


MOBILITY SERVICE



In cooperation with 



- + ROADSIDE REPAIRS OR RECOVERY SERVICE**
- + 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

- + 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)1327 640390*

ALL REP. IRELAND OWNERS:
00353 1649 7486*

VALID FROM 1st JANUARY 2024



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 (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).
- // **PERIOD OF VALIDITY**
 - / 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, but for no more than 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 that are approved for use on public roads only.
- // **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, attempted theft**** accident and fire.
- // **ROADSIDE REPAIRS**
- // **RECOVERY SERVICE**
If the vehicle cannot be repaired on site, a recovery 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).
- // **SAFEKEEPING**
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**
In the event of vandalism, fire, attempted theft or theft, scrapping will be arranged. Transport to scrapping site included; customs fees and expert appraisal costs excluded.
- // **ACCOMMODATION**
If the vehicle cannot be repaired on the day it was towed to an authorised GASGAS dealer and if the breakdown occurred more than 50 km (30 miles) from the authorised rider's residence, the accommodation costs for no more than 2 people for up to 4 nights in a 3-star hotel incl. breakfast will be covered.
- // **KEY SERVICE**
In the event of a lost/stolen/broken ignition key, delivery of a spare key to the rider (shipping costs included) or to an authorised GASGAS dealer will be arranged if this is deemed the most suitable solution.

WE KEEP YOU RIDING

- // **TRANSFERS**
If required, we will cover the costs up to €77/£68 per breakdown (VAT included) for transport from or to the authorised GASGAS dealer, rental car company, hotel, railway station, airport, etc.
- // **REPLACEMENT VEHICLE**
If the vehicle cannot be repaired on the day it was towed to an authorised GASGAS dealer, a rental vehicle (max. category B "Economy") will be arranged, including free mileage and standard insurance until the repair work is completed, but for no more than 4 working days.*****
- // **ONWARD JOURNEY**
If the vehicle cannot be repaired on the day it was towed to an authorised GASGAS dealer, the travel costs (for no more than 2 people) from the location of the breakdown to your destination or to the authorised dealer's location will be covered. Recommended means of transport:
 - / Taxi if less than 50 km (30 miles) from destination
 - / 1st class train travel if between 50 and 1,000 km (30 miles and 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 in order to collect the repaired vehicle from the authorised GASGAS dealer will be covered by the GASGAS Assistance Centre (means of transport as above). If collection by the rider is not possible, transport of the motorcycle to the rider's home address may be requested. However, in this event, the GASGAS Assistance Centre will only reimburse the costs that would have been incurred if the rider had undertaken a separate journey to collect the vehicle. The remaining sum must be borne by the rider. On request, the GASGAS Assistance Centre will arrange for transport by a transport company or a professional delivery service, which will be hired and paid for directly by the rider. As set out above, the GASGAS Assistance Centre will reimburse some of these costs once the transport has been performed.
This service will only be provided in the following cases:
 - / Breakdown, vandalism, fire (both domestic and abroad)
 - / Attempted theft (abroad only)
- // **TRANSPORT OF UNREPAIRED VEHICLE**
If the vehicle cannot be repaired within 4 working days after being towed to an authorised GASGAS dealer, the vehicle will be transported to an authorised GASGAS dealer near you (multiple transport).
 - / Breakdown, vandalism, fire (both domestic and abroad).
 - / Attempted theft (abroad only).

GOOD TO KNOW

Payment will only be made for those services that are authorised by the GASGAS Assistance Centre. Call the hotline in the event of a breakdown.

- // **COMMERCIAL USE**
Motorcycles used for commercial purposes (such as the police, driving schools, rental bikes) will benefit from a reduced service package (limited to roadside repairs and towing).
- // **COMBINATION OF BENEFITS**
The provision of a replacement vehicle, accommodation and onward travel cannot be claimed in combination for a single breakdown.
- // **EXCLUSIONS**
Entitlement to assistance shall not extend to the following scenarios:
 - / **If the authorised rider did not immediately contact the GASGAS Assistance Centre at the time of the breakdown to arrange for assistance**
 - / No reimbursement for services for which no claim was made
 - / If the breakdown is due to force majeure, war risk, strikes, seizures, government decisions, official prohibitions, piracy, explosions, nuclear or radioactive effects
 - / If the breakdown occurred during participation in motor sport events or training sessions
 - / Breakdowns related to trailers or sidecars
 - / Damage caused by unusual use of the vehicle
 - / Damage caused by a spare part or accessory fitted to the vehicle that is not an authorised GASGAS spare part or accessory
 - / Breakdowns arising while the motorcycle is used by an unauthorised rider or a rider without a driving licence
 - / Breakdowns that are not on public roads (offroad use)

*** 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:

Period of validity: