



AWN 
Australian Warranty Network
AFS Licence No. 246469

Warranty

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 motorbike for between 3 to 5 years. As your motorbike 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 Motorbike?

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 Motorbike?

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

Where can I have my Motorbike 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 motorbike, adding value to your motorbike when it's time to trade-in or when selling your motorbike 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.



Want to know
more about
AWN?
SCAN ME



Components Covered & Claim Limits - Motorbike

Components Covered & Claim Limits	Scooter	Basic	Value	Classic	Deluxe	Extension
	 Scooters over \$1,000 at time of sale	 Motorbikes over \$1,000 at time of sale	 Motorbikes over \$2,500 at time of sale	 Motorbikes less than 10 years and 100,000km at time of sale	 Motorbikes less than 8 years and 80,000km at time of sale	 Motorbikes less than 5 years and 50,000km at time of sale
Type of Bike Covered	Scooter	Road/Trail	Road/Trail	Road	Road	Road
Engine Stroke	2 or 4 Stroke	2 or 4 Stroke	2 or 4 Stroke	4 Stroke	4 Stroke	4 Stroke
Maximum Amount Claimable for the term of the Warranty	\$1,500	\$1,500	\$3,000	UNLIMITED	UNLIMITED	\$8,000
Engine	\$500	\$500	\$1,000	\$1,500	\$2,000	Under this plan, you are covered against failure of mechanical components (up to a maximum of \$4,000 (Four Thousand Dollars) per claim) that were covered under the Manufacturer's Warranty when your Motorbike was purchased as new.
Transmission	\$500	\$500	\$1,000	\$1,500	\$2,000	
Cooling System	\$300	\$300	\$500	\$750	\$1,000	
Electrical System	\$300	\$300	\$500	\$750	\$1,000	
Braking System	\$300	\$300	\$500	\$750	\$1,000	
Final Drive	-	-	-	\$750	\$1,000	
Cylinder Head	-	-	-	\$750	\$1,000	
Suspension	-	-	-	\$750	\$1,000	
Clutch System	-	-	-	\$750	\$1,000	
Fuel System	-	-	-	\$750	\$1,000	
Electronic Ignition	-	-	-	\$750	\$1,000	
ABS System	-	-	-	\$750	\$1,000	
Engine Computer (ECU)	-	-	-	\$750	\$1,000	

Customer Care Package



TOWING ASSISTANCE

Reimbursement up to \$100 (per claim).



ACCOMMODATION ASSISTANCE

Reimbursement up to \$100 (per claim).



CAR HIRE ASSISTANCE

Reimbursement up to \$100 (per claim).

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.



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 Motorbike/Scooter.
- **FLAT TYRE** - Transport Motorbike/Scooter.
- **OUT OF FUEL** - Supply minimum of 5 litres (unleaded) fuel, to be paid for by driver.
- **BREAKDOWN** - If Your Motorbike/Scooter is unable to be quickly mechanically repaired or safely ridden, the Motorbike/Scooter, including the rider, will be transported to a nominated service centre or owners home address. In a situation where the breakdown occurs on a trip or holiday, we would transport the Motorbike/Scooter to the nearest service centre or mechanical repair facility. If after hours, arrangements can be made to store the Motorbike/Scooter and transport when the service centre or repair facility is open.
- **FREE SERVICE** - A 20 km "Free of Charge" service for roadside response and breakdown applies on a NATIONAL basis. Excess kilometres are charged at the recommended industry rates.
- **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 i.e. taxi (cost at riders expense).
- **EXCLUSIONS**
 - Motorbikes/Scooters used for hire, reward or rental
 - Motorbikes/Scooters located off Public Roads (other than private residence)
 - Motorbikes/Scooters operated by non-Australian residents
 - Unregistered Motorbikes/Scooters.

Available 24 Hours / 7 Days a Week



Reasons Why You Need An **AWN Warranty**

We understand that the majority of people who ride motorcycles are passionate about being on two wheels. There is no doubt that the freedom motorcycles provide is alluring. Whether your reason to ride is the practicality motorcycles provide to get from point A to B, or you are a thrill-seeker, who loves the feeling of being one with a two-wheeled machine, it's important that you stay protected.

Australian Warranty Network has an extended warranty and roadside assistance 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 Motorbike. At AWN we are focused on providing our customers with a quick, seamless and stress free claims experience.

- Established in 1992
- Unlimited Kilometres
- 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 Motorbike 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 Motorbikes





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



Motor Vehicle
Warranty



Marine
Warranty



Personal Water Craft
Warranty



Motorhome
Warranty



Caravan
Warranty



24 Hour Roadside
Assistance

Australian Warranty Network

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