrictor valve, brake vacuum pump, brake calipers, motor and sensors, ABS pump and sensors.



Electrical

Starter motor, alternator, window motor, engine management unit, mirror motors, ignition coils, electric ignition, wiper motors, washer motor, thermostatically controlled cooling fan motor, speedometer head, horn, headlight motors, central locking motors, convertible roof and sunroof motor, voltage regulator, sensors including O2, parking and nox sensor.



Casings:

Consequential damage to casings caused by the failure of a covered component will constitute part of the total claim (within the stated claim limits).



Aircon

Compressor, condenser, evaporator, drier, fan motors.



Turbo Charger

Bearings, shafts, impellers, actuators, waste gate and valves.



Diagnostics

Diagnostic costs up to £65. Provided printed copies from computerised or hand held devices are supplied.



Working Materials

Should any authorised repair to any of the above components require essential replacement or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of total claim (within the stated claim limits).



Programme Costs

Up to 1 hour of selected labour rate.



Satellite Navigation System

Including LED / Digital display.



Multimedia / Sound Equipment

Including TV units, LED / Digital display and remote signal units.

Components NOT covered section:

Those regarded as service items or components, which are expected to require periodic replacement. These include, but are not limited to: wheels and tyres, spark plugs, glow plugs, wiper blades and arms, auxiliary drive belts, pipes, hoses and cables, SRS airbag systems, seized brake, brake shoes, pads and discs, batteries, lamps and bulbs, fuses, wiring connections and looms, satellite navigation, communication equipment, multimedia systems, remote control transmitters and receivers, bodywork, paintwork, all weather strip and seals, water ingress, all glass including heater elements, trim, upholstery including seat runners.

Timing belts: are covered providing that the last due change of belt has taken place as specified by the manufacturer's schedules (proof required). Damage subsequently caused if the timing belt has not been changed, as specified by manufacturer, is specifically excluded.

PLEASE NOTE: Those components covered are covered against failure, the replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a covered component and the vehicle is not within 1,000 miles of its next due service.

The following are specifically excluded;

- Any failure resulting from wear and tear and/or where a part is worn out.
- Any act of failure, maintenance or repair normally covered by comprehensive motor insurance policy.
- External oil leaks.
- Any failure of a part which is under any manufacturer's or supplier's warranty.
- Any MOT failure due to exhaust emission.
- The costs of repair to parts not included in your Plan.

PLAN COVER LEVEL

PLAN 3

The following apply where you benefit from PLAN 3

WHAT IS COVERED?

In addition to the extensive cover afforded by Plans 1 and 2, Plan 3 cover includes WEAR AND TEAR on all covered components.

Maintenance cover

As part of this Plan in the event of the failure of any covered parts, we will pay the replacement costs of those parts and labour.

This cover also includes the costs of any repairs following our or a Manufacturer's Recommended Service, provided that the terms and conditions of this Plan are fully complied with.

The number of claims you can make under this Plan is unlimited within the Plan period, however the maximum amount claimable per claim will be subject to the claim limit selected and in aggregate the market value of the vehicle at the time of claim. Please refer to your Schedule for details of the claim limit and labour rate applicable to your Plan.



Engine

Cylinder head, cylinder head gasket, cylinder block, cylinder bores, rocker assembly, valves and guides, pushrods, cam shaft and cam followers, ECU, EGR valve, inlet manifold, dual mass flywheel and ring gear, intercooler, crankshaft, crank bearings, big end bearings, oil pump, conrods, small end bearings, pistons, piston rings, rocker shaft, rockers, hydraulic lifters, inlet and exhaust valves, valve springs, valve guides, timing gears and chains, auxiliary shafts and bushes, distributor drive and distributor drive gears (excluding sticking or burnt valves and oil leaks).



Cooling System

Radiator, heater matrix, heater motor, oil cooler, engine thermostat and housing, water pump, viscous fan.

IMPORTANT:

It is essential that an authority number is obtained from us before any repairs commence on Tel: 0333 101 4443



Fuel System

Fuel injection pump and fuel lift pump, fuel metering unit, air flow meter, choke, low pressure supply pump, injectors, fuel injector governor, fuel shut off mechanism, hydraulic or electrical injection timing mechanism, high pressure fuel metering head, manifold boost pressure compensator, altitude compensator, glow plug relay, brake vacuum pump.



Driveline

Crown wheel, pinion gears, planet gears, bearings, bushes transfer gears, selectors, shafts, transfer shafts, needle and roller bearings, output shafts, open drive shafts including constant velocity joints, universal joints and couplings, rear wheel drive half shafts, half shaft bearings, front and rear transfer shafts, planetary gear assembly, crown wheel and pinion assembly, internal shafts, bearings and bushes, thrust washers, spacers, bevel gears, front, rear and centre differential, swivel hubs, drive flanges, viscous couplings and fluid differentials, propshaft, universal joints and couplings (excluding gaiters).



Gearbox

Mechatronic Unit, governor, valve block, oil pump, clutch and brake bands, servos, clutches, seals, bearings and bushes. gears and gear cluster, selectors and shafts, synchromesh assemblies and hubs, torque converter, ball and roller bearings, valve block, governors, needle bearings and transfer gears, continuously variable transmission, torque converter.



Clutch

Release bearing, friction plate, pressure plate, clutch fork, master cylinder, slave cylinder.



Steering and Suspension System

Steering rack and pinion, power steering unit including pump, power steering box and idler box self-leveling suspension, compressor and control unit, shock absorbers and road springs.



Braking System

Master cylinder, Brake vacuum pump, servo, wheel cylinders, brake bias/restrictor valve, brake calipers, motor and sensors, ABS pump and sensors.



Electrical

Starter motor, alternator, window motor, engine management unit, mirror motors, ignition coils, electric ignition, wiper motors, washer motor, thermostatically controlled cooling fan motor, speedometer head, horn, headlight motors, central locking motors, convertible roof and sunroof motor, voltage regulator, sensors including O2, parking and nox sensor.



Casings:

Consequential damage to casings caused by the failure of a covered component will constitute part of the total claim (within the stated claim limits).



Aircon

Compressor, condenser, evaporator, drier, fan motors.



Turbo Charger

Bearings, shafts, impellers, actuators, waste gate and valves.



Diagnostics

Diagnostic costs up to £65. Provided printed copies from computerised or hand held devices are supplied.



Working Materials

Should any authorised repair to any of the above components require essential replacement or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of total claim (within the stated claim limits).



Programme Costs

Up to 1 hour of selected labour rate.



Satellite Navigation System

Including LED / Digital display.



Multimedia / Sound Equipment

Including TV units, LED / Digital display and remote signal units.



Diesel Particulate Filter

Blocked, contaminated or damaged filters.



Catalytic Converter

Blocked, contaminated or damaged converters.



Battery

Excludes the drive power battery of hybrid and electrically driven vehicles.

FREQUENTLY ASKED QUESTIONS!

If the dual mass flywheel failed due to age related wear and tear, would this be covered?



If the manifold flaps failed due to carbon build up, would this be covered?



If the diesel particulate filter failed due to carbon build up, would this be covered?



If the timing chain snapped or stretched, would this be covered?



If the injectors failed due to wear or over fuelling, would this be covered?



If the turbo failed due to wear and tear, would this be covered?



If the EGR valve failed due to wear or carbon build up, would this be covered?



If the clutch failed due to wear and tear, would this be covered?



If the cylinder head gasket failed due to stretching of head bolts, would this be covered?



The following are specifically excluded;

- Any act of failure, maintenance or repair normally covered by comprehensive motor insurance policy.
- External oil leaks.
- Any failure of a part which is under any manufacturer's or supplier's warranty.
- Any MOT failure due to exhaust emission.

WHAT TO DO IF REPAIRS ARE REQUIRED

The following apply to all benefits within the Plan.

● Notifying us

You must notify us on 0333 101 4443 as soon as possible of any incident or event that you think might be covered under the Plan.

We will not cover any incident or event if any repairs or work have been carried out on the vehicle before we have authorised the maintenance and repair or service.

● Appointment of a repairer

We will let you know whether we require you to use an authorised repairer, or whether we are happy for you to appoint your own repairer. If we do allow you to appoint your own repairer, you must ensure that the repairer is VAT registered.

● Approval of repairs

You or the authorised repairer must tell us the following within 7 days of any failure. You must gain authority before you can book any required maintenance, inspection or planned service:

- which part of the vehicle (if any) is faulty or damaged;
- the mileage of the vehicle and the date the fault was first noticed;
- an estimate of the costs, including parts and labour;
- copies of any diagnostics information from the vehicle. (if available)

We will then confirm whether the works required are covered under the Plan. We may require the vehicle to be transported at our cost to an authorised repairer.

● Establishing a fault

- It is your responsibility to establish the existence of a failure covered under the Plan. Where such a failure does exist, we will pay for the diagnostic cost, when accompanied by a printed copy of the Diagnostic Report, subject to your selected Plan claim limits.
- We do not consider the illumination of a dashboard warning light to be sufficient evidence of the existence of a failure.

● Payment of repairs

- Where repairs have been carried out by an authorised repairer, we will pay the authorised amount directly.
- Where repairs have been carried out by a repairer appointed by you, if your repairer insists on you settling the invoice please contact the claims department. We will only reimburse charges for work that we had agreed to before repairs were carried out.
- VAT: Where the customer is VAT registered, the VAT element will not form part of any claim against the Plan and the repair invoice should be addressed to the customer.
- You must provide any other information we reasonably require in relation to the vehicle maintenance, repairs or service before we authorise your claim. We will not make any payment where you do not provide any such information within 30 days of our request.
- We may require that the vehicle or any part be examined by an independent expert at our expense. We will not make any payment in respect of a failure if you refuse to allow the independent expert to examine the vehicle or part.
- Where dismantling of a covered component is necessary to determine the validity of a claim, You must authorise any dismantling. Costs incurred will only be met as part of a valid claim.
- We reserve the right to specify the use of guaranteed exchange or factored parts. The parts liability for any claim will be limited to the cost of these components.
- If you are paying for this Plan by instalments, we reserve the right to pay any claim net of the remainder of any outstanding payments due to us for the whole Plan period. If this occurs, you will be responsible for paying the authorised repairer directly for the balance of any charges.

FRAUD

If you, or anyone on your behalf, seeks any payment under the Plan dishonestly, maliciously or fraudulently, we will refuse to make any such payment and all cover under the Plan will cease immediately.

IT IS NOT POSSIBLE FOR US TO AUTHORISE A CLAIM WITHOUT ISSUING A SPECIFIC CLAIMS AUTHORITY NUMBER.

SERVICE PLAN

VEHICLE SERVICE PLAN



If your Plan schedule shows this benefit, your Plan includes the cost of a service of your vehicle.

The vehicle will require to be serviced at one of our MARC's (Momentum Approved Repair Centre) in accordance with your vehicle manufacturer's recommended service intervals or to a maximum of 12 months or 12,000 miles from the commencement of this Plan which ever is soonest.

Please note that the vehicle servicing must be carried out before the expiry of the Plan or undertaken within a maximum of both 1 month or 1,000 miles from the limits set out above.



SERVICE COVER LEVEL

48-POINT FULL SERVICE 1

Exterior Vehicle Check

- Check lamps
- Check number plates
- Check mirrors
- Check operation of exterior lights and switches
- Check front windscreen wipers
- Check front windscreen washers
- Check rear windscreen wipers
- Check rear windscreen washers
- Check condition and security of windscreen
- Check fuel cap

Under Bonnet

- Check PAS
- Check auxiliary belt
- Check fan belts
- Check battery condition and security
- Check and top up all under bonnet fluid levels
- Check and top up brake fluid
- Check and top up antifreeze
- Check and top up clutch fluid
- Top up of the above fluids, if required (additional surcharge of £5.99+VAT)
- Check coolant systems for leaks

Half Raise Vehicle

- Check condition and security of suspension
- Check condition and security of mountings
- Check condition and security of gaiters
- Check cylinders/calipers for leakage (if applicable)
- Check tyre condition and adjust pressure (if required)
- Check and record brake pads/shoes for condition and operation
- Check and record drums and discs for condition and operation

Raise Vehicle full Height

- Check and top up gearbox oil
- Check and top up axle oil
- Check and top up transfer box oil (if applicable)
- Replace engine oil (if specialist required £24.99 + VAT)
- Replace oil filter
- Check exhaust system for security and leaks
- Check fuel lines for security and leaks
- Check brake pipes

Inside Vehicle

- Check ABS
- Check all interior warning lights
- Check horn
- Check condition and operation of seatbelts
- Check operation of interior lights and switches
- Check condition and security of rear view mirror
- Reset service light (where applicable)

Additional Service Operations (if required)

- Check timing belt interval

After Service

- Check air conditioning
- Check clutch operation
- Check handbrake operation and travel
- Check engine cooling fan
- Stamp service book

SERVICE COVER LEVEL

72-POINT FULL SERVICE 2

Exterior Vehicle Check

Check for damage to body work
Check lamps
Check number plates
Check mirrors
Check operation of exterior lights and switches
Check front windscreen wipers
Check front windscreen washers
Check rear windscreen wipers
Check rear windscreen washers
Check condition and security of windscreen
Check fuel cap
Lubricate door hinges
Lubricate catches and locks (where required)

Under Bonnet

Check and top up power steering reservoir
Check PAS
Check auxiliary belt
Check fan belts
Check battery condition and security
Check and top up all under bonnet fluid levels
Check and top up brake fluid

Check and top up antifreeze
Check and top up clutch fluid
Top up of the above fluids, if required (additional surcharge of £5.99+VAT)
Check coolant systems for leaks
Check operation of throttle and lubricate as required
Check air filter (replace if required)
Replace spark plugs If applicable - extra cost
Visually inspect condition of HT leads
Check condition of distributor cap
Check engine mounts for wear
Visually Inspect radiator for security and leaks
Visually Inspect coolant pipes/hoses for security and leaks
Fuel filter (additional cost)
Adblue top up (additional cost)

Half Raise Vehicle

Check condition and security of steering
Check condition and security of suspension
Check condition and security of mountings
Check condition and security of gaiters

Check hoses
Check cylinders/calipers for leakage (if applicable)
Check all wheel bearings for noise/free play
Check tyre condition and adjust pressure (if required) + Tyre depths
Check and record brake pads/shoes for condition and operation
Check and record drums and discs for condition and operation

Raise Vehicle full Height

Check and top up gearbox oil
Check and top up axle oil
Check and top up transfer box oil (if applicable)
Replace engine oil (if specialist required £24.99 + VAT)
Replace oil filter
Check exhaust system for security and leaks
Check fuel lines for security and leaks
Check brake pipes
Check handbrake cables

Inside Vehicle

Check ABS
Check all interior warning lights
Check horn
Check condition and operation of seatbelts
Check operation of interior lights
Check operation of interior switches
Check condition and security of rear view mirror
Check air conditioning
Check pollen/cabin filter
Test starter motor cranking operation and security
Reset service light (where applicable)

Additional Service Operations (if required)

Check timing belt interval
Check Brake fluid condition

After Service

Check vehicle history
Check clutch operation
Check handbrake operation and travel
Check engine cooling fan
Inspect header tank and cap
Stamp service book

WHAT TO DO IF A SERVICE IS REQUIRED

You must phone the Service Claim Line PRIOR to booking your vehicle in for a service where our helpful staff will assist you in finding a MARC in your area and supply you with an authority number.

NO CLAIM CAN BE PAID WITHOUT A VALID AUTHORITY NUMBER OBTAINED PRIOR TO ANY WORK BEING CARRIED OUT.

Service Claim Line 0330 128 1421
Momentum Warranties Ltd.,
King James VI Business Centre,
Friarton Road,
Perth,
PH2 8DY

- We will check the following with you on the phone:
- Postcode of vehicle, (to enable us to locate a local MARC)
- We will then arrange for you to take your vehicle or we will have it collected, if possible, by one of the many MARC's in your area.
- We will supply the MARC with details of the service required and give them an authority number.

The MARC will service the vehicle as per the required service details in your Plan. Any repairs or replacement part requirements identified which are outside those detailed in this Plan will be your responsibility and at your complete discretion as to whether these repairs or replacements are carried out. We will not give any authority to carry out additional work beyond that detailed in this Plan.

Transfer of the Plan

It is not transferable to another vehicle, whether owned by you or anyone else.

If you have sold or traded in your vehicle there will be no refund. If however you have not made any claims against your service Plan it may be possible for you to receive a discount on a subsequent service Plan purchased from Momentum.

Cancellation

This Plan may be cancelled within 14 days of the date of purchase shown in the product schedule by the purchaser of the Plan provided that no claim has been made. Should you wish to cancel within this period, please contact your selling dealer.

Your Plan will require to be paid in full by the time the claim for a service is made.

Momentum's obligations in relation to the Plan and these terms and conditions will cease once the Plan period expires or you have cancelled the Plan prior to that time

Nothing in these terms and conditions will reduce your statutory rights

Additional Terms

You (or your supplying dealer if relevant) must pay our charges for this Plan to be in force. If payment is not received your Plan will not be valid and you will not have any right to make a claim under it.

We may cancel this Plan by giving 14 days' notice in writing to your last known address.

If a claim is rejected by us, we will not be liable for the claim after the expiry of three months from the date of rejection, unless within that time the claim is subject to arbitration.

We will be released from all liability under this Agreement if you do not comply fully with all of its terms and conditions.

Territorial Limits

England, Northern Ireland, Scotland & Wales

This Agreement is governed in accordance with English laws unless your habitual residence (in the case of an individual) or central administration and/or place of incorporation (in the case of a company) is located in Scotland, in which case the law of Scotland shall apply or Northern Ireland, in which case the law of Northern Ireland will apply.

DEFINITIONS

Whenever a word appears in this Agreement it has the meaning shown below.

Annual maintenance inspection

An inspection of the vehicle undertaken on our behalf by one of our authorised garages in accordance with the specification shown in this Agreement.

Claim limit

The maximum we will pay on each individual claim exclusive of VAT as stated on your Plan schedule which in aggregate shall not exceed the market value of the vehicle during the lifetime period of the Plan.

Failure

Any mechanical or electrical part that suddenly suffers a premature fault, resulting in that part failing to perform its design function and which would be likely to lead to a breakdown of the part before the Plan expires if the part is not repaired or replaced.

Independent expert

An expert in vehicle engineering who is independent of both you and us.

Labour rate

The maximum hourly labour rate which is exclusive of VAT where charged.

Manufacturer's Recommended Service

A service by a main dealer, an authorised repairer or a VAT registered garage carried out to our specification or your vehicle manufacturer's and using parts approved by the manufacturer or parts manufactured to the same specification and standards as those approved by the manufacturer and using fluids and lubricants recommended by the manufacturer.

Market value

The market value of the vehicle will be determined by reference to Glass's Guide at the time of the claim.

Maximum limit

The market value of the vehicle.

Our service

A vehicle service carried out by one of our garage network to the specifications detailed within the Annual Vehicle Service section of this Plan.

Part / Parts

The component parts of the vehicle covered in the Plan you have selected.

Plan

The maintenance, repair and service Plan entered into between you and us, evidenced by this Agreement and the accompanying schedule.

Plan period

The Plan period shown in the schedule.

Pre-delivery inspection

An inspection of the vehicle prior to the initial delivery to, or collection by, you, undertaken by the dealer on our behalf in accordance with the specification shown in this Agreement.

Schedule

The schedule issued with this Plan providing details of your vehicle, the cover level selected and the duration and claim limit of your Plan.

Vehicle

The vehicle covered under this Plan, as shown in the schedule.

We / Us / Our

Momentum Warranties Ltd, King James VI Business Centre, Friarton Road, Perth, PH2 8DY

Worn Out

Any component which has reached the end of their normal effective working lives because of age and /or usage.

You / your

The individual named in the schedule, being the owner of the vehicle.

Customer Service / Complaints

It is our intention to give you the best possible service but if you do have questions or concerns about this Plan or the handling of a claim, you may contact us at: Momentum Warranties Ltd. King James VI Business Centre, Friarton Road, Perth, PH2 8DY Tel: 0333 101 4443 or Email: support@momentumwarranties.co.uk

Please quote details of this Agreement in all correspondence to assist a quick and efficient response

Momentum Warranties Ltd Privacy Notice

Momentum Warranties are the suppliers and the administrators of this product, our Information Commissioner's Officer Number is 71461566.

Personal data we collect

We will only use your data for the purpose for which it was collected. We will only grant access to or share your data within our firm or the companies directly involved in the products purchased or where we are required or entitled to do so by law under lawful data processing. You can get more information about this by viewing our full privacy notice online at <http://momentumwarranties.co.uk/privacy notice>.

This is NOT an insurance contract. Nothing within this wording implies insurance however terms such as 'cover', are used generically.

Warranty Claims Line
Tel: 0333 101 4443

Service Plan Claims Line
Tel: 0330 128 1421

momentum Warranties

Momentum Warranties Limited

King James VI Business Centre, Friarton Road, Perth PH2 8DY
Registered Office: 5 Whitefriars Crescent, Perth, UK, PH2 0PA
FCA No: 490570 VAT No: 853074233

01/12/22 MWCP V001