



Diesel Fuel Injection Warranty Document

Warranty Policy

The Merlin Group warranty policy covers the repair or replacement of parts and units which are subject to defects for a period of 12 months from the date of purchase (excluding private hire vehicles and those used for financial gain). In the first instance we encourage all customers to make use of the dedicated Technical Helpline to ascertain whether the units are considered faulty. The Merlin Group have a significant amount of technical experience and may be able to prevent unnecessary removal of the product by discussing the symptoms and any fault codes and characteristics.

1.0 Submitting Claims

All claims must be submitted with the following paperwork:

a) **Customer's Returns Note** – indicating:

- Part number of failed component
- Any applicable surcharge

b) The Merlin Group (and / or customer) **claim form** providing all relevant details

2.0 Parts Return/Collection

All units should be returned no later than **14 days** from the date after removal from the vehicle. Upon receipt the failed unit will be thoroughly examined. We aim to adjudicate within 3 working days of receipt. This will involve the examination of the failed unit and the carrying out of a full test, if required.

The Merlin Group prefer to arrange the collection of warranties directly from their customer at their own cost. We can therefore ensure that all claims are processed efficiently and effectively.

3.0 Accepted Claims

An accepted warranty claim will be acknowledged, and the unit will be rectified 'Free of Charge' (FOC) or a credit issued. In the case of replacement parts, these will benefit from the terms of this warranty for the balance of the warranty period.

4.0 Claim Rejection

The Merlin Group reserve the right to reject any warranty claim that is deemed not to meet the warranty conditions noted in this document.

Any claim rejected will be supported by a report detailing the reason(s) for rejection. Any debit note raised by the supplier will be cancelled. If agreed the customer's old core would be rebuilt into the programme, provided the core is not BER (Beyond Economical Repair). A credit will be issued to the customer at a value equivalent to the surcharge of the unit.

In the event of 'No Fault Found' (NFF) Merlin will hold the unit(s) in quarantine for 10 working days, awaiting further instructions. An electronic copy of the test bench test report and any supplementary information will be provided to support the claim rejection. If the customer requests the return of the non-faulty unit, Test Charges will apply, relevant to the unit test carried out.



If after 30 days in quarantine we receive no further instructions, the unit will be credited at 'core surcharge value' only and be returned to core stock for remanufacture into the programme.

5.0 Reasons for Rejected Claims include:

5.1 No Fault Found

The unit passes a full test as per the test data supplied by the respective fuel system manufacturer and conforms to the latest test specification.

5.2 Insufficient Data

Claims submitted without the appropriate information and/or relevant documents.

5.2 In excess of time period

If the unit is beyond the 12-month period from date of purchase.

5.3 Contamination or abuse

Defects that occur as a result of water/petrol ingress, fuel contaminants, physical abuse, incorrect installation or unauthorised alteration are not acceptable under the warranty policy.

Nothing in this warranty document shall make The Merlin Group liable for:

- Towing
- Recovery
- Re-delivery charges
- Component on-off costs
- Loss, consequent upon failure of the product.

This warranty is in addition to and does not detract from a consumer's statutory rights.

Diesel Technical Helpline: 01772 694135

www.merlindiesel.com