

WARRANTY STATEMENT

Distributor Details:

Isuzu Australia Limited (ACN 006 962 572)

Business address: 66 Foundation Road, Truganina, Victoria 3029, Australia

Telephone: 1800 035 640

Consumer Guarantees:

You are entitled to the benefit of Consumer Guarantees under the Australian Consumer Law if the cost of your engine(s) or power unit(s) (Units; including industrial engines, generator sets, industrial engines, marine engines, long block engines and accessories) did not exceed \$40,000.00 AUD or if the Unit was purchased for domestic, personal or household use. If this is the case, the Consumer Guarantees and the below advice apply to you.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

New Unit Warranty:

Isuzu Australia Ltd. (IAL) provides a New Unit Warranty which is set out on the following page. The benefits conferred by the New Unit Warranty are in addition to relevant Consumer Guarantees, if applicable. Unless specifically stated by IAL in writing, this New Unit Warranty does not apply to Units which are exported or operated outside of Australia and New Zealand or which are purchased overseas and imported into Australia.

Subject to the terms and conditions of this New Unit Warranty, if your Unit suffers from a manufacturing defect, IAL will repair or replace your Unit free of charge. Subsequent owners obtain the benefit of any unexpired portion of this New Unit Warranty, subject to its terms, limitations and exclusions.

Any claim under this New Unit Warranty must be made within the applicable timeframe(s) listed below:

C-Series Units	Industrial Units (excl. C-Series)	Long Block Units	Generator Sets	Marine Units	Unit Accessories
12 months (unlimited hours)	2 years or 2,500 hours, whichever occurs earlier. 3 years or 3,500 hours, whichever occurs earlier, on Cylinder block (012-001), Crankshaft (015-001) and Connecting Rods (015-084)	12 months (unlimited hours)	2 years or 2,500 hours, whichever occurs earlier	2 years or 2,500 hours, whichever occurs earlier. 3 years or 3,500 hours, whichever occurs earlier, on Cylinder block (012-001), Crankshaft (015-001) and Connecting Rods (015-084)	12 months (unlimited hours)

Note: Above timeframes commence on the date of delivery

IAL may use new or remanufactured replacement components in carrying out repairs under this New Unit Warranty.

This New Unit Warranty only covers claims in relation to manufacturing defects. It does not cover claims in relation to defects which do not arise as a result of the manufacturing process. In particular, it does not cover defects caused by:

1. A material failure to follow the applicable service schedule;
2. Incorrect servicing or incorrect repairs carried out by non-Isuzu representative workshops;
3. A failure to report a defect, or have a repair work undertaken, within a reasonable period of time;
4. Engine modifications or alterations which have not been authorised by Isuzu;
5. The use of fuel, oil or lubricants which do not meet or exceed the specifications of the Isuzu-recommended fuel, oil or lubricants;
6. Fair wear and tear, in relation to components which wear out in normal operation, such as filters, diesel particulate filters, belts, glow plugs, batteries and fuses;
7. Operator negligence or misuse;
8. Illegal use, accidental or malicious damage; and
9. Fire, flood, hail, windstorms, lightning, significant dust or sand entering the engine or other acts of nature.

Warranty Claims Process:

Any claim under the Consumer Guarantees or New Unit Warranty should be submitted to an IAL representative. The following steps are to be followed if you have a claim:

1. Contact your preferred IAL representative as soon as practicable after you become aware of the defect.
2. Liaise in good faith with the relevant IAL representative in order to identify, mitigate and resolve the defect. If requested by the relevant IAL representative, you will be required to deliver the Unit to them for inspection. If this is required, you will also be responsible for the costs of doing so, unless the defect constitutes a failure to meet one or more of the Consumer Guarantees.
3. Take reasonable precautions to prevent the worsening of the defect or potential defect (such as ceasing to operate the Unit), if reasonable to do so.

If you are dissatisfied with IAL's handling of your claim in relation to the Consumer Guarantees or New Unit Warranty, you may contact IAL Customer Care on 1800 035 640.