



WARRANTY TERMS & CONDITIONS

Warranty/Defective Merchandise

- All DPFXFIT™ aftertreatment products are covered by a limited 3-year, unlimited mileage warranty.
- All DPFXFIT™ accessory products (clamps, gaskets & sensors) are covered by a limited 1-year warranty.
- All warranty claims are subject to inspection by a GESi® representative.
- Proof of purchase within 3-year warranty period is required for all warranty claims.

Warranty Process:

1. GESi® will issue a Return Merchandise Authorization number (RMA)
2. A Product Return Form must be submitted using the RMA number assigned.
 - All items being claimed for warranty credit are to be returned to GESi® within thirty (30) days of receiving the Return Authorization number/form.
 - Please be sure to clearly mark the Return Authorization number on the shipment.
3. Customer to ship product back to GESi® (at their expense), if customer is not able to arrange return shipment, GESi® will schedule a Call Tag (UPS will send a driver with a return label to pick up the unit) and upon receipt of these goods, a GESi® representative will physically inspect all returned items to determine if they are defective and still within the warranty terms and conditions. Depending on outcome of warranty, customer could be liable for return shipment cost.
4. All products deemed not warrantable can be returned to the customer at their discretion/expense.
5. For all warrantable products, a credit note will be issued to their account for the original purchase price.
 - Credit Notes for warranty items will be issued within thirty (30) days of receiving the shipment from the customer.

Warranty Terms & Conditions

- Global Emissions Systems Inc. (GESi®) agrees to repair or replace any DPFXFIT™ product as a direct result of a defect in the original workmanship or materials sourced by GESi® which causes a malfunction or breakdown of a DPFXFIT™ product during the warranty period, provided that:
 - The DPFXFIT™ product is new at the time of purchase or lease by the warranty owner.
 - The warranty is not transferable without the prior written consent of GESi®
 - The DPFXFIT™ product has only been used on the engine it was originally installed on unless prior written consent is provided by GESi®
 - The DPFXFIT™ product has only been used with a low sulphur fuel source of Diesel and/or Bio-Diesel.
 - The repair is made by GESi® or by an authorized GESi® dealer.
 - The warranty owner pays any applicable removal and installation costs.

The original DPFXFIT™ product must be returned for repair or replacement at the discretion of GESi®. GESi® and the product owner agrees that GESi®'s liability in respect of an authorized repair is limited to the cost of repairing or replacing the DPFXFIT™ product with a replacement unit. All parts of the DPFXFIT™ are covered under warranty for thirty-six (36) months, unlimited mileage.

What's Covered:

- Workmanship (faulty weld).
- Faulty/cracked/damaged substrate.
- Incorrect bung, fitting and/or mounting hardware on the unit.
- Incorrect location of bung, fitting and/or mounting hardware on the unit.
- Missing components (bung, fitting, mounting hardware, etc.) on the unit.
- Damage during shipping, resulting in inability to install unit (with evidence that can be reasonably determined to be the result of shipping ie; damage to outside of box showing point of impact).

What is not covered:

- Repairs or replacement resulting from accidental damage (unit dropped, installation errors, etc.)
- Repairs or replacement resulting from damage from an external cause (road hazard or impact by road debris).
- Use of improper fuel resulting in repairs or replacement caused after the use of diesel fuel with sulphur content greater than 0.5%.
- Operation after engine wear results in excessive oil consumption or when the engine has not been properly maintained.
- Any evidence of a thermal event or upstream condition that could cause any one of the following:
 - Example: melted substrate or filter/catalyst wall
 - Example: high soot loading (filter/catalyst is clogged, restricted flow, etc.)
- Damaged filter due to contamination from but not limited to oil, fuel and/or coolant.
- Repairs or replacement resulting from alterations or modifications to the engine and/or aftertreatment system.
 - Example: ECU shows faults related to the aftertreatment system or engine within warranty period/claim.
 - Example: part of aftertreatment system removed/deleted.
- Repair or replacement resulting from normal vibration, deterioration, distortion or deformation.
- Where there is evidence of tampering with the odometer or other device for measuring the length of engine use.
- Any alteration of the DPFxFIT™ product.
- Unauthorized repairs.
- Labour for removal and installation of the DPFxFIT™ product.
- Where repair or replacement is required as a result of environmental causes, acts of riot or similar causes or acts of God.
- All consequential and/or resultant loss damage, injury, death and expenses resulting from any kind whatsoever suffered by any person or thing except as specifically provided for herein.