



ELECTRICAL WARRANTY POLICY

PROBE STARTER, ALTERNATORS AND ASSOCIATED SPARES TERMS AND CONDITIONS OF SALE AND WARRANTY POLICY

Ref: ELE. WP 2015/01/RR

Services

In the unlikely event that a problem is experienced, which has not been sorted out by troubleshooting procedures, queries and/or complaints may be logged at sales@probegroup.co.za for assistance and advice.

TERMS AND CONDITION OF SALE AND WARRANTY POLICY

Probe Corporation SA (PTY) LTD warrants its NEW Electrical products to be free from manufacturing defects in materials and workmanship for a period of 1 year from the date of delivery. Proof thereof of purchase date required by way of invoice/delivery note details.

This obligation is limited to servicing any equipment or parts returned to the Company or Authorised

Service Centre which, to the Company's satisfaction, is found to be defective. The Company reserves the right to decide as to whether the repair work should be carried out in the Company's Service Centre or at site or at any other place. The freight incurred for to and from dispatch point of the defective material will be borne by the Customer, and the transit risk for material will rest with the Purchaser/Client/End User.

The warranty does not extend to any parts of the equipment which have been subjected to misuse or accident. Further, this warranty does not extend to any equipment which has been tampered with by any person and/or Agent if not authorised by the Company.

The warranty covers all parts for a period of 12 months from date of initial delivery/dispatch of the equipment, provided it is used within the limit of its technical specifications and operating instructions. The warranty for any replaced components will lapse along with that of the main equipment. Probe Corporation SA (PTY) LTD reserves the right to make changes in design and specifications without notice and without any obligation to install such changes on units previously supplies.

Under no circumstances will Probe Corporation SA (PTY) LTD, or its Distributors/Dealers/Agents be liable for consequential or incidental damages or for any expenses incurred by the Client/Purchaser/ or End User, resulting from the use of any products sold/supplied by Probe Corporation SA (PTY) LTD directly or through its Authorised Distributors or any other third party.

Unless otherwise superseded, this warranty applies especially in lieu of all other liabilities and obligations on the part of Probe Corporation SA (PTY) LTD noting that title to the equipment as supplied and or sold passes to the Purchaser/Client/End User upon delivery thereof to the Common Carrier.

The company brings to your attention that regulators, rectifiers, globes and diodes are not returnable for credit. Probe warrants that all products will be covered for manufacturing faults. Probe warranty does not, however, extended to rectifiers, regulators, globes, fuses and diodes.



This section of warranty includes the following products:

- Any new/remanufactured/repared Delco Remy, Probe, Starter or Alternator and/or associated spare parts thereof supplied Probe only.

A Warranty will only be considered should any unit or part thereof, falling under the category of products in this section, be proved to be defective upon supply or during the warranty period, or because of faulty workmanship on repaired / remanufactured units.

Warranty transactions and procedures shall be handled as follows:

1. The Proof of purchase and date of purchase must be supplied with the Warranty Claim.
2. Prior to returning the goods, Probe will confirm based on the information supplied in the RMA form, which the material can be returned for a warranty inspection. The cost of the return freight is for the returnees account or unless agreed upon by both parties.
3. A detailed order must be issued for the replacement of the material in question, irrespective whether the return is a warranty or not. Should the warranty be authorized then the replacement part will be supplied free of charge and Probe will absorb the cost of forwarding freight at economy rates. However, should the material be paid for and the returnee is merely requesting for a credit or a replacement for the item, then an order number is not required, only a delivery note to proof of delivery is suffice.

(a). Unit Replacement:

Any unit returned for warranty credit should be completed and not disassembled, positively no wrecking yard or weather beaten unit will be accepted for warranty consideration. Units that are rusted, frozen and cannot be repaired will be classified as junk, and scrapped for no value.

(b). Parts on Units:

Component parts which fail on units, which are under "warranty" are to be serviced by replacing the failed components only.

(c). Parts Sold Separately:

Defective parts will be replaced with a new component, after inspection of the component and it is deemed to be defective.

(d). Repairs:

The warranty cover defective material and workmanship.

(e). Conditions and products not Covered under warranty:

The following conditions, will not be considered as defects in material or workmanship and/or products that carry warranty for that reason are not covered under the Delco Remy and Probe Warranty:

Alternators and Associated Spares:

1. Burned rotor coils, stators and core coils.
2. Broken or worn end frame mounting lugs.
3. All regulators, rectifiers, globes, fuses, diodes/transistors.



Cranking Motors:

1. Armatures with thrown windings and bent/twisted shafts.
2. Broken housings and end frames.
3. Burned armatures, field coils and solenoids.
4. Milled drive pinions.
5. Damage caused by engagement with running of engine or from remaining engaged after engine is started.
6. Damaged caused from over or prolonged cranking.

Terms of Warranty

ON ROAD	NEW/REMAN UNIT	REPAIRED UNIT
Alternators:	12 months	3 months
Starter Motors:	12 months	3 months
OFF ROAD	NEW/REMAN UNIT	REPAIRED UNIT
Alternators:	6 months or 2000 hours which ever is sooner	3 months or 1000 hours which ever is sooner
Starter Motors:	6 months or 2000 hours which ever is sooner	3 months or 1000 hours which ever is sooner