



# SERVICE INFORMATION

REF# - SI-101  
DATE - 08/2006  
FILE - WARRANTY POLICY

## WARRANTY POLICY – INJECTORS & COMPONENTS

### A. PRODUCTS WARRANTED:

THIS WARRANTY APPLIES TO ALL REMANUFACTURED DIESEL FUEL INJECTORS AND COMPONENT PARTS MARKETED BY HIFLO.

### B. EXTENT OF COVERAGE:

ALL HIFLO REMANUFACTURED DIESEL FUEL INJECTORS AND COMPONENTS ARE WARRANTED FOR THREE MONTHS FROM DATE OF INSTALLATION TO BE FREE FROM DEFECTS IN WORKMANSHIP AND MATERIAL UNDER NORMAL USE AND SERVICE.

### C. LIMITATION AND EXCLUSIONS:

1. WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT AT **HIFLO'S EXCLUSIVE OPTION**, OF GOODS INVOLVED.
2. HIFLO IS NOT RESPONSIBLE FOR FAILURES RESULTING FROM OWNER OR OPERATOR ABUSE OR NEGLIGENCE, SUCH AS, BUT NOT LIMITED TO: OPERATION WITHOUT ADEQUATE COOLANT, FUEL LUBRICANTS, OVERFUELING, OVERSPEEDING, LACK OF MAINTENANCE OF COOLANT OR AIR INTAKE SYSTEMS, IMPROPER STORAGE, WARM UP, RUN IN OR SHUT DOWN PRACTICES OR LUBRICATING, STARTING, CONTAMINATED FUEL.
3. HIFLO IS NOT RESPONSIBLE FOR FAILURES RESULTING FROM IMPROPER REPAIR OF INSTALLATION OR THE USE OF PARTS NOT APPROVED BY HIFLO.
4. NO WARRANTY IS MADE FOR ANY OTHER CLAIMS FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES ( INCLUDING, BUT NOT LIMITED TO, COMPONENT REMOVAL OR INSTALLATION, EQUIPMENT DOWN TIME, PROSPECTIVE PROFITS OR OTHER ECONOMIC LOSS )

### D. CLAIMS:

CLAIMS UNDER THIS WARRANTY:

1. MUST BE IN WRITING AND MADE WITHIN THIRTY (30) DAYS OF ANY SUSPECTED FAILURE AND BEFORE EXPIRATION OF THE WARRANTY PERIOD
2. MUST BE PRESENTED TO HIFLO WITH VALID PROOF OF DATE OF PURCHASE AND DATE OF INSTALLATION OF END USER.
3. THE OWNER WILL PROVIDE ALLEGED DEFECTIVE AND ASSOCIATED PARTS FOR EXAMINATION BY HIFLO AND, IF REQUESTED RETURN SAME TO HIFLO. IN THE EVENT OF RETURNED GOODS SUCH ITEMS MUST BE SHIPPED PREPAID. PLEASE NOTE THAT COLLECT DELIVERIES OR SHIPMENTS WILL BE REFUSED.
4. **PLEASE NOTE CLAIMS ACCOMPANIED BY INVOICES FOR UNAUTHORISED REPAIRS WILL NOT BE ACCEPTED. SUCH INVOICES WILL REMAIN THE RESPONSIBILITY OF THE PERSON WHO COMMISSIONED THE REPAIRS.**

[REF WARR JUN06]