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## Manufacturer's Warranty Guide

This document provides a summary of the key points relating to the manufacturer's warranty for turbochargers. We have prepared this guide to assist you in understanding your rights and obligations.

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### Warranties

#### Manufacturer's Warranty

- Turbotech acts as the distribution agent for the manufacturer of the turbochargers.
- Each product has different warranty conditions as specified by the manufacturer.
- The manufacturer's warranty is limited to the repair or replacement of defective equipment.
- The warranty does not cover consequential losses or costs for:
  - removal or re-installation of the turbocharger; or
  - delays to work or loss of production and profits.

#### Warranty Claims

- Where a warranty claim is successful, we may:
  - repair the defective turbocharger;
  - replace the defective turbocharger; or
  - refund of the original purchase price for the defective turbocharger.

#### Conditions for Warranty Claims

- Customers must notify Turbotech of defects or non-conformities within **30 days** of becoming aware of the issue.
- Accurate documentation showing operating time, proper installation, maintenance, and services performed by a qualified person must be provided.
- Turbotech must be given a reasonable opportunity to test the defective turbocharger.
- If requested, defective turbochargers must be returned within **14 days**.

#### Exclusions to Warranty

- The warranty does not apply if:
  - maintenance, repair, installation, storage, or use is not performed in accordance with the manufacturer's recommendations;
  - the turbocharger has not been installed, maintained and serviced by a suitable qualified person;
  - the turbocharger is used in racing, competition vehicles, or for non-automotive purposes (e.g., aerospace or marine use) unless explicitly approved;
  - alterations or modifications are made by unauthorised persons;
  - the turbocharger is subject to any accidents, misuse, neglect, or negligence after delivery;
  - the turbocharger is mounted in a manner that exposes them to water, spray, mud, or other substances.

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### Contact Information

For further assistance or to lodge a warranty claim, please contact Turbotech at:

**Address:** 484 Great Eastern Highway, Ascot WA 6104

**Phone:** 08 9478 2144

**Website:** <https://turbotech.com.au>

**Email:** [john.hallam@turbotech.com.au](mailto:john.hallam@turbotech.com.au)

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**Note:** This fact sheet is a summary only and does not replace or alter the full terms and conditions in any way. Customers must seek their own independent advice.