

**JZM**  
PORSCHE



**Warranty Brochure**

# **INTRODUCTION**

## **Congratulations on the purchase of your new vehicle.**

JZM will have done everything possible to ensure your vehicle meets your expectations but in the unlikely event that you encounter a problem we are here to help.

It is our aim to provide you with the best.

This Warranty is designed to provide protection against sudden and unforeseen failures to listed key components. To ensure peace of mind motoring it is important that you understand the cover provided so please read this booklet including the definitions, terms, and conditions carefully. Please contact JZM if you have any queries regarding either component coverage or the Warranty in general.

We wish you many miles of happy and trouble-free motoring.

# **Index**

**Introduction**

**Warranty Options**

**Common Questions**

**Component Cover**

**Important Information**

**Terms & Conditions**

**Exclusions**

**Claim Procedure**

# Introduction

In order that We can provide You with the best possible level of service we ask that You read this Agreement carefully and seek assistance from Us should there be any section of the Agreement that You require clarification on. JZM has appointed A 1 Approved as claims administrators to act on our behalf for claims arising under the Agreement.

## DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this Agreement:

**Agreement:** Including the Schedule Agreement between us and You as detailed in the Schedule for the provision of the Mechanical Breakdown Warranty described in the Agreement.

**Claim Limit:** The maximum amount We have agreed to pay towards an individual claim.

**Mechanical Breakdown:** Is the sudden and unforeseen breakage of a covered component arising from any permanent mechanical, electrical, or electronic defect, causing sudden stoppage of its function, necessitating immediate repair or replacement before its normal operation can be resumed. This Agreement does not cover replacing parts that have not actually failed or need to be replaced as part of "good engineering practice". or have simply worn or seized.

**Owner/You/Your:** The purchaser of the Vehicle forming the subject matter of this Agreement as specified in the Schedule.

**Period of Cover:** The period of time that this Agreement is valid.

**Schedule:** The Schedule attached to this Agreement providing details of You, Your Vehicle, Period of Cover We have agreed to provide, and the level of cover provided.

**Vehicle:** A Motor Vehicle supplied by JZM.  
**Warranty Administrator/Us/We/Our:** A 1 Approved Ltd. Office 56, Sugar Mill, Oakhurst Road, Leeds, LS 11 7HL

**Data Protection Act:** Your data is treated in accordance with the provisions of the Data Protection Act 1998, as amended from time to time. To administer this Agreement, we will hold and use information about You supplied by JZM Your information is not shared with any third party except in assisting Us in administering this Agreement. You may apply to see a copy of the information we hold on you by writing to us.

**Limit of Scope** This Agreement is only valid in the United Kingdom.

**Dealer:** JZM and this agreement detailed on the warranty Schedule.

# Warranty Options

## Silver Warranty

The purchase of all vehicles here at JZM include a 12 month Silver Warranty (unless still covered under by manufacturer or extended manufacture warranty). This warranty runs for 12 months and includes all items as referenced on the previous page. This warranty is NOT transferable on sale of the vehicle to another individual. The warranty includes an unlimited number of individual claims but each claim has a maximum claim limit of £1,000.

## Gold Warranty

This warranty is available at the point of purchase for £999 for a 12 month policy and increases the individual maximum claim limit to £10,000. All warranty conditions are as per the Silver warranty above.

# Common Questions

**Question. Do I have to pay the garage myself and then claim back the costs from JZM?**

**Answer.** No. We can pay the garage directly for the authorised sum with our debit card over the telephone before You collect Your car. The amount covered will be determined by the warranty coverage You have chosen. This will either be a £1,000 claim limit or £10,000 claim limit.

**Question. What happens if I need to make a claim?**

**Answer.** In the event of a failure, You must follow the claims procedure in the book.

**Question. Does my warranty cover for worn out components?**

**Answer.** No, it does not. No warranty can cover for worn or wearing components on a used car. The warranty is not a reconditioning tool to replace things as they wear on Your car, rather it will cover for components that have actually physically broken or have a permanent electronic defect. Even a brand-new car warranty will not pay for normal wear and tear.

**Question. Do I need to get my vehicle serviced?**

**Answer.** Yes, you do only at the correct times / mileages in accordance with the manufacturer's recommendations after You take delivery of the vehicle. We are not interested in the service history of the vehicle prior to You purchasing it. The service does not have to be completed by a main dealer unless You want to maintain a full dealer history, but please ensure that You retain the relevant receipts as proof.

**Question. Does my warranty cover diagnostic charges?**

**Answer.** No, The warranty does not cover plug in diagnostic charges as there is no set times for doing this. What might take one garage ten minutes to diagnose may take another two hours so these costs cannot be built into the warranty costs. We do however cover physical dismantling charges in the event of a valid claim subject to the warranty maximum claim limit.

**Question. Will I have to pay anything?**

**Answer.** Yes, When your claim is authorised this will be for a specific sum of money agreed with JZM You will have to pay for components that are not covered under the warranty, plus any amount over and above the claim limit of Your warranty.

# What's Covered

The following components are protected against mechanical breakdown (as defined elsewhere in this document). Please note that if a part is not specifically listed it is therefore not covered.

## Engine

Rocker assembly, inlet and exhaust valves, valve guides and springs (excluding burnt valves and decokes), cylinder head (excluding crack and overheating damage), head gasket. Push rods, camshaft and cam followers, timing gears, chains and tensioner, oil pump, pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, oil seals and bushes, inlet, and exhaust manifolds, fly wheel and ring gear (except dual mass flywheels with excess play). Turbo speed sensor, lambda sensor, distributor drive, oil cooler.

## Gearbox – Manual

All internal failures of gears, shafts. Synchromesh hubs, selectors, seals and bushes, bearings, speedometer drive, solenoid, transfer box.

## Gearbox – Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, ditches. Brake bands, bearings, governors. Servos. Torque convertor, drive plate, valve block, computer governor, modulator valve, speedometer drive.

## Continuous Variable Transmissions – CTX/CVT

All internal failures of ditches, planetary gears, reductions gears, shafts, variable pulleys, thrust link drives. Internal seals, bushes and bearings.

## Drive System (Front/Rear)

Crown wheel and pinion, half shafts, half shaft oil seals, bearings, planet gears, bevel gears, rear external drive shafts, constant velocity joints, 4 wheel drive units.

Excluding: Beam axle and bearings, radius arm and bearings, rubber gaiters, drive flange, together with all other parts not listed.

## Brakes

Master cylinder, wheel cylinders, brake callipers (excluding seized callipers), servo brake pumps, brake limiter valve, ABS computer/sensor/pumps.

## Steering

Rack and pinion, steering box, idler box, power steering rack/ram and pump, pressure pipes, reservoir, steering column.

## Cooling System

Water pump thermostat. heater matrix, electric fan motor/ sensor. viscous fan coupling, radiator, air conditioning pump. condenser, evaporator. magnetic clutch and valves. expansion valve. pressure and temperature sensors.

## Propshaft

Propshaft. universal joints and bearings.

## Fuel System

Mechanical/electrical fuel pump, stepper motor, injection pump, air flow sensor. pressure sensor. Temperature e sensor, fuel cut off valves. fuel gauge (when purchased separately). fuel pressure regulator, Oxygen sensors. throttle position sensors. fuel lift pump.

## Front/Rear Suspension

Shock absorbers. coil springs (except corrosion), upper and lower wishbones, ball joints, swivel joints. McPherson struts, suspension arms, anti-rollbar. self-levelling units and reservoir. pump and regulator valves, seals, displace, hydro pneumatic system.

## Wheel Bearings

Front and rear wheel bearings. but excluding hubs.

## Clutch

Centre plate. pressure plate. thrust bearing, dutch fork. cable, master cylinder, slave cylinder.

## Electrics

Starter/solenoid, alternator. coil. distributor, electronic ignition module, front and rear window/headlamp wiper motors, heater fan motor, indicator Interrupter unit. electric window motor, sunroof motor, instrumentation gauges where purchased separately. Centralised locking solenoids pumps. water / oil mixture sensor, parking sensors (front and rear but excluding painting). tyre pressure monitoring sensors. headlight switch, electric window motor switches. sunroof motor switch. Relay sensors, electric aerial motor, horn. Cruise control system. (Front and Rear heated screens and elements are excluded from cover). If Your Vehicle has a convertible roof the roof motor, sensors and switch will be covered but not the folding mechanism/arms or the roof material.

## Casings

Cylinder block, gearbox and axle if they have been damaged by a mechanical breakdown of one of the above parts

# Important Information

## The Cover We Provide

Should a covered component fail as the result of a Mechanical Breakdown The warranty will cover the cost of its repair or its replacement in line with the terms of this Agreement. Our liability for each repair is limited to the Claim Limit shown on the Warranty Schedule. The total amount of all claims is limited to the purchase price of the Vehicle. If We accept a claim, We reserve the right to take wear and tear, according to age and mileage into consideration when settling the claim.

## Important Note

You are covered only for the parts described in this Agreement once We have received Your Schedule along with the appropriate fee. You must not have any repairs completed without Our prior approval. We will confirm Our agreement covers the agreed costs. A1 Approved Limited act as administrators on behalf of JZM for claims arising under this Agreement. At the time of a claim being admitted Your Vehicle must be taxed, insured, and have a current MOT Certificate. We reserve the right to request proof that Your Vehicle is legally entitled to be used on the road. This Agreement is not a "new for old" cover, therefore You may be asked to contribute towards the cost of the parts / labour charges in the event of betterment or enrichment. You may only claim for the same component once during the Warranty period.

## Servicing Requirements

It is a condition of this Agreement that you must have the vehicle serviced at the correct times/ intervals/mileages as directed by the vehicle manufacturer (including any alteration to service. intervals. component replacement intervals or modifications issued after manufacture of Your Vehicle by the manufacturer). If you do not comply with this condition your claim may be declined even if your claim is not in respect of a service-related fault. It is Your responsibility to establish the correct intervals for Your Vehicle.

## What To Do In The Event Of A Mechanical Breakdown

In the unlikely event of a Mechanical Breakdown please ensure authorisation is obtained by JZM prior to undertaking any work to Your Vehicle. The warranty will not be liable for repairs that are commenced or completed without Us issuing a specific authorisation number and nor does the Warranty cover upgraded or revised software, firmware, including software / firmware patches and upgrades.

## If You Have A Concern

If You have any concern regarding this Agreement or the level of service, You have received please forward details of Your concerns along with the details of this Agreement and in particular Your registration number to:

**JZM Ltd**  
**Unit 1**  
**Langley Wharf**  
**Railway Terrace**  
**Kings Langley**  
**WD4 8JE**



# Terms and Conditions

- Diagnostic, investigatory, and temporary repair charges are not covered under this Agreement under any circumstances. We will authorise and pay for the parts and standard manufacturer's repair time to rectify the fault (when agreed by JZM) up to the maximum Claim Limit as stated on Your Schedule. It is up to You to authorise diagnostic work, investigatory and temporary repairs and to pay such charges direct to the repairing garage.
- No repairs are to be commenced without JZM's prior authorisation. Any claims We have authorised will automatically expire after a period of 90 days where no documentation has been received to support the claim. This warranty will not offer any reimbursement for repairs if you have not followed the correct claims procedure (for whatever reason).
- We reserve the right to inspect Your Vehicle during and subsequent to a claim. The costs associated in conducting an inspection by either an independent engineer or assessor will be authorised by Us. However, if for whatever reason the engineer/assessor is unable to undertake a full inspection through any fault other than their own, then the cost of any subsequent inspection will be Your responsibility.
- We will not pay more than the Claim Limit shown on the Schedule or as otherwise restricted in this Agreement and the maximum We will pay in total during the Period or cover is up to the purchase price of the Vehicle. In the event or a claim being authorised, We reserve the right to limit the amount authorised to a fair and reasonable rate by obtaining a contribution towards the cost of parts and/or labour charges where necessary. Repair times will be limited to the standard manufacturer's listed labour times to perform an agreed repair. This Agreement does not automatically include main dealer labour rates or repairing garages that may seek to apply higher than normal rates.
- The Vehicle must be serviced in accordance with the manufacturers' service schedules or be maintained as recommended by the manufacturer. This Agreement will not cover any fault which results from failure to comply with manufacturer service/maintenance recommendations. You must retain all VAT service invoices (an allowance of 30 days or 1000 miles is applicable).
- There are no refunds on the Gold Warranty after the first 28 days from purchase or the Vehicle. If You wish to cancel this Agreement before the 28 days, then You may do so in writing providing You have not made a claim and that You have paid a distinct and separate price for this Agreement. It is Your responsibility to understand the scope of cover provided and to raise any questions before the 28 days have expired. After this time, it is deemed that You are fully satisfied with the cover. Any refunds due will be made to the parties who directly paid Us for the Agreement.
- All benefits under this Agreement are forfeited if a false or fraudulent claim is made.
- It is expressly agreed and declared that We shall be released from all liability and obligation should the conditions of this Agreement not be complied with full by You.
- Please provide an accurate email address as We will send confirmation of your cover to this address.
- The terms of this Agreement cannot be changed under any circumstances.
- The liability or this agreement is to return the vehicle to its condition prior to failure.
- The agreement is not transferable if the car is sold within the 1-year warranty period.

# Exclusions

## **We Shall Not Be Liable Under This Agreement For:**

- a) Any failure which is not as a result of a Mechanical Breakdown as defined under this Agreement or the faults) that existed or could reasonably be stated to have existed prior to this Agreement being taken out.
- b) Any breakdown which is related to Us more than 7 days after the relevant fault is discovered or where the true mileage of the Vehicle cannot be verified or where the vehicle is not permitted to be on the road.
- c) Vehicles used for any kind of timed competition or race, for hire or reward (for example. Taxing, self-drive hire or driving schools).
- d) Repairs to Vehicles which have been modified after the sale of the vehicle and that modification has contributed to the failure or has failed itself.
- e) Components regarded as service items or which require periodic replacement e.g., filters, oils, brake pads, brake discs, HT leads, ancillary drive belts, bulbs etc.
- f) Any repairs that have not been authorised by Us in the first instance or faults not notified to Us during the Agreement period.
- g) Loss caused by not taking preventative measures to minimise the claim. This is particularly relevant to overheating damage (however caused).
- h) Repairs that have not cured the original complaint. We cannot pay for items to be replaced that do not cure the fault.

## **No Liability Will Be Accepted For Damage Caused By:**

- a) Negligence, abuse, or wilful damage (Including continuing to drive the Vehicle when it is not mechanically sound).
- b) Lack of servicing.
- c) Effects of overheating. Freezing or frost damage or faults found at the time of a vehicle being serviced or as a result of the vehicle failing its annual MOT Test.
- d) Damage to parts not covered by this Agreement or any subsequent costs or damage.
- e) Damage to parts We include caused by parts not included under this Agreement.
- f) The gradual reduction in operating performance of the Vehicle which is commensurate with the age and mileage covered by the Vehicle. This includes but is not limited to: The gradual loss of engine compression necessitating the repair of valves or rings. Or gradual Increase in oil Consumption due to normal operating

function. Play in a dual mass flywheel as this is not a mechanical breakage.

- g) The use of a grade of fuel not recommended by the manufacturer of the Vehicle or from the use of inadequate or improper antifreeze protection.
- h) Subjecting the Vehicle to a load greater than that permitted by law or the manufacturer's recommendations.
- i) Fire, self-ignition, lightening, earthquake, explosion, water ingress, frost, storm, tempest, flood. Water damage, theft or attempted theft.

## **No Liability Will Be Accepted For:**

- a) The effects of poor repairs or parts which have been fitted incorrectly or where You have failed to comply with the term's conditions and endorsements of this Agreement Any liability to make any payment for repairs depends on You keeping to your duties under this Agreement.
- b) Parts subject to recall or repair or replacement by the manufacturer or attributable to manufacturer's design fault or defect.
- c) Parts not fitted as standard by the manufacturer. Unless inclusion for such items is agreed beforehand.
- d) Any ancillary components, equipment or service items not listed.
- e) Dismantling costs unless the Administrator accepts the costs as part of a valid claim.
- f) Any parts which have not failed but have been reported as requiring replacement during routine servicing and/or repair or at the time a repair is in progress or where You have not specifically identified a concern with the Vehicle.
- g) Repair costs in excess of the Claim Limit.
- h) Death, body injury or loss of use or any consequential loss of whatsoever nature.
- i) The VAT content of any claim if You are VAT registered.

**This Agreement excludes any damage caused by a road traffic accident or collision or any road hazard whether or not insured under any motor insurance or accidental damage policy.**

# Claims Procedure

- If a fault develops with your vehicle stop driving the car as you may cause further damage which We will not cover and call JZM as soon as possible but no later than 7 days afterwards. We will not pay anything if You do not report the failure as required.
- Do not proceed with any repairs until You have spoken to JZM who will agree the best course of action with You.
- JZM will call the Claims Department before they commence any repair work with the full diagnosis and the cost of the parts and labour charges necessary to rectify the fault(s) so please ensure that You leave Your warranty book with JZM. We may be able to assist You in finding a local independent garage to undertake warranty work on Your behalf.
- JZM will agree a specific sum of money with the warranty company and issue them with an authorisation number to complete these repairs. Any sum of money in excess of this will remain Your liability and You must pay Your garage these amounts.
- JZM will instruct A1 Warranties with a fully itemised repair invoice to enable them to pay with a debit card over the telephone or by bank transfer prior to You collecting Your vehicle.
- Do not proceed with any repairs unless they have been authorised by JZM in the first instance as We will not be able to process a claim after the event.
- JZM reserve the right to inspect both the Vehicle and failed component(s) at the time of a claim using an Independent Expert Assessor.
- Authorisation of a claim is given subject to the fault being rectified. We cannot pay for items to be replaced that do not cure the fault.

## Payment of Your Claim

After the repairs have been authorised and completed on your vehicle, JZM will email the invoice to A 1 Warrantie to pay for the claim.

**JZM**  
PORSCHE



**Warranty Brochure**