

Motor Vehicle



AWN 
Australian Warranty Network
AFS Licence No. 246469

Advantage

Let us protect you against increasingly costly repairs!



Frequently Asked Questions

Do I need an extended warranty?

If you are like most people, you intend to keep your motor vehicle for between 3 to 5 years. As your motor vehicle ages and in particular, after your factory manufacturer warranty has expired, the risk of failure or breakdown increases.

AWN warranties are specially designed to help reduce the financial impact of unexpected and potentially expensive mechanical repairs when you can least afford it.

Do I have multiple coverage options for my Motor Vehicle?

We know that everyone's circumstances differ, so at AWN, we offer a variety of extended warranty products to suit your coverage requirements and your budget. This allows you to choose the level of coverage that best protects you against unforeseen repair bills.

Where can I service my Motor Vehicle?

AWN strives to exceed every customer's expectations by providing you the flexibility to have your motor vehicle serviced at a licenced workshop of your choice.

Where can I have my Motor Vehicle repaired?

If a problem occurs, whether at home or interstate, we have you covered with over 1200 (twelve hundred) approved repairers Australia-wide.

Can I transfer my extended warranty?

The benefits of your AWN warranty are transferable with your motor vehicle, adding value to your motor vehicle when it's time to trade-in or when selling your motor vehicle privately.

Do I have to pay an excess when making a claim?

AWN aims to provide you with a quick, seamless and stress free claims experience. When making a claim, there are no hidden fees, or excess to pay. You also don't have to worry about paying for an approved repair and then wait for reimbursement, as we will pay the approved claim amount direct to the AWN approved repairer.



Components Covered & Claim Limits - Advantage

| Components Covered & Claim Limits | Value  | Classic  | Deluxe  |
|---|--|--|---|
| | Vehicles over \$2000 at time of sale | Vehicles less than 20 years and 280,000km at time of sale | Vehicles less than 15 years and 200,000km at time of sale |
| Maximum Amount Claimable for the term of the Warranty | UNLIMITED | UNLIMITED | UNLIMITED |
| Engine | \$1,000 | \$1,750 | \$2,500 |
| Transmission | \$1,000 | \$1,750 | \$2,500 |
| Differential | \$1,000 | \$1,750 | \$2,500 |
| Cooling System | \$300 | \$750 | \$1,250 |
| Electrical System | \$300 | \$750 | \$1,250 |
| Braking System | \$300 | \$750 | \$1,250 |
| Steering System | \$300 | \$750 | \$1,250 |
| Air Conditioning | \$300 | \$750 | \$1,250 |
| Clutch | \$300 | \$750 | \$1,250 |
| Fuel Pump & Fuel Injection System | \$300 | \$750 | \$1,250 |
| Drive Shafts, CV Joints, Universals | \$300 | \$750 | \$1,250 |
| Turbo | \$300 | \$750 | \$1,250 |
| Electronic Ignition System | \$300 | \$750 | \$1,250 |
| Electronic Solenoids & Computers | \$300 | \$750 | \$1,250 |
| ABS Braking System | \$300 | \$750 | \$1,250 |
| Cylinder Heads | - | \$300 | \$550 |
| Radiator | - | \$300 | \$550 |
| Power Window Motors & Switches | - | \$300 | \$550 |
| Customer Care Package | YES | YES | YES |

This document is for information purposes only. For full Product Disclosure Statements and coverage details, please refer to the Terms, Conditions, Limitations and Exclusions of the Warranty by contacting your local AWN Authorised Agent.



AWN 24 Hour **Roadside Assistance** (Optional Extra)

Everyone likes a safety net. With AWN Roadside Assistance, you can have the peace of mind that comes with a comprehensive 24 hour / 7 days a week Roadside Assistance program.

General Cover

Our roadside assistance program provides access to the following services. Some services are provided on a fee for service arrangement (as noted below):

- **FLAT BATTERY** - Jump start motor vehicle.
- **FLAT TYRE** - Replace flat with spare.
- **OUT OF FUEL** - Supply minimum of 5 litres (unleaded) fuel to be paid for by driver. LPG/Diesel motor vehicles transport to fuel supply.
- **LOCK OUTS** - Access motor vehicle/replace key (up to \$77.00 per case). (Specialist locksmith attendance may involve extra charge to driver).
- **TOWING - BREAKDOWN** - If your motor vehicle is unable to be quickly mechanically repaired or safely driven, the motor vehicle, including the driver, will be transported to a nominated service centre or mechanical repair facility. If after hours, arrangements can be made to store the motor vehicle and transport when the service centre or repair facility is open. A 20km metropolitan or 50km rural "Free of Charge" service for roadside response and breakdown towing applies. Excess kilometres charged at the recommended industry rates. PLATINUM EXTRA - 50km Free Service Radius.
- **GENERAL ASSISTANCE** - We will relay urgent messages to family, friends and business associates, likely to be concerned by disruption or delay. We will also arrange for alternative transport in the case of a major breakdown or accident ie. taxi (cost at drivers expense).
- **EXCLUSIONS**
 - Trucks, heavy equipment and motor vehicles over 3.5 tonnes gross
 - Motor vehicles that require specialist or heavy equipment for removal or are not within easy reach of a public road
 - Motor vehicles used for hire or reward
 - Motor vehicles operated by non-Australian residents
 - Unregistered motor vehicles.

Platinum Extras - Available at extra cost

- **CAR HIRE** - In the event of a major mechanical failure, whilst more than 100km from your registered residence, which sidelines your motor vehicle for longer than 48 hours, excluding weekends and public holidays, we will assist with reasonable necessary car rental costs. (excluding fuel & insurance).
On submission of the account, (excluding petrol, km's and insurance) together with a copy of the repair bill, we will cover up to \$200.00 per claim.
- **ACCOMMODATION** - In the event of a major mechanical failure, whilst more than 100km from your registered residence, which sidelines your motor vehicle for longer than 48 hours, excluding weekends and public holidays, we will assist with reasonable necessary emergency accommodation costs (excluding meals).
On submission of the account together with a copy of the repair and accommodation bill, we will cover up to \$200.00 per claim.
- **AMBULANCE COVER** - In the event of an accident where the registered motor vehicle is involved, and the driver or immediate family of the driver (ie. Wife/Husband, Sons/Daughters) require the services of an ambulance as a result of that accident, we will assist with ambulance costs.
On submission of the account together with a copy of the ambulance bill, we will cover up to \$200.00 per claim. (N.B. Liability not to exceed \$200 per registration period).

Available 24 Hours / 7 Days a Week



Reasons Why You Need An **AWN Warranty**

Australia is a vast country, the divide between our cities and sprawling outer suburbs is constantly growing. Whether you need your motor vehicle for work, shopping, or picking your children up from school, in Australia having a motor vehicle is a necessity, not a luxury.

Not having your motor vehicle for any length of time is not an option. Unfortunately, no matter how well you look after your motor vehicle, your motor vehicles age, or travelled kilometres, unforeseen breakdowns occur.

Over the last 20 years the cost to repair a motor vehicle has substantially increased due to the cost of replacement parts, labor, and the complexity of today's vehicles. Technology is fantastic until it goes wrong.

Costly mechanical repairs normally occur when you can least afford it.

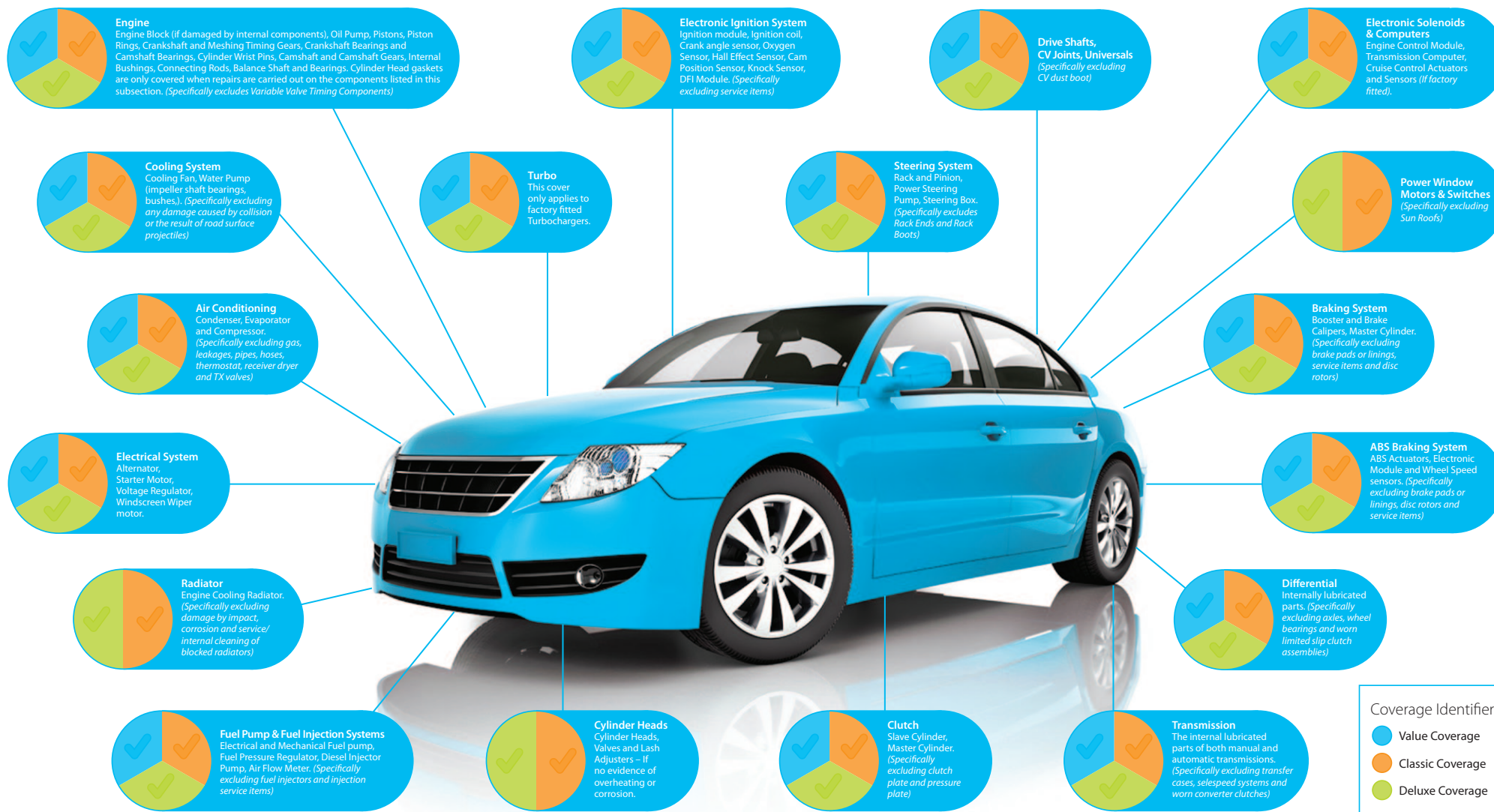
Australian Warranty Network has an extended warranty product to suit your coverage requirements and budget, allowing you to choose the level of protection that best protects you against costly mechanical repairs.

Our warranties are designed to help reduce the financial impact of unexpected and potentially expensive mechanical repairs to your motor vehicle. At AWN we are focused on providing our customers with a quick, seamless and stress free claims experience.

- Established in 1992
- Unlimited Kilometres
- No limit on the number of claims
- No excess on claims
- Warranty coverage commences Day 1
- Comprehensive coverage on Parts & Labour
- No Claim Forms - a phone call is all it takes
- We pay the repairer direct - no out of pocket expenses for items covered by our warranties
- Transferrable with motor vehicle to new owner
- Australia-Wide Repairer Network
- Even if you have a non-claim related problem, we will assist you
- Flexible coverage for New and Used motor vehicles



Advantage Covered Items



Customer Care Package



TOWING ASSISTANCE

Reimbursement up to \$100 (per claim) for towing charges in the event of a covered mechanical breakdown where your motor vehicle is unable to be quickly repaired or safely driven to an AWN Approved Repairer.



ACCOMMODATION ASSISTANCE

Reimbursement up to \$100 (per claim) for emergency accommodation, arrangements and costs in the event of a covered major motor vehicle breakdown where you are more than 400km from your registered residence and taking more than 48 hours to repair.



CAR HIRE ASSISTANCE

Reimbursement up to \$100 (per claim) for car hire costs in the event of a covered major motor vehicle breakdown where you are more than 400km from your registered residence and taking more than 48 hours to repair. (Specifically excluding car hire over weekends and public holidays)

Where a claim in relation to failure of a covered component is approved by us under the warranty, we will provide the above additional benefits where expenses are incurred, by reason of that claim. Customer Care Package runs for the term of the warranty selected. Refer to the warranty contract for full terms and conditions.

SCAN ME



Want to know more about AWN?



Customer Testimonials



"I am thoroughly satisfied with the service AWN offers and will continue to recommend AWN."

PETER - WA



"My car has unfortunately had some issues and you have come to my assistance twice now for which I am very grateful."

FRANK - QLD



"Thanks for providing a great, prompt, no fuss service."

KIM - WA



Take a look at our other **AWN products**



Motorbike **Warranty**



Marine **Warranty**



PWC **Warranty**



Motorhome **Warranty**



Caravan **Warranty**



Roadside **Assistance**

Australian Warranty Network

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Phone: (07) 3802 5577

Fax: (07) 3801 1539

Web: www.AustralianWarranty.com.au

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So as to keep the privacy of our Customers, all people shown in Testimonial images are models and not the actual person.