

## **WARRANTY INFORMATION – EUROPEAN EXHAUST AND CATALYST**

**Updated to March 2017**

### **DIESEL PARTICULATE FILTERS TERMS & CONDITIONS**

1. DPF's are only covered for structural failure.
2. A blocked DPF is not a warranty as the problem originates upstream of the DPF.
3. When the DPF light illuminates you must follow the instructions in the owners hand book, failure to comply could result in a blocked DPF.
4. Active DPF's that use an additive to assist in regeneration must never be driven without this fluid, as this could result in a blocked DPF.
5. It is not advisable to run a DPF vehicle on Bio-Diesel.
6. When fitting a new active DPF the Control Unit must be readapted to the new DPF.
7. Regeneration will not take place when the fuel light is on, or with less than 20 litres of fuel in the tank.
8. DPF's are excluded from any No Quibble warranty agreements.
9. Cat warranty returns must be accompanied by a 4 gas test.

### **WARRANTY AND RETURNS INFORMATION**

The warranty terms for our products are as follows

- Cats/DPF's/ Exhaust/ Front Pipes 2 years or 24,000 miles
- Lambda Sensors 1 year
- Brakes 1 year or 15,000 miles

Please refer to the European Exhaust & Catalyst Limited website for detailed guidance on why a catalytic converter may have failed.

If you need to make a warranty claim on any of our products then please contact our sales team on +44 (0)23 92 245300 who will be happy to register your warranty claim and provide you with a claim reference number and all the necessary paperwork.

Once you have completed the paperwork and are ready to return the product back to us, having packed it individually, all you need to do is contact us again on +44 (0)23 92 245300 and we will arrange for the collection of the product on your behalf through a courier company.

Once we have received the product back we will undertake an assessment of the reasons for the product failure within a usual period of 14 days.

If you do not receive a response from us within 21 days from the date of the collection then there could be a potential problem with the collection of the goods by our couriers. Please note that EEC must insist that you take responsibility for the parts in transit back to EEC. If this is not acceptable to you, you are at liberty to arrange the return of the goods through a courier of your choice.

If the warranty claim is successful we will process a credit note to your account and will forward a copy to you in confirmation.

If the warranty claim is unsuccessful and is rejected by us we will inform you in writing of the reasons for the rejection. The part will be retained at the company premises for a maximum period of 14 days from the date of the advice letter and can be returned to you at your request, subject to all carriage costs being met by you, within this time period only.

European Exhaust & Catalyst Ltd  
Units 2 & 3 Parklands Industrial Estate  
Forest Road  
Denmead  
Hampshire PO7 6TJ  
UK.

Tel +44 (0)23 9224 5300  
Fax +44 (0)23 9224 5310