



Dear Customer

As one of the UK's leading motor vehicle retailers, we always strive to deliver the highest levels of customer care and satisfaction in every aspect of our business. We want you to enjoy many miles of trouble-free and safe motoring, but also want you to have the reassurance that in the unlikely event of problems occurring, you have our commitment that you will have the best backup available.

This Guardian Care warranty is supported by the range of products and services provided within this booklet. They are designed to help avoid any unexpected motoring costs. These include Guardian Care Warranty, Guardian Assist (breakdown and recovery), and MOT Test Cover.





# PLAN A

**Vehicles up to Six years /  
60,000 miles**

**This warranty covers almost all mechanical and electrical parts (including labour to fit them) of the covered vehicle against mechanical and electrical breakdown as defined below:**

**There is no restriction to the number of claims you can make, up to the value of the vehicle at the time of purchase in aggregate.**

Mechanical or electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical or electrical breakdown under the terms of the warranty.

You are covered only for the parts described in this booklet. Your warranty does not cover more than the manufacturer's list price for parts. Repairs must not start without the prior approval of Guardian Care Warranty.

## **What is covered**

Your Guardian Care warranty covers almost all mechanical and electrical components on your vehicle, for mechanical and electrical breakdown, subject to the conditions detailed in this Handbook and the maximum claim limit. There are some components, such as service items, which are not covered.





### What is not covered

Whilst you have a high level of warranty cover available, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time
- Body panels, Weather strips, body seals, paintwork or glass
- Interior trim including seat and seat belts
- Recharging of the air conditioning unit, (unless required as part of a valid repair)
- Renewal of brake components due to wear and tear
- Renewal of any clutch components due to wear, incorrect adjustment or misuse
- The clearing of fuel lines, filters, throttle body and pumps and damage to components due to the use of incorrect or contaminated fuel
- Airbags; batteries; bulbs; exhaust systems and diesel particulate filters (catalytic converters are covered); wiper blades; wheel balancing and alignment; wheels; tyres and water ingress (including damage to covered parts caused by water ingress)
- External oil leaks, lubricants, filter elements and any damage caused by frost or lack of antifreeze, impact, accident or negligence
- Traffic management system, satellite navigation system, telephone, TV and associated equipment of all types
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component
- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads
- Wiring looms
- Any loss caused directly or indirectly by the claims or the event that caused the claim
- Burnt out, sticking or pitted valves
- Damage resulting from the failure of a timing belt which has not been replaced as per the manufacturer's recommendations (proof of replacement will be required).

Please note that oil, oil filter, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered as part of a valid claim.

Campervans are covered under this warranty for all items normally covered within a motor vehicle. Any other appliances (such as cookers, fridges etc.) within a Campervan, that are not accommodated within a normal motor vehicle (or which are listed as excluded within these terms and conditions) are excluded from cover under this warranty.



# PLAN B

**Vehicles up to Ten years /  
100,000 miles or Ten Years /  
150,000 miles for Car Derived  
Vans (CDV's) & Light  
Commercial Vehicles (LCV's)**

**This warranty covers the components listed under Parts Covered (including labour to fit them) for the covered vehicle against mechanical or electrical breakdown as defined below subject to exclusions.**

**There is no restriction to the number of claims you can make, up to the value of the vehicle at the time of purchase in aggregate.**

Mechanical or electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical or electrical breakdown under the terms of the warranty.

You are covered only for the parts described in this section. Your warranty does not cover more than the manufacturer's list price for parts. Repairs must not start without the prior approval of Guardian Care Warranty.

## **Parts Covered Engine**

The rocker assembly, including hydraulic followers, inlet and exhaust valves (not burnt valves), springs and guides, cylinder head

(not cracks and de-coking), cylinder head gasket (except skim), push rods, camshaft and followers, timing gears and chains (excluding tensioner), oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear. Timing belts are covered provided that the last due change of belt has taken place as specified by the manufacturer's schedule (proof of replacement will be required).

## **Manual gearbox**

Internal gears, synchromesh hubs, selectors, shafts, bearings and bushes and transfer gears.

## **Automatic gearbox**

Internal shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate and transfer gears.

## **Torque converter**

Failure of any internal mechanical parts.

## **Continuously variable transmission CTX**

Internal clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

## **Differential**

Internal crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.



### **Clutch**

Centre plate, pressure plate, release bearing, oil contamination (centre plate only) and master and slave cylinders.

### **Front-wheel drive**

Drive shafts, including constant velocity joints, universal joints and couplings (not gaiters).

### **Wheel bearings**

Front and rear wheel bearings.

### **Propshaft**

Universal joints and couplings.

### **Rear-wheel drive**

Half shafts, rear-wheel external drive shafts, including constant velocity joints, universal joints and couplings (not gaiters).

### **Four-wheel drive**

All four wheel drive components are covered..

### **Fuel system (diesel and petrol)**

Carburettors, automatic choke, lift pump, mechanical or electrical fuel pumps and tank sender unit (excluding damage caused by incorrect or contaminated fuel).

### **Fuel injection system**

Throttle body, airflow meter, idle control valve, cold start valve, warm up regulator, overrun cut off valve, throttle potentiometer, fuel accumulator, pressure regulator, map sensor (except injectors and heater plugs).

### **Engine cooling system**

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

### **Air conditioning (factory fitted)**

The air conditioning compressor unit is covered.

### **Steering (including power assisted steering)**

Steering rack and pinion (not gaiters), steering box, power steering rack and pump, power steering reservoir and idler box.

### **Turbo charger (factory fitted)**

The turbo charger unit is covered.

### **Front and rear suspension**

Hydrostatic displacers and hydropneumatic spheres, coil springs, upper and lower wishbones, ball and swivel joints.

### **Brakes**

Brake master cylinder, servo, wheel cylinders, restrictor valve, brake caliper and seals.

### **Anti locking brake system (ABS) (factory fitted)**

The ABS modulator and sensors are covered.

### **Electrical system**

Starter motor, alternator, ignition coil, voltage regulator, window and sun roof motors, electric window switches, sunroof switch, central door locking solenoids, heater fan motor, indicator flasher relay, distributor, front and rear windscreen wiper motors and

washer motors, electronic ignition amplifier, thermostatically controlled radiator fan motor, horn and multi-function stalk switch.

### **Engine management (ECU)**

Engine electronic control unit.

### **Working materials**

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part which is covered under this warranty.

### **Casings**

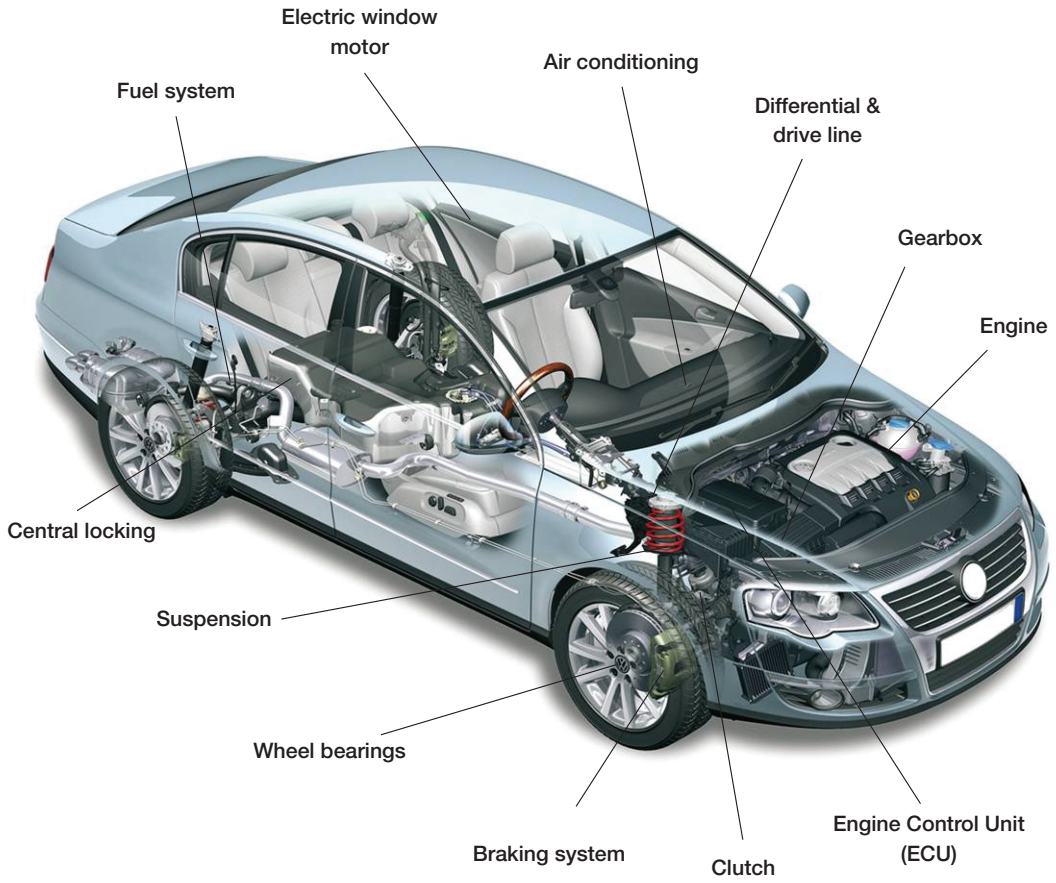
If any of the covered parts fail and this damages the casing, it will also be covered.

Campervans are covered under this warranty for all items normally covered within a motor vehicle. Any other appliances (such as cookers, fridges etc.) within a Campervan, that are not accommodated within a normal motor vehicle (or which are listed as excluded within these terms and conditions) are excluded from cover under this warranty.



# Guardian Care – What’s Covered

<b>Component</b>	<b>PLAN A</b>	<b>PLAN B</b>
ABS (anti-lock braking system)	✓	✓
Air Conditioning	✓	✓
Braking System	✓	✓
Casings	✓	✓
Catalytic Converter	✓	
Circuit Boards	✓	
Central Locking	✓	✓
Clutch	✓	✓
Cooling Systems	✓	✓
Differential & Drive Line	✓	✓
Engine Management ECU	✓	✓
Electrics	✓	✓
Engine	✓	✓
Fuel System	✓	✓
Gearbox (Manual & Automatic)	✓	✓
In-Car Entertainment	✓	
Rear Screen Elements	✓	
Suspension	✓	✓
Steering (including power assisted)	✓	✓
Turbo Unit	✓	✓
Wheel Bearings	✓	✓





## Warranty – Extra Benefits

**In the event of a valid claim the following extra benefits will be provided.**

### **Vehicle replacement**

Your supplying retailer will supply you with a replacement vehicle, up to a mid sized saloon, subject to availability. You can only have a replacement vehicle if your vehicle is being repaired under this warranty and prior authority has been given by the Administrator's Claims Department.

### **Overnight accommodation and rail fares**

We will pay up to £60 towards hotel expenses or a return rail ticket if the vehicle breaks down and you are unable to return home. You will need to send a receipt. You cannot claim for the cost of meals and drinks. This benefit is only available if a valid warranty claim is submitted.

### **Driving abroad**

The warranty is also valid whilst your vehicle is outside the United Kingdom but within the European Union or EFTA (European Free Trade Association) for up to 60 days per annum.

The 'administrator' will not pay more than the equivalent UK cost for parts and labour.

N.B. These benefits will not be provided if the failure is not covered by this warranty.

Payments will be limited to those levels outlined in the validation certificate.





# Guardian Assist

**With Guardian Assist as part of your warranty, you will be entitled to the following Guardian Assist services:**

## **Guardian Assist Services Roadside Assistance and Nationwide Recovery**

If your vehicle breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident, we will send help to the scene. We will arrange to pay call out fees and mileage charges needed to repair or assist with the vehicle. If, in the opinion of our recovery operator, they are unable to repair the vehicle at the roadside we will assist in the following way:

- Arrange and pay for your vehicle, you and up to seven passengers to be recovered to the nearest garage able to undertake the repair.
- If the above is not possible at the time, we will arrange for your vehicle, you and up to seven passengers to be transported to your home or original destination.

## **Home Assist**

We will despatch one of our recovery operators to your home address or within a one-mile radius only. Please note: Any repairs undertaken by our recovery operators at their premises are provided under separate contract, which is between you and the garage.

## **Caravans and Trailers**

If your vehicle breaks down and your caravan/trailer is attached, providing it is fitted with a standard towing hitch and does not exceed 23 feet in length, your caravan/trailer will be recovered with your vehicle at no extra cost.

## **Message Service**

If you require, we will gladly pass on two messages to your home or office to let them know of your predicament and ease your worry.

## **Accident Cover**

If your vehicle is involved in an accident rendering it immobile or illegal we will transport your vehicle to a nominated local address within the United Kingdom.

## **Puncture Cover**

If your vehicle sustains a puncture and you are unable to change the wheel, service will only be provided if your vehicle is carrying a serviceable spare wheel.

## **Toll Fees**

In the event of a valid claim we will pay ferry and toll fees ONLY within the confines of the United Kingdom and Northern Ireland.





# MOT Test Cover

Your MOT Test Cover provided with your warranty has been designed to make sure you get the most from your motoring with minimum inconvenience. This section explains how your MOT Test Cover works and the main benefits you now enjoy.

In order to benefit from the cover provided, you must return to a Heritage Automotive Group retailer for your MOT test.

## **Cover includes:**

- All lighting equipment
- Steering – manual and power steering units
- Suspension – drag links, track rod ends, shock absorbers, springs, wishbones, swivel joints, mountings, sub-frames and wheel bearings
- Braking system – master cylinder, wheel cylinders, callipers, discs/drums, load compensator, ABS modulator / sensors / computers and brake pipes, hoses and cables
- Seat belts – mountings, belts, retractors and buckles
- Claims Limit – £500 inc VAT

## **Important**

All other components are excluded from the cover provided by this MOT Test Cover.





# Notes



