


# MOBILITY SERVICE



In cooperation with 



**+ REPAIR ON THE SPOT  
OR TOWING**

**+ REPLACEMENT VEHICLE\***

**+ EVEN ABROAD\***

\* Certain conditions apply



Your new GASGAS motorcycle represents freedom and this should always remain the case. In every situation, we ensure you can continue your ride worry-free. On top of our manufacturer warranty, we offer you the free **GASGAS MOBILITY SERVICE**. This gives you access to the extensive service network of our mobility partner, ARC Europe. This fast and hassle-free service is available to you 24 hours a day, seven days a week, and 365 days a year.



Further information regarding this comprehensive service is available at:

[www.gasgas.com/en-gb/service/mobility-service.html](http://www.gasgas.com/en-gb/service/mobility-service.html)

**+ SPARE PARTS AND  
KEY SERVICE**

**+ GASGAS MOBILITY SERVICE 24/7**

**+ ACCOMMODATION**



## WE KEEP YOU RIDING...

Call the GASGAS assistance centre hotline in the event of a breakdown. Please note that only services and costs that have been approved by the GASGAS Assistance Centre can be covered.

**UK OWNERS CALLING FROM UK:**

**0330 159 0302**

**UK OWNERS CALLING FROM EUROPE:**

**+44 (0)161 451 0857\***

**ALL REP. IRELAND OWNERS:**

**00353 1649 7486\***

VALID FROM 1<sup>st</sup> MARCH 2023



## GASGAS MOBILITY SERVICE - KEY FACTS

### AT A GLANCE:

- // **COOPERATION PARTNERS:**  
GASGAS and ARC Europe
- // **THE MOBILITY SERVICE IS VALID FOR VEHICLES WHICH HAVE BEEN PURCHASED OR SERVICED IN THE FOLLOWING COUNTRIES:**  
Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Republic of Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom and Northern Ireland (European territories including Gibraltar and Channel Islands, Guernsey, Jersey and Isle of Man).
- // **SCOPE OF APPLICATION (BREAKDOWNS WHICH OCCUR IN THE FOLLOWING COUNTRIES):**  
Albania, Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Denmark (including the Faeroe Islands), Germany, Estonia, Finland, France (European territory and Réunion), Greece, Iceland, Republic of Ireland, Italy, Kosovo, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, North Macedonia, Austria, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Northern Cyprus, Southern Cyprus, Czech Republic, Turkey, Hungary, Vatican City, United Kingdom and Northern Ireland (European territories including Gibraltar and Channel Islands, Guernsey, Jersey and Isle of Man).
- // **VALIDITY DURATION**
  - / 12 months protection free-of-charge as standard with each new vehicle, effective from the date of registration.
  - / With each service at an authorised GASGAS dealer, the mobility service is extended free of charge until the next service or for a maximum of 12 months. Following the first service, the mobility service offers LIFETIME\*\*\* free-of-charge protection coverage, provided the above conditions are met.
- // **VEHICLES COVERED**  
GASGAS vehicles with a 24-month manufacturer warranty which are homologated exclusively for use on public roads.
- // **BENEFICIARY**  
Owner or rider and passenger.
- // **SCOPE OF SERVICES**  
Comprehensive, Europe-wide network of service providers and an emergency call centre (24/7, 365 days a year). Services will be arranged after positive verification of the VIN (Vehicle Identification Number), as the mobility service applies to the vehicle.

### SERVICES

- // **EVENTS COVERED**  
Breakdown, vandalism, theft, attempt to steal\*\*\*\* and fire.
- // **REPAIR ON THE SPOT**
- // **TOWING**  
If the vehicle cannot be repaired on site, a towing service can be used to take you to the closest authorised GASGAS dealer (or to a dealer in your home town if it is less than 50 km (30 miles) away).
- // **STORAGE**  
Up to a maximum of 2 weeks in the event of a breakdown, until redelivery/collection/scraping.
- // **SPARE PARTS**  
In the event of a breakdown abroad: Shipping of spare parts to the authorised GASGAS dealer. Shipment costs included; costs of spare parts excluded.
- // **SCRAPPING ABROAD**  
Scrapping is organised in the event of vandalism, fire, an attempt to steal or theft. Includes transport to the scrapping site; customs fees and costs of expert assessor are excluded.
- // **ACCOMMODATION**  
If repair of the vehicle is not possible on the same day it was towed to the authorised GASGAS dealer, and if the breakdown occurred more than 50 km (30 miles) from the place of residence of the authorised rider, accommodation costs are covered for max. 2 persons for up to 4 nights in a 3-star category hotel incl. breakfast.
- // **KEY SERVICE**  
In the case of a lost/stolen/snapped key, delivery of a spare key to the rider (shipping costs included) or to an authorised GASGAS dealer is organised if this is deemed the best solution.

### WE KEEP YOU RIDING

- // **TRANSFERS**  
If necessary, we will cover the cost of up to €77 (GBP 68) per breakdown (VAT included) for transport from/to the authorised GASGAS dealer, rental car agency, hotel, railway station, airport, etc.
- // **REPLACEMENT VEHICLE**  
If repair of the vehicle is not possible on the same day it was towed to the authorised GASGAS dealer, a rental car will be organised (max. category B "Economy"), including free kilometers/miles and standard insurance through to completion of the repair work, for a maximum, however, of 4 working days.\*\*\*\*\*
- // **ONWARD JOURNEY**  
If repair of the vehicle is not possible on the same day it was towed to the authorised GASGAS dealer, costs of the journey (for max. 2 persons) will be covered from the place of the breakdown to the destination or alternatively to the location of the authorised dealer. Suggested means of transportation:
  - / Taxi if less than 50 km (30 miles) from destination.
  - / 1st class train travel if between 50 km (30 miles) and 1,000 km (620 miles) from destination.
  - / Economy-class flight if more than 1,000 km (620 miles) from destination.

### TRANSPORT SERVICE

- // **TRANSPORT OF REPAIRED VEHICLE**  
The travel costs incurred for picking up the repaired vehicle from the authorised GASGAS dealer will be covered by the GASGAS Assistance Centre (means of transport as stated above). If pickup by the rider is not possible, then transport to the home address can be ordered. Also in this case, however, the GASGAS Assistance Centre will reimburse only those costs which would have been incurred had the driver traveled independently to pick up the vehicle. The remaining amount must be paid by the rider themselves. Upon request, the GASGAS Assistance Centre will organise transport by a transport company or professional delivery service which is hired and paid for directly by the rider. As explained above, costs following transport shall be partially reimbursed by the GASGAS Assistance Centre. This service will only be provided in the event of:
  - / Breakdown, vandalism, fire (both domestic and abroad).
  - / Attempt to steal (abroad only).
- // **TRANSPORT OF UNREPAIRED VEHICLE**  
If, after being towed to the authorised GASGAS dealer, the vehicle cannot be repaired within 4 working days, the vehicle will be transported to an authorised GASGAS dealer near you (multiple transport). This service is only performed in the following cases:
  - / Breakdown, vandalism, fire (both domestic and abroad).
  - / Attempt to steal (abroad only).

### GOOD TO KNOW

**Only services approved by the GASGAS Assistance Centre are paid for. Call the hotline in the event of a breakdown.**

- // **COMMERCIAL USE**  
Motorcycles for commercial purposes (e.g. police, driving school, rental motorcycles) benefit from a reduced service package (limited to on-site repair and towing).
- // **COMBINATION OF BENEFITS**  
The provision of a replacement vehicle, accommodation and continuation of the journey cannot be used in combination for an individual accident.
- // **EXCLUSIONS**  
Entitlement to assistance shall not extend to the following scenarios:
  - / If the authorised rider did not immediately contact the GASGAS Assistance Centre when the breakdown occurred to organise assistance services.
  - / If the vehicle to which the entitlement to assistance applies has been ridden to an authorised GASGAS dealer, i.e. if the vehicle has reached the workshop under its own power.
  - / No reimbursement of services for which no claim was made.
  - / If the breakdown was the result of force majeure, threat of war, strikes, seizure, government decisions, official prohibitions, piracy, explosions, nuclear or radioactive effects.
  - / If the breakdown occurred while participating in motorsports events or training.
  - / Trailer or side-car related breakdowns.
  - / Damage caused following the unusual usage of the vehicle.
  - / Breakdowns are the result of accidents which occurred before the assistance call.
  - / Damage caused by a spare part or accessory installed on the vehicle and not authorised by GASGAS.
  - / Breakdowns resulting from use by a non-authorised rider or a rider without a driving license.
  - / Breakdowns occurring away from the public road (offroad usage and race track).

\*\*\* For single-cylinder vehicles: max. 60,000 km (37,500 miles) or 8 years, whichever comes first;  
For twin-cylinder vehicles: max. 80,000 km (50,000 miles) or 8 years, whichever comes first

\*\*\*\* Theft and attempt to steal covered if the breakdown occurs abroad

\*\*\*\*\* The General Terms and Conditions of Vehicle Rental apply

### YOUR AUTHORISED GASGAS MOTORCYCLES DEALER:

Validity duration:

