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## **PRODUCT WARRANTY - Radiators**

Subject to the terms and conditions specified below, Total Air Supply Company Ltd agrees to, at its option, repair, replace or provide credit to the original purchaser ("Purchaser") of the product this warranty is attached to ("Product") for the period of time or kilometres (whichever occurs first) from the date of installation, as set out in the 'Product Warranty Table' below, against defects in materials or workmanship resulting in the Product not performing in accordance with its specification ("Warranty"). The Company will determine whether or not the Product is performing in accordance with its specifications.

### **1.0 GENERAL TERMS & CONDITIONS**

#### **APPLICATIONS:**

For proprietary products sold by the Company under their original brand name the manufacturer's warranty will take precedence over all other warranties either expressed or implied.

Total Air Supply Company Ltd warrant that radiator products will be free from defects in material and or workmanship for that period which is defined in the following warranty schedule from the date of purchase by the retail user.

The obligation of the Company under this warranty is limited to the repair or replacement of any products, which, under normal use and service, prove to be faulty due to any defect in material and / or workmanship.

#### **CONDITIONS**

The Warranty applies from the date of purchase of the Product by the Purchaser.

1.1. The Warranty only applies, if:

1.1.1. Proof of purchase of the Product is provided, to the satisfaction of the Company.

1.1.2. The installation details have been correctly completed as directed on the Company Warranty Claim Form (Claim Form <<http://www.totalair.co.nz>> "forms" tab, PDF "Radiator Warranty Claim Form")

1.1.3. The Claim Form <<http://www.totalair.co.nz>> "forms" tab, PDF "Radiator Warranty Claim Form" is provided when any claim against the Product is made.

1.1.4. A Product of a suitable type and specification has been correctly installed in the vehicle.

- 1.1.5. Prior to the removal of the Product, the cooling system has been checked for stray current (electrolysis) and repaired if necessary.
- 1.1.6. Before installation of the new Product, the cooling system has been thoroughly flushed to remove coolant residue, sludge and mineral/metal deposits.
- 1.1.7. The Product has been installed in accordance with the vehicle manufacturer's requirements.
- 1.1.8. The vehicle's cooling system has been inspected and serviced by an authorised radiator repair centre 12 months from the date of original installation.
- 1.1.9. The coolant installed meets the vehicle manufacturer's specification and is used in the correct ratio. Aftermarket coolants must meet or exceed standard AS/NZS 2108.1-1997.
- 1.1.10. After installation the cooling system has been rechecked for the presence of stray current.
- 1.1.11. This Warranty cannot be amended, altered or extended in any manner whatsoever without the prior written consent and approval of the Board of the Company.
- 1.1.12. The Purchaser must, at his/her own expense, forward any allegedly faulty or defective Product to the Company. See "Jayrad Warranty Procedure" at the end of this document.
- 1.1.13. In the event that the Company decides to repair or replace a Product, the Company agrees to pay the costs associated with the ordinary delivery of the replacement or repaired Product to the Purchaser. Should the Purchaser require any other form of delivery of the replacement or repaired Product, the Purchaser must pay any difference between the cost of the Company's method of ordinary delivery and the Purchaser's required method of delivery.
- 1.1.14. Should the Product or part of the Product be replaced or repaired during the period of this Warranty, the Warranty period for the replaced or repaired product shall be for the period remaining from when the original Product was purchased by the Purchaser.

### **3.0 WARRANTY EXCLUSIONS**

The Company shall be not liable for:

- 3.1. Damage caused by faulty installation where such installation has been performed by a non-accredited Dealer.
- 3.2. Damage caused where the product has been altered or in any manner tampered with from the vehicle in which it was originally installed.
- 3.3. Loss or damage is caused by the use of a part which is not a Company supplied

part.

3.4. Reimbursement for labour or coolant loss involved in the replacement of these products.

3.5. Hoses damaged by an exhaust system or by battery acid.

3.6. Charges incurred for the adjustment of a drive belt, thermostat or cooling fan.

3.7. Consequential loss including time, towage, storage, accommodation, goods, cargo or other similar expenses.

3.8. Failures or defects of the Product resulting from misuse (whether intentional or otherwise), negligence, modifications, accident and lack of maintenance being carried out in accordance with the maintenance requirements of the Product, or, by Force Majeur.

3.9. Failure or loss resulting from the use of the Product once the Purchaser has direct or indirect knowledge or has cause to suspect that the Product is not performing in accordance with its specifications.

3.10. Any product dismantled in any manner prior to being returned to the Company.

3.11. Normal wear and tear of the Product.

#### **4.0 PRODUCT WARRANTY TABLE**

##### **PRODUCT WARRANTY PERIOD**

JAYRAD Radiator	24 months/50,000km
V/CR Range Radiator	12 months/25,000km
Radiator Hoses, Clamps	24 months/50,000km
Radiator Coolant	12 months

## **JAYRAD WARRANTY PROCEDURE**

### **Return of Faulty Goods**

All Products to be assessed under the Company Warranty are to be identified and returned to the PURCHASED address:

### **Claims must indicate the sender's name and address.**

1. All Products returned must be packed in a manner to ensure no further damage is caused to the Product. Items such as compressors must have dust caps fitted. Parts containing excessive fluoro dye must be placed inside a protective plastic bag.
2. Warranty claims will only be considered if the returned Product encloses the Purchaser and other details are in accordance with the Company's Warranty Policy and must include a copy of the original invoice and a claim form with all vehicle details, such as date of installation, kilometre reading, date of replacement etc is required before any action can be taken.
3. Freight charges for the return of Product to the Company must be by the Purchaser. Freight charges of the replaced or repaired product will be borne by the Company for freight transported by ordinary delivery. Should the Purchaser require any other form of delivery of the replacement or repaired Product, the Purchaser must pay any difference between the cost of the Company's method of ordinary delivery and the Purchaser's required method of delivery.
4. Products returned will be examined on receipt, and if found to be within the manufacturer's specification, the Company reserves the right to either accept or reject that particular claim.
5. If a Warranty claim is to be honoured, the Company may at its option, replace, repair or credit the Purchaser for the purchase price of the Product. Any credit given to a Purchaser will be mailed/emailed directly to the Purchaser.