

# Roadside **Assistance**



**AWN**   
Australian Warranty Network  
AFS Licence No. 246469

Motor Vehicle, Caravan,  
**Motorbike & Scooter**

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Let us protect you against increasingly costly repairs!





## Motor Vehicle **Roadside Assistance**

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**

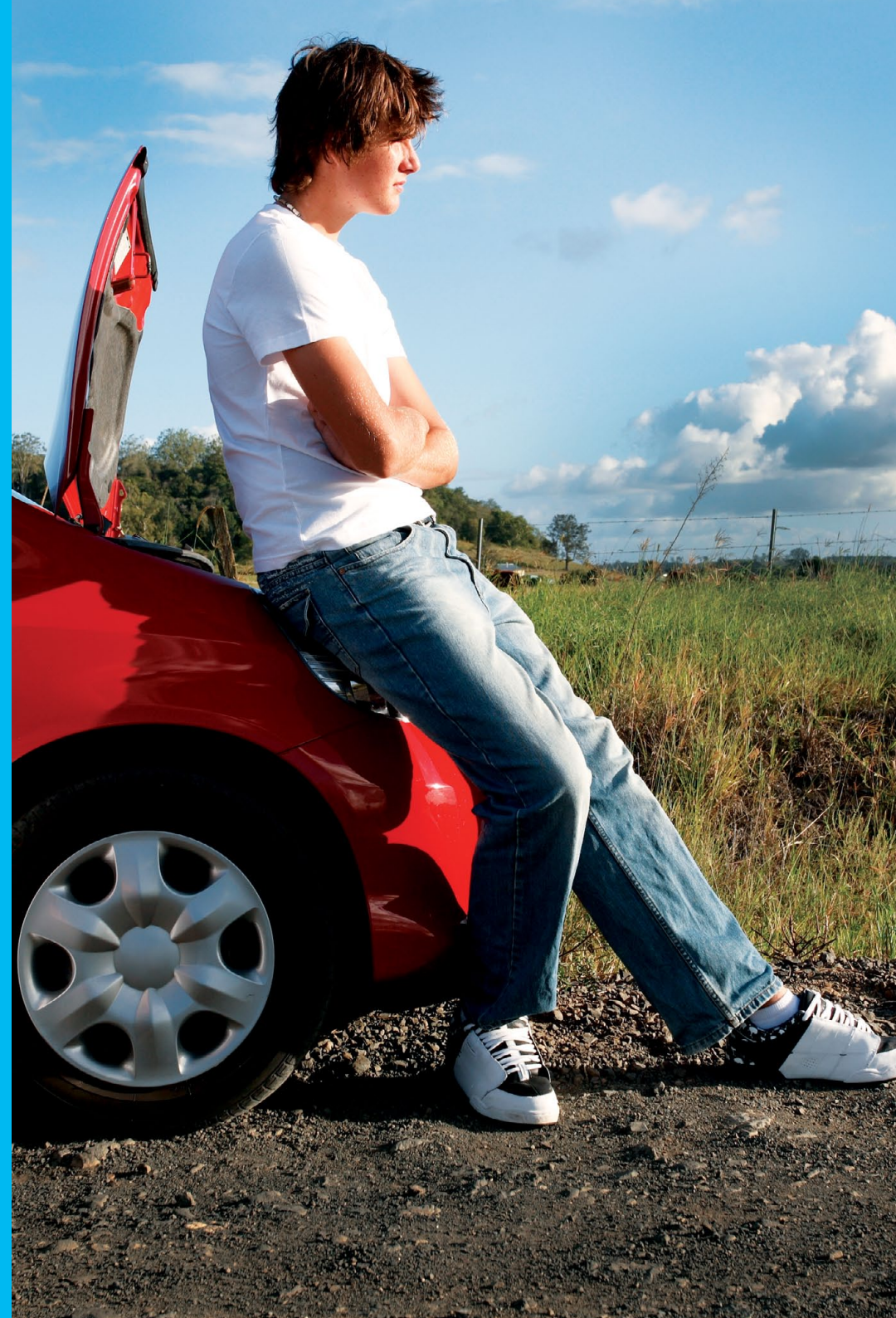
Our roadside assistance program provides access to the following services. Some services are provided on a fee for service arrangement (as noted below):

- **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







## Motorbike/Scooter **Roadside Assistance**

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







# Caravan Roadside Assistance

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).

**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 i.e. taxi. (Cost at customer's expense).

**EXCLUSIONS** - Free service will only be provided on private property or on public roads that are accessible by normal two wheel drive vehicles. Call Outs will not be provided where the caravan is "off-road" (including but not limited to where the caravan is located on forestry or logging tracks, creek beds, beaches or mountains).

Service can be refused in the following situations:

- Commercial use of caravan.
- Unregistered caravans.
- Caravans deemed not to be roadworthy or non-compliant with the relevant Australian design rules.
- Caravans permanently located on public or private holiday parks or camp sites.
- Caravans already at repairers.
- Where the use of specialized equipment may be required for extraction/recovery.
- Caravans involved and damaged in accidents.

## DELUXE CARAVAN COVER

- **FLAT TYRE** - The Caravan's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$160.00 including GST (excludes any repair costs, replacement tyres, valves, tubes etc.).
- **LOCK OUTS / LOST KEYS** - Gain emergency access to the Caravan. Arrange for the client to obtain the spare key (if applicable). The cost of the service is covered up to \$160.00 including GST (excludes any repair costs and key cutting).
- **EMERGENCY TOWING - MECHANICAL BREAKDOWN** - The Caravan will be transported to the nearest suitable repairer. The cost of the service is covered up to \$600.00 including GST per breakdown (excludes any repair costs, additional towing. Refer to general exclusions).

### Extras Cover

- **EMERGENCY ACCOMMODATION** - Assistance with emergency accommodation, while the Caravan is being repaired. Initially paid in full by the client. The client may then claim for reimbursement of up to \$300.00 including GST for accommodation costs. (Excluding meals, beverages etc.)

## PREMIUM CARAVAN COVER

- **FLAT TYRE** - The Caravan's roadworthy spare tyre will be fitted. The cost of the service is covered up to \$165.00 including GST (excludes any repair costs, replacement tyres, valves, tubes etc.).
- **LOCK OUTS / LOST KEYS** - Gain emergency access to the Caravan. Arrange for the client to obtain the spare key (if applicable). The cost of the service is covered up to \$165.00 including GST (excludes any repair costs and key cutting).
- **EMERGENCY TOWING - MECHANICAL BREAKDOWN** - The Caravan will be transported to the nearest suitable repairer. The cost of the service is covered up to \$1,000.00 including GST per breakdown (excludes any repair costs, additional towing. Refer to general exclusions).

### Extras Cover

- **EMERGENCY ACCOMMODATION** - Assistance with emergency accommodation, while the Caravan is being repaired. Initially paid in full by the client. The client may then claim for reimbursement of up to \$400.00 including GST for accommodation costs. (Excluding meals, beverages etc.)

Available 24 Hours / 7 Days a Week







## Reasons Why You Need **AWN Roadside Assistance**

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.

With a nationwide network of roadside assistance service providers no matter where you are in Australia a rescue vehicle can be promptly dispatched to assist.

We provide two roadside assistance options for motor vehicles; General Roadside Assistance and Roadside Assistance with Extra's. We also offer a roadside assistance program for Motorbikes, Scooters and Caravans.

**Bonus: AWN customers pay even less - No initial or annual membership fees.**



Want to know more about AWN?

**SCAN ME**



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



Motor Vehicle  
**Warranty**



Motorbike  
**Warranty**



Marine  
**Warranty**



Personal Water Craft  
**Warranty**



Motorhome  
**Warranty**



Caravan  
**Warranty**

### Australian Warranty Network

**Address:** 3801-3803 Pacific Highway, Tanah Merah, QLD 4128

**Phone:** (07) 3802 5577

**Fax:** (07) 3801 1539

**Web:** [www.AustralianWarranty.com.au](http://www.AustralianWarranty.com.au)

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