

# Warranty Statement Isuzu Diesel

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is given by Isuzu Australia Limited, ABN 97 006 962 572 ('IAL') whose business address is 858 Lorimer Street, Port Melbourne, Vic 3207. IAL's telephone number is 1800 035 640.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product (or service) which the consumer has under the Australian Consumer Law and any other law in relation to goods and services to which this warranty relates.

INDUSTRIAL ENGINES (EXCLUDING C SERIES)*	C SERIES INDUSTRIAL ENGINES*	LONG BLOCK ENGINES*	GENSETS*	MARINE ENGINES*	ENGINE ACCESSORIES*
2 Years or 2,500 hours	12 Months unlimited hours	12 Months unlimited hours	12 Months unlimited hours	2 Years or 2,500 hours	12 Months unlimited hours
3 Year, 3,500 hours on Cylinder Block (012-001), Crankshaft (015-001), Connecting Rods (015-084)				3 Year, 3,500 hours on Cylinder Block (012-001), Crankshaft (015-001), Connecting Rods (015-084)	
*From delivery	*From delivery	*From delivery	*From delivery	*From delivery	*From delivery

Subsequent owner/operators obtain the benefit of any unexpired portion of this warranty, subject to its terms, limitations and exclusions.

## How to make a claim

If a defect in an any Goods becomes apparent, an owner/operator must do the following things to make a valid claim under this warranty:

1. Immediately contact your Authorised Dealer and notify them of the defect as well as provide any other relevant information;
2. Arrange to have the Goods delivered immediately to an Authorised Dealer as advised by them (You should note that delivery may be included as part of IAL's Isuzu Assist program. Conditions apply. Please see the relevant information in the Owner's Manual for more details);
3. If necessary, use all reasonable means to protect the Goods from further damage once the defect becomes apparent until it is delivered;
4. Delivering Goods to an Authorised Dealer is the responsibility of the owner/operator;
5. Any costs incurred by an owner/operator in delivering the Goods to an Authorised Dealer are not covered under this warranty, and;
6. Only repairs or any other works carried out by an Authorised Dealer as authorised by IAL are free of charge.

IAL also has a grievance policy if an owner/operator is dissatisfied about any aspect of claiming under this warranty by calling Isuzu Customer Care on 1800 035 640 and discussing their grievance.