

ISUZU TRUCK (UK) LIMITED
TERMS AND CONDITIONS OF WARRANTY

Isuzu Truck (UK) Limited warrants that all vehicles sold in England, Scotland and Wales - the chassis, the cab and the driveline - shall all be free from defects in materials and workmanship for a certain period of time from the date of delivery/ registration, or 2 weeks after the vehicle is invoiced – whichever comes first. The duration of the warranty is dependent upon the length of the warranty period offered at the time the vehicle is sold. Currently Isuzu Truck (UK) Ltd provides 3 years' unlimited mileage warranty on all vehicles. You can easily check the period of warranty and cover as this will be clearly stated in the inside back cover of the vehicle's service and warranty booklet. Alternatively we can let you know if you contact us and give us the vehicle chassis number.

If a defect occurs during the period of warranty covered, the failed parts will be repaired or replaced by any Isuzu truck dealer free of charge (subject to our warranty conditions/exclusions and the presentation of the vehicle's service history and warranty book).

Parts displaced during warranty will become the property of Isuzu Truck (UK) Limited.

This warranty applies only to components that form part of the original vehicle chassis, cab and driveline specifications as manufactured and supplied by Isuzu Motors Limited, Japan.

Any part or component replaced under warranty is also warranted to be free from any defects in material and/or workmanship until the original vehicle warranty period or mileage limitation has expired.

The benefits of other manufacturers/suppliers warranties who supply components, bodywork or ancillary equipment to the completed/sold Isuzu vehicle, are the responsibility of that particular manufacturer or supplier. Please read carefully the 'Specifically Excluded Items' section.

CONDITIONS OF WARRANTY

- 1) The vehicle must be regularly maintained in accordance with the manufacturer's recommendations, using genuine Isuzu parts or parts of matching quality.
- 2) The defect is not caused by the use of non-genuine Isuzu parts or parts not of matching quality fitted to the vehicle.
- 3) The vehicle has not been overloaded.

- 4) The defect is not due to normal wear-and-tear or deterioration and corrosion which can occur during normal usage.
- 5) The defect is not a result of an accident.
- 6) The defect is not due to abuse, neglect, vandalism or modification that is not approved by Isuzu Truck (UK) Limited.
- 7) The defect is not due to participating in racing, competitions trials or in circumstances exposing the vehicle to undue risk or operating conditions.
- 8) The defect is not due to acts of God, riots, civil commotion, earthquakes or abnormal weather conditions.
- 9) Fuel used has to be of suitable quality to match EN590.
- 10) The vehicle must be purchased, serviced and maintained by companies or individuals based within the UK (not including Northern Ireland). Whilst a vehicle may travel abroad in its normal work/operation its base or operating centre must be located in the England, Scotland or Wales in order to qualify for Isuzu Truck (UK) Limited's special warranty cover.

No liability is accepted for any economical loss of any nature (direct or indirect) or any consequential losses howsoever arising.

Nothing in this warranty shall exclude or limit Isuzu's liability for death or personal injury caused by Isuzu's negligence or fraudulent misrepresentations.

The warranty transfers automatically on the sale of the vehicle to any new owner provided the vehicle remains within England, Scotland or Wales – see point 10 above. The warranty is in addition to and does not affect any customer's rights as a consumer.

SPECIFICALLY EXCLUDED ITEMS

- 1) Any part which is not a genuine Isuzu part - including bodywork, power take-offs, ancillary equipment etc.
- 2) The replacement of normal service items such as oils, filters, wiper-blades, top-up fluids etc.
- 3) Wear items such as shock absorbers, brake linings, brake pads, brake drums, brake discs and clutch components including plate/disc, cover and release bearing.
- 4) Routine adjustment or replacement made necessary by fair wear-and-tear and/or normal usage.
- 5) The breakage or scratching of any glass after delivery to the customer.
- 6) Batteries – where the warranty only covers up to 24 months.
- 7) Tyres – these are covered but by the individual tyre company's own warranty Terms and conditions.
- 8) Tachographs – 24 months or 150,000 kms (whichever comes first) via Siemens VDO.
- 9) Replacement vehicles.

- 10) Hotels or any consequential travel or subsistence costs.
- 11) Use of unauthorised fuels or incorrect specification oils and/or fluids.
- 12) Failure through contamination of fuels, fluids and/or foreign matter ingress.
- 13) Wheel alignment, balancing or geometry.
- 14) Adjustments of headlamps, any cables and/or brakes etc.
- 15) Auxiliary/ancillary equipment supplied but not manufactured by Isuzu Motors Japan Limited or Isuzu Truck (UK) Limited, where that manufacturer's own warranty will apply eg power take-off units, tipping equipment, hydraulics, tail-lifts, accessories etc.
- 16) Bodywork – where bodywork is supplied by a bodybuilder the customer will be subject to that bodybuilder's own warranty terms and conditions. Any claims against that bodybuilder will not be submitted or administered by Isuzu Truck (UK) Limited. However in the case of the warranty cover on bodies supplied by Isuzu Truck (UK) Limited as a pre-built tipper or dropside on a 'Grafter' 3.5 tonne vehicle; where the bodies are built and fitted by TGS (UK) Limited, Bristol; these are covered for a 36-month period or 100,000 miles (whichever comes first) and any claims made will be submitted and administered by TGS (UK) Ltd. TGS (UK) Ltd has its own set of warranty terms and conditions, if you would like a copy of these please contact TGS directly on 0117 965 9965.
- 17) Paint – surface corrosion on cab panels caused from defective materials or workmanship is covered for 2 years unlimited mileage. Any corrosion due to impact damage, chips, surface abrasion etc is not covered. No warranty is provided for the paint applied to the chassis or chassis components. Warranty for paint applied to any bodywork will be subject to that bodybuilder's own warranty terms and conditions. Any claims against that bodybuilder will not be submitted or administered by Isuzu Truck (UK) Limited.
- 18) Radio - 24 months (to be dealt with directly by the manufacturers of the radio).
- 19) Air Conditioning - 12 months.