



DCX Car Sales Ltd  
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**WARRANTY COVER IS VALID FOR THREE MONTHS OR 3000 MILES WHICH EVER IS SOONER FROM INVOICE DATE. PLEASE REFER TO THE NEXT PAGE FOR DETAILS OF INCLUSIONS & EXCLUSIONS TO COVER UNDER THIS SERVICE CONTRACT. MAXIMUM CLAIM LIMIT IS £1500**

**CARING FOR YOUR VEHICLE**

1. Change engine oil and filter.
2. Check oil levels in the gearbox and differential top up where necessary.
3. Check coolant level and anti-freeze/inhibitor strength top up where necessary.
4. Check timing belt (if fitted), and renew if necessary.
5. Brake fluid must be replaced in accordance with the manufacturer's recommendation.

If there is a valid service history supplied with the vehicle, then the manufacturer's recommended schedule must be followed. Servicing must be completed at a VAT registered garage and fully itemised invoices must be retained. Pre-delivery inspection will not be classed as a service. If any circumstances prevent the service being carried out at the correct time, DCX Car Sales Ltd must be informed immediately by recorded delivery.

The only acceptable proof of servicing will be the fully detailed VAT service invoices indicating servicing dates and mileages and/or a correctly completed and fully stamped service booklet.

Please retain proof of all previous service invoices for our inspection in the event of a repair request.

**Failure of the above service requirements will result in automatic rejection of the repair request and your service contract cover will become null and void.**

**CARING FOR YOUR VEHICLE**

It is your responsibility to ensure that your vehicle is maintained in a legal and roadworthy condition at all times by following the manufacturer's recommended service schedule.

Where the original service book is not available any servicing undertaken may be recorded in the section below. You should retain service invoices as these may be required for validation purposes.

**OPTIONAL SERVICE RECORD**

**PRE DELIVERY INSPECTION / SERVICE**

Service date: \_\_\_\_\_

Service mileage: \_\_\_\_\_

Your next service will be due on: \_\_\_\_\_

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 (whichever is sooner)

**THIRD SERVICE**

Service date: \_\_\_\_\_

Service mileage: \_\_\_\_\_

Your next service will be due on: \_\_\_\_\_

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 (whichever is sooner)

**FIRST SERVICE**

Service date: \_\_\_\_\_

Service mileage: \_\_\_\_\_

Your next service will be due on: \_\_\_\_\_

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 (whichever is sooner)

**FOURTH SERVICE**

Service date: \_\_\_\_\_

Service mileage: \_\_\_\_\_

Your next service will be due on: \_\_\_\_\_

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 (whichever is sooner)

**SECOND SERVICE**

Service date: \_\_\_\_\_

Service mileage: \_\_\_\_\_

Your next service will be due on: \_\_\_\_\_

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 (whichever is sooner)

**FIFTH SERVICE**

Service date: \_\_\_\_\_

Service mileage: \_\_\_\_\_

Your next service will be due on: \_\_\_\_\_

Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 (whichever is sooner)

# WHAT IS COVERED?

THE MECHANICAL AND ELECTRICAL COMPONENTS LISTED ON THIS PAGE. ANY ITEM NOT SPECIFICALLY MENTIONED IS NOT COVERED.

ENGINE COOLING SYSTEM
Water Pump
Coolant Temperature Sensor
Viscous Fan Coupling

ENGINE MANAGEMENT
Engine Electronic Control Unit Only

SUSPENSION
Wheel Bearings*
Coil Springs*
Upper and Lower Wishbones. (Excluding bushes)

ENGINE
Cylinder Head
Cylinder Head Gasket
Camshaft and Followers
Oil Pump, Pistons and Rings
Con Rods
Crankshaft and Bearings

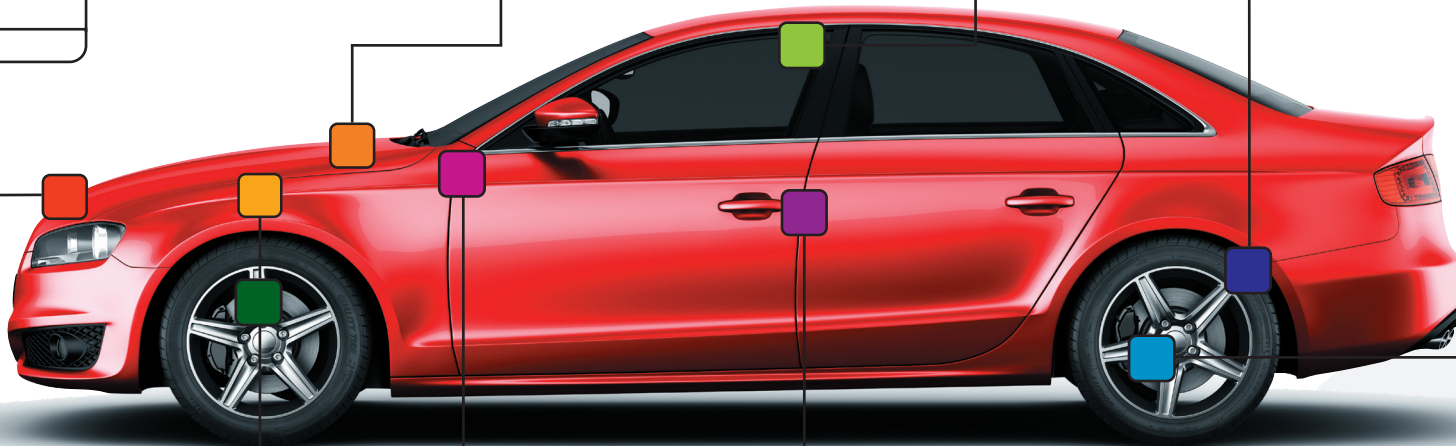
ELECTRICAL SYSTEM
Starter Motor
Alternator
Electric Window Motor
Electric Window Switch
Central Locking Motor
Front and Rear Windscreen Wiper Motor
Front and Rear Washer Motor
Ignition Coils
Sun Roof Motor
Sun Roof Switch
Indicator Flasher Relay
Electrical Fuel Pump

TRANSMISSION / DRIVETRAIN
Drive Shafts
Manual Gearbox - All internal components contained within the transmission casing.
Automatic and CVT Transmissions - All internal components contained within the transmission casing.
Differential (All internal components.)
Constant Velocity Joints

FRONT AND REAR BRAKES
Brake Master Cylinder
ABS Wheel Speed Sensors

FUEL SYSTEM
Throttle Body
Throttle Position Sensor
Airflow Meter
Injectors
Oxygen Sensor
Map Sensor

STEERING (INCLUDING POWER ASSISTED STEERING)
Steering Rack and Pinion
Steering Box
PAS Pump and Idler



PLEASE REFER TO THE NEXT PAGE FOR DETAILS OF EXCLUSIONS TO COVER UNDER THIS SERVICE CONTRACT

## THE FOLLOWING EXCLUSIONS APPLY TO THIS SERVICE CONTRACT

- External oil /fluid leaks are specifically excluded.
- Gradual deterioration of performance of a component in line with the age and mileage of the Vehicle will be classed as “wear and tear” and excluded from the service contract unless additional wear & tear cover has been purchased.
- Water ingress and any components damaged by water ingress are specifically excluded.
- Carbonised, pitted, corroded, burnt or sticking components are specifically excluded.
- Breakdown as a result of contamination or failure to meet current emission legislation is excluded.
- Power steering belts, external links and joints, rubber boots, swivel pins, oil leaks, frost damage and bushes are excluded.
- Nuts, bolts and mounting brackets.
- Keys and key fobs.
- Software, firmware or “flash” updates for any component.
- The cost of any servicing or service items.
- Seals & gaskets of any description, save where specifically covered, including but not limited to sealing compounds, silicone sealant and liquid gaskets.
- Paint - the painting of parts replaced under the service contract will not be covered.
- Casings - The following casings are only covered if their failure is a direct result of a failure of a covered component and will constitute part of the total repair request subject to the service contract limits: Cylinder Block, Cylinder Head, Gearbox Casing and Axle Housing.
- 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 the total claim, within the service contracts limits.
- Electrical connections, LEDs, LCDs, all internal and external lamps, wiring looms and all batteries.
- Anything not specifically mentioned in the “What is Covered” Section of this booklet. (Page 2)
- Consumable items such as, but not exclusively limited to light bulbs, drive belts, wiper blades, brake linings, brake discs, cylinders, cables, bushes, glow plugs, all pipes, all hoses, remote controllers, keys and key fobs.

### NOTE

- The maximum contribution for diagnostics is £65 inclusive of VAT on a valid repair request.
- Those components covered are covered against sudden and unexpected mechanical breakdown.
- The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a authorised component and the vehicle is not within 1,000 miles of its next due service.
- Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the repair request invoice.
- Wheel Bearing and Coil/Leaf spring failure will be covered on Vehicles up to 6 years old or 70,000 miles - whichever comes first.

### WARNING - TIMING BELTS

Otherwise known as camshaft drive belts. If your Vehicle has a timing belt, please make sure it is in good condition and that it is checked and changed in line with the manufacturer’s recommendation.

If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. **No responsibility will be accepted for damage caused by the failure of a worn out/or incorrectly fitted timing belt.**

## TERMS OF CONDITIONS

This section details the terms, conditions and exclusions of this service contract:

1. The service contract does not apply to any vehicle(s) used for competitive and/or timed racing of any sort, (including but not limited to off-road driving, vehicles acting as a pace make and/ or safety vehicles), any vehicles used by any emergency services (including but not limited to police, fire and ambulance service vehicles), any military vehicles, any vehicles used by airport authorities or their agents/servants within the territorial boundaries of the airport (including runways and any outbuildings associated with the airport), any vehicles used for hire or reward (including but not limited to taxis and self drive vehicles), any vehicles used by a driving school, any kit cars and any nonstandard, customised or modified vehicles.
2. The supplying dealer has given the administrator your information in order to validate the contract for services between you and the administrator.
3. The Company will not pay more than the repair request limit shown on the agreement form or, if lower, in this service contract booklet.
4. No liability will be accepted for any repair request that is reported to the administrator more than seven days after the relevant fault is discovered.
5. No repairs may be carried out under the service contract until the administrator provides a repair request number for those repairs. Failure to obtain prior approval for any repair request will lead to the repair request being declined in its entirety. No liability shall exist in respect of parts supplied, repairs carried out or any other repair request under this service contract other than repair requests in accordance with the procedures set out in this service contract booklet. We reserve the right to seek the most cost-effective repair. This may include the approval of using reconditioned, remanufactured, refurbished or exchange parts / units.
7. Authorised repairs must be completed within 30 days of approval issue date. Repair request documentation must be received by the repair request department within 7 days of completion of repairs, otherwise they cannot be accepted.
8. The maximum repair requests in aggregate we will pay during the period of cover is up to the purchase price of the vehicle as stated on the agreement form.
9. The amount of time allowed for labour will be according to Autodata times and the labour rate will be specific to each dealer. The administrator reserves the right to examine the vehicle and failed part and to subject them to expert independent assessment to determine the amount to be paid in respect of a repair request. This will be subject to the repair request limits and the terms and conditions of your service contract.
10. Services must be carried out in accordance with the schedule described in the service requirements section of this service contract (page 1) - you must keep all the service invoices in the event of any repair request.
11. The mileage quoted on the agreement form does not guarantee this is the true distance the vehicle has covered and the mileage should be disregarded.
12. Your service contract excludes any liability for death, bodily injury or loss of or damage to property other than the listed components or loss of use or any consequential loss of whatsoever nature.
13. No liability will be accepted for damage caused by:
  - Neglect;
  - Corrosion;
  - Water Ingress;
  - Any foreign matter getting into or onto a part;
  - Lack of servicing;
  - Over-heating or freezing;
  - Abuse;
  - Damage to parts not covered by this service contract.
14. No liability will be accepted for: parts that have been fitted incorrectly, the effects of poor repairs, faults or defects at the time of the sale, parts that have been made or designed badly, parts not fitted as standard or optional extras by the manufacturer, unless cover for such items is agreed beforehand.

### WARNING - BREAK DOWN FEES

DCX CAR SALES is not responsible for any break down recovery costs. The vehicle’s owner is responsible for arranging and covering the cost of any recovery fees.

## TERMS OF CONDITIONS - continued

15. If you have not kept to the conditions of the service contract, you agree that your repair request will be rejected and that your service contract will be cancelled.
16. If you or a repairer makes a false or dishonest repair request, your service contract will be cancelled and legal action may be taken against you.
17. In the event of a repair request the administrator reserves the right to call for a contribution from the service contract holder for betterment should the repaired vehicle ultimately be in a better condition or have a better value than it enjoyed immediately prior to the repair request.
18. You cannot change the terms and conditions unless you have written agreement from DCX Car Sales Ltd.
19. If you are in breach of any of the terms of this service contract, the administrator may cancel this service contract by giving 14 days notice by recorded delivery to the last known address of the service contract holder.
20. No liability will be accepted for any consequential loss or damage to parts not covered by this service contract where consequential loss is caused by a covered part.
21. The administrators reserve the right to amend the service contract details from each renewal year.
22. If the administrator accepts that there is a repair request under this service contract but there is a disagreement in respect of the amount to be paid, the disagreement will be referred to an independent arbitrator. In these circumstances the arbitrator's award must be made before there is any right of action against the Company.
23. The Terms and Conditions and application details will be read as one contract. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined will have its ordinary meaning.
25. Non-Disclosure, Misrepresentation or Misdescription - this service contract is voidable if you or anyone acting for you fails to disclose, misrepresents or misdescribes any material fact. If the administrator voids this service contract they will void it in its entirety and no cover will apply.
26. Should the vehicle be involved in a total loss claim via your own motor policy, this service contract will become void and no refund will be offered.
27. No liability will be accepted for any repair request, if at the time of the reported failure, the vehicle is being used in contravention of the current legislation with regards to MOT, Vehicle Excise Duty (Road Tax) and Motor Insurance.
28. Unless specifically agreed otherwise, the law that will apply is English law.
29. If your vehicle is found to be fitted with any form of fuel tamper device then your service contract will be void.
30. Once a claim has been notified, you will have 7 days in which to provide further information and or diagnostic evidence of failure of a covered component, in order for any claim to be considered. If the contract reaches its natural expiry date during or after this 7 day period, no claim would be considered without written consent from the Administrators.

## TERMS OF CONDITIONS - continued

### Exclusions

The Company shall not be liable for any repair requests arising thereby or indirectly caused or contributed by or in consequence of a loss;

1. (a) Occurring during the warranty or warranty period of any manufacturers or the dealer's excess period (if any) or where faults have developed during such period prior to the commencement of the service contract (provided they were evident at that time) and which have not been completely rectified.
  - (b) Resulting from any modification to the vehicle or the substitution of components by nonstandard components or equipment not approved by the manufacturer of the vehicle.
  - (c) If the mileometer has been altered or disconnected or inoperative resulting in the misrepresentation of the vehicle's actual mileage.
  - (d) Caused by or arising from:
    - (i) Overheating, corrosion or the gradual reduction in operating performance commensurate with the age and mileage covered by the vehicle. This includes, but is not limited to:
      - (a) The gradual loss of engine compression necessitating the repair of valves or rings
      - (b) Gradual increase in oil consumption due to normal operating functions.
    - (ii) The use of a grade of fuel not recommended by the manufacturer of the vehicle or the ingress of foreign matter into fuel, lubricants or cooling system. The use of inadequate or improper antifreeze protection.
    - (iii) Routine servicing maintenance or repair of the vehicle or from negligence, abuse or wilful damage.
    - (iv) The subjecting of the vehicle to a load greater than that permitted by the manufacturer's recommendations.
    - (v) Fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped there from or any extreme cause.
    - (vi) Any road traffic accident, collision or fire damage; including total loss of vehicle.
  - (e) Involving components subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design defect.
- (f) Directly or indirectly caused by or arising out of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, riot, civil commotion, strikes, lockout, confiscation or detention by customs or other officials or authorities, malicious intent or vandalism.
  2. Local taxes, when repairs are completed outside of the UK.
  3. Any ancillary components or equipment not listed under the "What is Covered" section.
  4. Mechanical breakdown due to lack of fuel, antifreeze, hydraulic fluids, grease or oils.
  5. Investigatory or remedial work commenced before authorisation by the administrator.
  6. Costs incurred in routine servicing or repairs.
  7. Any parts, which have not failed but have been reported as requiring replacement during routine servicing and/or repairs or at the time of when a service contract repair is in progress.
  8. Liability, which attaches to the service contract holder by virtue of an agreement but which would not have attached in the absence of such agreement.
  9. Any vehicle owned by a garage or its associated companies or by the proprietor of such garage or associated companies or by an employee or relative of such proprietor or component breakage occurring whilst the vehicle is in the custody or control of such persons.
  10. Any liability for death, bodily injury or loss of or damage to property other than the covered components or loss of use or any consequential loss of whatsoever nature.
  11. Non-compliance with the conditions relating to the servicing of the vehicle.
  12. Any faults of defects deemed to have been present at the time of service contract inception.
  13. The cost of any servicing or service items.