



Service Exchange

COMPREHENSIVE COMPONENT WARRANTY



Service Exchange Warranty

BTP Pty Ltd warrants this rebuilt component to be free from defects in materials and workmanship for a period as shown below after the date of installation.

- Engines – 12months full warranty – unlimited hours.
- Transmissions – 12 months full warranty – unlimited hours.
- Torque converters – 12 months full warranty – unlimited hours.
- Differentials-12 months full warranty – unlimited hours.
- Wheel groups – 14 months full warranty – unlimited hours.
- Track frame groups D10T and D11T – 12 months OR 4000hrs full warranty on frames.
- Limited warranty on track adjusters, suspension pads and cartridge pins – 3 months.
- Grader Front Axle assemblies and 'A' frame circle assemblies –12 months full warranty.
- Aftermarket solid billet equalizer bars – 12 months full warranty.
- All other equalizer bars – 6 months full warranty.
- Hydraulic cylinders, valves, pumps – 6 months full warranty.
- Radiators – 6 months full warranty.

The above warranties are subject to the following provisions

1. Any machine fitted with a BTP Parts Pty Ltd component not operated and maintained in accordance to the manufactures operational and maintenance guidelines will not receive warranty.
2. The user will insure all BTP Parts Pty Ltd fitment criteria are fulfilled and documentation completed and returned to a BTP Parts Pty Ltd within 21 days of that component being installed. After 21 days BTP Parts Pty Ltd reserves the right to void any warranty.
3. The user will inform BTP Parts Pty Ltd immediately if a problem has developed in a BTP Parts Pty Ltd component.
4. At no time is there to be any dismantling or removal undertaken without express consent from BTP Parts Pty Ltd. Any action taken without consultation and permission from BTP Parts Pty Ltd will void warranty.

1. The customer must complete a "Warranty Claim Form" in consultation with BTP Parts Pty Ltd in detail and return to the BTP Parts Pty Ltd within 24 hours of that problem occurring and/or at the discretion of the BTP Parts Pty Ltd representative.
2. In cases of warranty claims and following consultation with a BTP Parts Pty Ltd representative, the customer may be instructed to issue a new Purchase Order for that component at the full purchase price which states "Subject to Warranty Claim" for furtherwork to proceed.
3. BTP Parts Pty Ltd will be the sole arbitrator in determining whether to repair or replace the failed component. BTP Parts Pty Ltd may at its discretion elect to pay for the repair or replacement of the failed component.
4. This decision will be made following an inspection of the failed component, this may becarried out in a site situation under the guidance of BTP Parts Pty Ltd or at a facility to benominated by BTP Parts Pty Ltd, determining that the failure occurred due to defective material, workmanship or other influences.
5. The cost of removal and installation of failed component is not included in this warranty unless carried out by/or agreed to by BTP Parts Pty Ltd.
6. Cost incurred with transportation and handling of the machine or components are not covered by this warranty, unless agreed to by BTP Parts Pty Ltd.
7. Repairs performed under this warranty do not extend the warranty period beyond the time frame set forth when the component was originally purchased.
8. Failures that are not covered under this warranty are those caused by: vandalism, abuse, lack of maintenance and the installation, by others, of this component into a contaminated or improperly functioning system.
9. BTP Parts Pty Ltd is not responsible for incidental or consequential damages.
10. All warranty periods start from the day that the component is fitted, however is subject to customer storage conditions.
11. Component warranty is void when a component is not fitted within a 12 month period of receipt.
12. Oil samples must be carried out every 250 hours on Engines and every 500 hours on power train components and/or as per manufactures specifications, these results will be made available to BTP Parts Pty Ltd if so requested.
13. Undercarriage reports to be made available to BTP Parts Pty Ltd if so requested. (Undercarriage must be maintained on the machine within manufactures guidelines.)
14. No warranty given on electrical components or air starters on engines.
15. This warranty does not deprive the owner of any of those rights and remedies which are conferred upon consumers by the Trades Practices Act (1974) and/or by any other applicable Commonwealth, State or Territorial Statutory enactment.

New Part:

1. Any used part sold By BTP under its Used Parts Guarantee where goods have been visually inspected and are considered reusable unless otherwise stated are sold in good faith and can be reused . These parts can be returned within 30 days for a full credit but are not covered under any BTP Warranty Clause and once fitted are accepted by the purchaser to be fit for use.
2. Used components that are opened and inspected with no history are to be given a guarantee of condition of internal parts with the intent that the component will be rebuilt prior to use unless otherwise stated and are not covered under any BTP Warranty Clause. The component can be returned for a full credit within 30 days only if the item is returned fully assembled.
3. Used components opened and inspected with history and sold with an indicated history will be sold with 3 months full warranty or can be returned fully assembled within 30 days for a full credit.

Used Part:

1. New parts sold either OEM or aftermarket have a 6 month warranty on defects and quality.

Reconditioned Components:

1. Any component rebuilt to a customer's requirements and not to BTP Service Exchange standards are subject to warranty between 3-6 months dependent on customers control of parts reused.
 2. All labour and machining will be covered by a standard 3 month warranty on workmanship only.
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BTP GROUP

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