



Springs Radiator Services (Pty) Ltd

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Springs Radiator Services (Pty) Ltd – Warranty Policy

Springs Radiator Services (Pty) Ltd warrants its new products, re-core's, re-tubes and repairs in accordance with the following warranty terms and conditions, to be of good quality and free from defects for the applications recommended or approved by Springs Radiator Services (Pty) Ltd. This warranty covers parts manufactured and distributed by Springs Radiator Services (Pty) Ltd only.

In the case of any such defects (which qualify in terms of this warranty policy), Springs Radiator Services (Pty) Ltd may opt to repair or replace the parts at its own discretion.

Warranty Periods

Products / Parts	Period
Supply New on road Truck and Car Radiators and Intercoolers	12 Months
Supply New Tractors and off road Radiators and Inter-Coolers	6 Months
Re-core on road Truck and Car Radiators and Intercoolers	12 Months
Re-core Tractor and off road Radiators and Intercoolers	6 Months
Clean and Repair on road Truck and Car Radiators and Intercoolers	6 Months
Clean and Repair Tractor and off road Radiators and Intercoolers	3 Months
Flush and Repair on road Truck and Car Radiators and Intercoolers	0 Months
Flush and Repair tractor and off road Radiators and Intercoolers	0 Months
Repair on road Truck and Car Radiators and Intercoolers	0 Months
Repair tractor and off road Radiators and Intercoolers	0 Months

Delegated Warranty

A situation may arise in which the job is particularly urgent and time does not allow for replacement or return of the product in question for rectification by Springs Radiator Services. Then Springs Radiator Services, (Roger, Scott or Richard Bigwood) must be notified immediately and Springs Radiator Services will nominate a radiator specialist which is confidant and competent to carry out the necessary repairs or replacement of the product in question. The costs of the repairs or replacement are subject to Springs Radiators approval and should be charged to Springs Radiator Services as a warranty claim.

Should a replacement part be requested by the customer before Springs Radiator Services is able to conduct a full report or investigation of the part failure, a new part will be invoiced and charged to the customer, after the investigation and report is done Springs Radiator Services will credit the applicable amount according to the discretion of Springs Radiator Services (Pty) Ltd.

This Warranty Does not cover the following:

1. Labor of any kind.
2. Anti freeze or coolant of any kind.
3. Incidental or consequential damages.
4. Materials not manufactured or distributed by Springs Radiator Services (Pty) Ltd.
5. Warranty claims due to the physical, chemical or electrical effects of water, steam, other liquids, gases, agents or stray electrical current in the cooling system or operating environment of the product or material.

This Springs Radiator Services (Pty) Ltd Warranty is Void if the following are:

1. Any part is subject to the abuse, misuse, accidental damage or negligent treatment.
2. Any part is altered or repaired in any way without the approval of Springs Radiator Services (Pty) Ltd.
3. There is damage caused to the part due to improper treatment or installation.
4. There has been improper maintenance or improper antifreeze/ engine coolant used.
5. All mounting rubbers are damaged, soft or collapsed.
6. The parts in question are fitted by an unqualified vehicle technician.
7. If the coolant voltage tested exceeds the allowable limit of 0.06 VDC.
8. Original Springs Radiator Services (Pty) Ltd identification has been removed.

All warranty claims must be made and be presented with a valid proof of purchase or invoice within the applicable warranty period. This invoice or proof of purchase must accompany the product or part when sent in.