

# Guarantee

1. This guarantee is in respect of a re-serviced transmission. In the case of a customer's own transmission being **repaired** (as distinct from being completely re-manufactured) only the parts renewed are subject to guarantee. I.E. if you are not charged the full current re-manufactured price the remainder of the unit is not subject to guarantee.
2. The transmission is sold with a 12 month (see Section 9) guarantee provided you purchase a torque converter (where applicable).
3. Trade Customers are advised to inform their customers of the guarantee period and conditions herein.
4. The transmission is not suitable for use unless fitted to the engine and the vehicle in the correct manner and with the fittings and equipment recommended by the vehicle makers. The oil cooler/heat exchanger must be correctly & thoroughly cleaned before the transmission is fitted. If there is **any** doubt as to the cleanliness or integrity of the cooler/heat exchanger it must be replaced with a new one. Heat exchanger thermostats (if fitted) are frequently problematic & should be replaced if the transmission is running hot. **Always check the transmission temperature with a scanner (if applicable) after road testing.**
5. In the case of electronically controlled transmissions the correct procedure must be adhered to regarding TCU code reading/clearing, adaptive learning resetting to basic settings and latest software downloads where applicable. Failure to perform these procedures correctly will invalidate any warranty. The adaptations can take up to 500 miles to re-learn and the transmission to drive normally.
6. The transmission is not suitable for use if fitted or connected to or working with defective parts of a vehicle (such as the oil cooler) or fitted to a vehicle model for which it was not specifically designed. **The warranty is void if the engine is non standard i.e. 'chipped', tuned or modified in any way.**
7. The transmission is not suitable for use in any rally, road race, grass or track event.
8. The transmission is not suitable for use unless it is kept properly lubricated in the manner and with a lubricant approved by the vehicle/transmission manufacturer. Using the incorrect oil can & will cause transmission/torque converter failure.
9. WE GUARANTEE the transmission for 12 months or 36,000 miles (whichever the sooner) if transmission fitted in our own workshop or 12 months 18,000 miles (whichever the sooner) if loose unit is supplied, from the date/mileage of this invoice provided:
  - a) The transmission is not damaged in any accident.
  - b) The transmission is used only in a normal and suitable manner and
  - c) We are notified immediately of any defect and intention to claim under this guarantee and
  - d) The transmission has not been wholly or partly dismantled
  - e) As soon as practicable after such notification the transmission is returned to us and
  - f) If required, the vehicle is delivered to us for our inspection.
10. When a valid claim is made, we will at our option, repair the defective transmission or exchange it or refund the price. If there is a dispute to the cause of the fault, we may, charge the full price of a replacement transmission until such time as the faulty unit has been examined; if we are at fault the price will then be refunded. **The warranty does not cover recovery; hire car charges or consequential losses.**
11. If we repair or exchange the transmission the original guarantee period is not extended.
12. In the event of any possible claim where the transmission has not been fitted by us, proof of mileage MUST be provided.