

## **WARRANTY STATEMENT**

### **Distributor Details:**

Isuzu Australia Limited (ACN 006 962 572)  
Business address: 66 Foundation Road, Truganina, Victoria 3029  
Telephone: 1800 035 640

### **Consumer Guarantees:**

You are entitled to the benefit of Consumer Guarantees under the Australian Consumer Law if the cost of your Power Unit did not exceed \$40,000.00 AUD or if the Power Unit was purchased for domestic, personal or household use. If this is the case, the Consumer Guarantees and the below advice apply to you.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

### **New Power Unit Warranty:**

IAL provides a New Power Unit Warranty in relation to new Power Units which is set out below. The benefits conferred by the New Power Unit Warranty are in addition to relevant Consumer Guarantees, if applicable. Unless specifically stated by IAL in writing, this New Power Unit Warranty does not apply to Power Units which are exported or operated outside of Australia and New Zealand or which are purchased overseas and imported into Australia.

Subject to the terms and conditions of this New Power Unit Warranty, if your Power Unit suffers from a manufacturing defect, IAL will repair or replace your Power Unit free of charge. Subsequent owners obtain the benefit of any unexpired portion of this New Power Unit Warranty, subject to its terms, limitations and exclusions.

Any claim under this New Power Unit Warranty must be made within the applicable timeframe(s) listed below:

C-Series Industrial Power Units	Industrial Power Units (excl. C-Series)	Long Block Power Units	Generator Sets	Marine Power Units	Power Unit Accessories
12 months (unlimited hours)	2 years or 2,500 hours, whichever occurs earlier. 3 years or 3,500 hours, whichever occurs earlier, on Cylinder block (012-001), Crankshaft (015-001) and Connecting Rods (015-084)	12 months (unlimited hours)	12 months (unlimited hours)	2 years or 2,500 hours, whichever occurs earlier. 3 years or 3,500 hours, whichever occurs earlier, on Cylinder block (012-001), Crankshaft (015-001) and Connecting Rods (015-084)	12 months (unlimited hours)

*Note: Above timeframes commence on the date of delivery*

IAL may use new or remanufactured replacement components in carrying out repairs under this New Power Unit Warranty.

This New Power Unit Warranty only covers claims in relation to manufacturing defects. It does not cover claims in relation to defects which do not arise as a result of the manufacturing process. In particular, it does not cover defects caused by:

1. A material failure to follow the applicable service schedule;
2. Incorrect servicing or incorrect repairs carried out by non-Isuzu representative workshops;
3. A failure to report a defect, or have a repair work undertaken, within a reasonable period of time;
4. Engine modifications or alterations which have not been authorised by Isuzu;
5. The use of fuel, oil or lubricants which do not meet or exceed the specifications of the Isuzu-recommended fuel, oil or lubricants;
6. Fair wear and tear, in relation to components which wear out in normal operation, such as filters, diesel particulate filters, belts, glow plugs, batteries and fuses;
7. Operator negligence or misuse;
8. Illegal use, accidental or malicious damage; and
9. Fire, flood, hail, windstorms, lightning, significant dust or sand entering the engine or other acts of nature.

**Warranty claims process:**

Any claim under the Consumer Guarantees or New Power Unit Warranty should be submitted to an IAL representative. The following steps are to be followed if you have a claim:

1. Contact your preferred IAL representative as soon as practicable after you become aware of the defect.

2. Liaise in good faith with the relevant IAL representative in order to identify, mitigate and resolve the defect. If requested by the relevant IAL representative, you will be required to deliver the Power Unit to them for inspection. If this is required, you will also be responsible for the costs of doing so, unless the defect constitutes a failure to meet one or more of the Consumer Guarantees.
3. Take reasonable precautions to prevent the worsening of the defect or potential defect (such as ceasing to operate the Power Unit), if reasonable to do so.

If you are dissatisfied with IAL's handling of your claim in relation to the Consumer Guarantees or New Power Unit Warranty, you may contact IAL Customer Care on 1800 035 640.