



# Motor Vehicle

## Guardian/Endure Policy

Underwritten by certain underwriters at Lloyds

AFS Licence No. 246469



Let us protect you against increasingly costly repairs.



## Frequently Asked Questions

### Do I need Warranty Insurance?

If you are like most people, you intend to keep your Vehicle for between 3 to 5 years. As your 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 Vehicle?

We know that everyone's circumstances differ, so at AWN, we offer a variety of Warranty Insurance 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 Vehicle?

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

### Where can I have my 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 Warranty Insurance?

The benefits of your AWN Warranty Insurance are transferable with your Vehicle, adding value to your Vehicle when it's time to trade-in or when selling your 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.



## Guardian Components Covered & Claim Limits

Components Covered & Claim Limits	<b>GUARDIAN</b> Vehicles over \$3,000 at time of sale
<b>Maximum Claim Limit For Term Of Warranty</b>	Up to the market value of the Motor Vehicle
Engine	\$2,000
Gearbox/Transmission	\$2,000
Differential	\$2,000
Cooling System	\$2,000
Braking System	\$2,000
Electrical System	\$2,000
Steering System	\$2,000
Air Conditioning	\$2,000
Clutch	\$2,000
Fuel System	\$2,000
Drive Shafts & Universals	\$2,000
Turbo	\$2,000
Electronic Ignition System	\$2,000
Electronic Solenoids & Computers	\$2,000
ABS Braking System	\$2,000
Cylinder Heads	\$2,000
Radiator	\$2,000
Power Window Motors & Switches	\$2,000
<b>Customer Care Package</b>	YES

### Customer Care Package

Where we approve a claim in relation to failure of a Covered Component under this Warranty, We will provide the following additional benefits where expenses are incurred, by reason of that claim. Customer Care Package runs for the term of the Warranty selected.



#### Towing Assistance

(Claim Limit: Up to \$100.00 per claim) Reimbursement up to the Claim Limit for towing charges in the event of a covered mechanical breakdown where your Motor Vehicle is unable to be quickly mechanically repaired or safely driven to an AWN Approved Repairer.



#### Accommodation Assistance

(Claim Limit: Up to \$100.00 per claim) Reimbursement up to the Claim Limit for emergency accommodation, arrangements and costs in the event of a covered major Motor Vehicle breakdown where you are more than 400kms from your registered residence and taking more than 48 hours to repair.



#### Car Hire Assistance

(Claim limit: Up to \$100.00 per claim) Reimbursement up to the Claim Limit for car hire costs in the event of a covered major Motor Vehicle breakdown where you are more than 400kms from your registered residence and taking more than 48 hours to repair. (Specifically excluding car hire over weekends and public holidays).



#### Quality Guarantee

All repairs to Covered Components authorised by Us prior to the commencement of repairs will be covered by the Warranty for the remaining period of cover.

This brochure is designed as an overview only. For full terms and conditions please refer to the Product Disclosure Statement which applies to your purchase. Benefits offered by these products are in addition to any other warranties and guarantees relating to your Vehicle under the Competition and Consumer Act 2010 (Australian Consumer Law) and State and Territory legislation. This product is offered by Australian Warranty Network Pty Ltd trading as AWN Insurance, ABN 78 075 483 206, Coverholder of Lloyds and holder of AFS Licence No. 246469. AWN Insurance does not take into account your personal or financial circumstances when offering these products.





## Endure Components Covered & Claim Limits

Components Covered & Claim Limits	ENDURE Vehicles less than 18 years & 220,000km travelled at time of sale
<b>Maximum Claim Limit For Term Of Warranty</b>	Up to the market value of the Motor Vehicle
Engine	\$4,000
Gearbox/Transmission	\$4,000
Differential	\$4,000
Cooling System	\$4,000
Braking System	\$4,000
Electrical System	\$4,000
Steering System	\$4,000
Air Conditioning	\$4,000
Clutch	\$4,000
Fuel Pump & Fuel Injection System	\$4,000
Drive Shafts, CV Joints & Universals	\$4,000
Turbo	\$4,000
Electronic Ignition System	\$4,000
Electronic Solenoids & Computers	\$4,000
ABS Braking System	\$4,000
Cylinder Heads	\$4,000
Radiator	\$4,000
Power Window Motors & Switches	\$4,000
<b>Customer Care Package</b>	YES

### Customer Care Package

Where we approve a claim in relation to failure of a Covered Component under this Warranty, We will provide the following additional benefits where expenses are incurred, by reason of that claim. Customer Care Package runs for the term of the Warranty selected.



#### Towing Assistance

(Claim Limit: Up to \$100.00 per claim) Reimbursement up to the Claim Limit for towing charges in the event of a covered mechanical breakdown where your Motor Vehicle is unable to be quickly mechanically repaired or safely driven to an AWN Approved Repairer.



#### Accommodation Assistance

(Claim Limit: Up to \$100.00 per claim) Reimbursement up to the Claim Limit for emergency accommodation, arrangements and costs in the event of a covered major Motor Vehicle breakdown where you are more than 400kms from your registered residence and taking more than 48 hours to repair.



#### Car Hire Assistance

(Claim limit: Up to \$100.00 per claim) Reimbursement up to the Claim Limit for car hire costs in the event of a covered major Motor Vehicle breakdown where you are more than 400kms from your registered residence and taking more than 48 hours to repair. (Specifically excluding car hire over weekends and public holidays).



#### Quality Guarantee

All repairs to Covered Components authorised by Us prior to the commencement of repairs will be covered by the Warranty for the remaining period of cover.



## 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. Our Roadside Assistance program provides access to the following services (Platinum Extras is additional coverage that can be added onto the General Cover at extra cost):

General Cover		Platinum Extras	
<b>Flat Battery</b>	Jump start Motor Vehicle.	<b>Towing (Breakdown)</b>	Towing up to 50km free service radius.
<b>Flat Tyre</b>	Replace flat with spare.	<b>Car Hire</b>	Assistance with car rental costs up to \$200 per claim.
<b>Out of Fuel</b>	Fuel supplied, or Vehicle transported depending on fuel type.	<b>Accommodation</b>	Assistance with emergency accommodation costs up to \$200 per claim.
<b>Lock Outs</b>	Access Motor Vehicle or replace key.	<b>Ambulance Cover</b>	Assistance with ambulance costs up to \$200 per claim.
<b>Towing (Breakdown)</b>	Towing up to 20km free Metropolitan or 50km free Rural service radius.		
<b>General Assistance</b>	We can relay urgent messages and arrange for alternative transport.		

\* Exclusions Apply. This information is just an overview of the product, please refer to the product sample for the full terms and conditions of this product.

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AWN Roadside Assistance App can be downloaded from the apple and android app stores. Simply search for:  
**AWN Roadside Assist**





## Reasons Why You Need AWN Warranty Insurance

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

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

Over the last 20 years the cost to repair a 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.**

AWN Insurance has a Warranty Insurance 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 Warranty Policies are designed to help reduce the financial impact of unexpected and potentially expensive mechanical repairs to your Vehicle. At AWN Insurance we are focused on providing our customers with a quick, seamless and stress free claims experience.

- ▶ Established in 1992
- ▶ No excess on claims
- ▶ 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
- ▶ Transferable with 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 Vehicles



## 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 Policy



Marine Warranty Policy



PWC Warranty Policy



Motorhome Warranty Policy



Caravan Warranty Policy



Roadside Assistance



GAP Insurance



GPS Tracking

### AWN Insurance

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**AWN**   
INSURANCE  
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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.