

Limited TURBOCHARGER 24 Month Warranty

PLEASE Read the following in conjunction with the terms of the warranty below BEFORE contacting us in regard to any warranty enquiry.

Turbochargers and Stepper Motors are manufactured using machinery that has built in comprehensive checks and balances for quality control(QC). All turbos are electronically balanced and QC checked before they leave the factory. It is unlikely that a turbocharger leaving the factory after QC should fail upon immediate installation.

Upon immediate failure of a turbocharged vehicle, the turbo is often suspected of fault and hence under the 24 month warranty.

However, more likely causes of failure include foreign matter entering the compressor after install due to small (or large) particles of debris left loose due to removal of old turbo and / or air filters and hoses.

Or the turbo is not correctly primed at install and hence bearing fails. Oil leaks can also be observed, and are often a fault of install or operation and negligent or incorrect subsequent maintenance, not the fault of any seal.

In extreme cases complete failure can include shaft breakage due to one or more of the above issues.

These are a few of the most common faults that have nothing to do with an actual manufacture fault of the new turbo itself.

Other faults include air leaks in gaskets and seals and the consequent incorrect air pressures for the turbo to operate correctly, causing lack of power and/or squealing noises through certain rev ranges. Other issues can be related to a faulty Air Flow Meter and it is recommended that they are replaced in conjunction with the new turbo.

Where a stepper motor or stepper motor combined with a turbocharger has been purchased, please see the following page for more information:
<https://www.turbochargersplus.com/turbocharger-troubleshooting/electronic-actuator-stepper-motor-information/>

Problems such as these are not covered by any of our warranty policies.

It is advisable that these issues are explored and other checks be made of the vehicle before assuming the turbo is at fault.

Other problems (rarely) arise due to shipping handling outside of sellers control. Whilst all care is taken in packing, damage can occur to goods during shipment. Please check immediately upon receiving item to make sure there is no obvious damage to goods especially actuators. Report any issues via email to us as soon as they are discovered so they can be claimed from the shipper. (please see 1.) below)

By purchasing you are accepting the terms and conditions of this warranty and our other policies of sale and return.

If you do not agree to these conditions, please contact us immediately BEFORE turbo or part supplied is installed for return procedure under such circumstance.

If you need to contact us regarding a warranty query or other after sales enquiry:

Please do so as soon as the issue is discovered as below:

Please reply by return EMAIL ONLY to the email you would have received from us at date of shipment to you with the term “post” or “posted” in subject line of that email. By doing this, order number and sale date information is shown in email for faster response.

Callers received by phone regarding warranty or other aftersales service, will generally be guided back to the email warranty / after sales services process as per above.

Please allow at least 1 business day for initial & subsequent response to any email communications.

GENERAL NOTE:

This business can only provide low prices to buyers based on its use of internet technologies (primarily an online business), email communications, low cost premises, limited use of time in processing orders, answering phone enquiries and administration (by batching of all these processes to make operations more efficient).

Any buyer that does not follow these processes, is affecting the ability of the business to operate at a low cost, thereby putting downward pressures on margins and hence increased prices offered to buyers.

Buyers that are not willing to follow such processes and terms and conditions of sale set out in this document and on the website, should not purchase from this business as it affects other buyers' ability to access products at these low prices.

Note on technical advice: As a supplier of parts only, the business is not under any obligation to provide technical advice regarding the operation or installation of parts. It is assumed that the buyer has the knowledge or is going to procure the services of a qualified person who has the appropriate knowledge.

Any advice offered is therefore at the sole discretion of the business, is general advice only and should not be used or construed as professional and definitive.

If more definitive advice is required, the contracted rate is \$80 per hour (in 1 hour increments), paid in advance.

The warranty and our terms of sale do not affect general consumer guarantees as outlined by Australian Consumer Law.

WARRANTY CONDITIONS for Limited 24 Month Warranty.

1. Fintel Pty. Ltd. (the warrantor) warrants each turbocharger or turbocharger system component supplied by seller to be free of defects in material and workmanship under normal road use and operating conditions (warranty not covering excess commercial use or racing) and normal vehicle service for twenty-four (24) months from date of sale where initial installation and service can be proven as undertaken by a certified and qualified mechanic.

Any failure due to defect in material or workmanship discovered within the twenty-four / 24 month warranty period must be reported to Fintel Pty. Ltd. by the purchaser and returned within the warranty period as stated above. All warranty claims are to be conducted via email only on the conditions as set out above.

Any turbocharger or turbocharger system component that has been supplied by the warrantor as a warranty replacement shall be supplied under all the same conditions set out in this policy EXCEPT the new turbocharger or turbocharger system component will be covered under warranty for a period of six (6) months from the date of shipment and only where initial installation and service can be proven as undertaken by a certified and qualified mechanic.

If a turbocharger or a vehicle to which a turbocharger or turbocharger system component supplied by the warrantor has been installed, have ownership transferred from initial purchaser to another person or entity, warranty does not transfer across automatically. It is at the entire and sole discretion of the warrantor as to how, if any, remedy is provided. This may include repairs at cost, provision of a new part at discounted cost, no remedy.

If a defect is discovered upon delivery and initial inspection of the product, (due to shipping mishandling) the customer must report the discovery to us within 7 days of receiving.

2. As an express condition of this limited warranty, the unit must be installed and operated in accordance with the manufacturer's recommended procedures. Any recommendations here do not supersede manufacturers recommended procedures but are to be used in conjunction.

2.a. Modifications such as unauthorised boosting pressures, or installing turbo or turbocharger system component supplied on vehicle other than that specified by the original factory manufacturer or Fintel Pty Ltd voids all warranty, as does any modifications made to the turbo or systems connected to the turbo.

Exceptions to above in 2.a. and general install information:

2.a.i) Turbos or turbocharger system component are supplied as factory replacement. However, depending on vehicle set up, a compressor or CHRA angle re-alignment may be required for correct fitment. This is a standard procedure so does not constitute a modification under normal installation or under this warranty. Re-alignment is defined and effected by slight loosening of a few nuts, a central vband or split ring depending on turbo model. Once loosening has occurred, compressor / turbine housing or CHRA can be SLOWLY (to prevent damage to seals) rotated to correct angle.

2.a.ii) Where an internal wastegate or variable vane system applies, boost pressure (wastegate opening) is set to the lower end of the range of factory pressures (generally around 10psi). This ensures a balance between efficiency, effective boost and useful life of turbo. However, factors such as exhaust flow and general condition and 'tuning' of the engine can also affect actual boost pressures achieved. On most turbos there is limited adjustment available on the actuator arm and this is generally used to adjust arm length when a realignment is done as in 2.a.i) above. It can be used in a limited way to adjust boost via lengthening or shortening the arm. A better way to control boost is

via an electronic controller or a manual boost controller (such as a Dawes and Needle Valve). They generally deliver a smoother boost curve than factory standard and prevent over-boost spikes that contribute to accelerated turbo wear or turbo failure. In any adjustment to boost, we do not warranty turbos where settings have been adjusted above 14.5psi (1 Bar). We do not warranty turbos where over-boost has been a factor involved in damaging the turbo or reducing the working life of the turbo.

2.a.iii) Where a new Stepper Motor or Turbocharger and Stepper Motor are being installed into a Toyota Hiace only, a software upgrade to the ECU MAY be required to make sure error code does not persist.

Please see the following page for more information:

<https://www.turbochargersplus.com/turbocharger-troubleshooting/electronic-actuator-stepper-motor-information/>

2.a.iv) Where any Stepper Motor is installed either to an existing turbocharger or one supplied by Fintel Pty. Ltd. as a standalone unit or as a bundle of turbocharger and stepper motor supplied, some 'calibration' of stepper motor may be required to have correct actuation of variable vanes inside turbocharger across boost range.

For more information on this, please read document:

<https://www.turbochargersplus.com/turbocharger-troubleshooting/electronic-actuator-stepper-motor-information/>

3. Fintel Pty. Ltd. obligations under this warranty are limited to repairing or replacing, (at its discretion where fault is not deemed major), any part or parts returned in as removed condition, which examination shall disclose to have been deemed manufacturing defective as defined by this warranty. The repair or replacement of defective parts under this warranty will be made by Fintel Pty. Ltd. without charge.

4. The warranty does not cover any damage to goods in transit, abuse or misuse, neglect, improper maintenance, unauthorised modifications, alteration or accident, competition use, excess commercial use or natural disasters.

5. The warranty does not cover incorrect installation, including incorrect boost settings. The turbo or turbocharger system component is only warrantied when installed by a suitably qualified mechanic (at minimum) and with turbo experience (recommended). At seller discretion a copy of the mechanics tax invoice as proof of qualified fitment, correct maintenance and or diagnosis may be required as part of warranty process.

6. The warranty does not cover failure due to incorrect installation or negligence to perform best practices when installing a turbocharger or maintaining vehicle. Best practices (strictly required for warranty to be valid) for installation include, but not limited to: New oil filter and new engine oil change, new air filter replacement, correct oil priming of turbo before initial start-up. Clean installation free from any debris (this includes NOT using liquid gaskets, liquid sealant or exhaust sealing paste on any flange that can be sucked into turbo. The exception to this being the exhaust 'dump' flange, where a heat-proof cement is recommended in addition to a gasket. Please only use correct stainless or fibre/paper gaskets either supplied or as recommended for that turbo. Failure to do so VOIDS warranty). Checking oil or water lines are absolutely free from obstruction and hoses are not damaged internally (especially oil lines where

correct pressure MUST be tested for supply and return of oil, sump ventilation and pressure checked to allow free flow of return oil, oil scavenge pump where fitted tested, oil check valves where fitted tested for correct cracking pressure.) Oil lines should be either replaced with new lines or ultrasonically cleaned. EGR Valve and DPF system should be checked and cleaned. It is also recommended that the Air Flow Meter be replaced at same time as turbo. Best practices (strictly required for warranty to be valid) for maintenance include: Regular replacement of above components where required and CRITICALLY, oil filter and quality oil of manufacturers recommended specification every 6 months or 5,000 to 10,000 km depending on type and environmental conditions of vehicle use. At seller discretion, a copy of the mechanics tax invoice as proof of qualified fitment, correct maintenance and or diagnosis may be required as part of warranty process.

7. The warranty does not cover failure due to damaged compressor or turbine wheel due to ingress of foreign objects, and does not cover the breaking of turbo shaft where such has happened under misuse or factors such as oil starvation.

8. Air leaking at gaskets due to incorrect installation or oil leaking at seals is generally not covered by this warranty. Oil leaks are usually a symptom of incorrect oil pressure in supply or drain of oil. These issues are usually alleviated when procedures in 6. above have been followed. The warranty will only cover oil leaking at seals under exceptional circumstances where it can be proven that seals have faulted due to manufacture fault AND correct installation procedure AND correct ongoing maintenance – as outlined above in 6. have been observed.

For more information on the issue of oil leaks, please see: <https://turbo-torque.blogspot.com.au/2010/10/turbo-blues.html>

9. Normal wear of service items shall not be considered defects under this warranty.

10. To warranty a turbo or turbocharger system component for manufacture workmanship defect; purchased item needs to be returned to Fintel Pty. Ltd. for inspection in its “as is” condition (not cleaned or disassembled, unless otherwise specified by us). Tampering with or any disassembly of turbo or parts prior to return voids warranty. All gaskets used should also be included “as is”, together with a copy of the original invoice if requested.

11. Where a Turbocharger and Stepper Motor have been ordered together, they are supplied as separate components but bundled together for cheaper shipment and to provide a discounted price for the buyer. As such, each component has a separate warranty and a separate price. That is, should there be an issue with the turbo system (Turbocharger and Stepper Motor) supplied, the 2 components are treated as separate units for warranty purposes. It is highly unlikely for 2 components to fail simultaneously, so steps must be taken to isolate the issue to either component. Should a factory defect be suspected in either component, only the component that is suspected to have the issue, will need to be returned under conditions as per this warranty document.

Please see the following page for more information:
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Please reply ONLY by reply EMAIL to the email you would have received from us at date of shipment to you with the term “post” or “posted” in subject line of that email. By doing this, order number and sale date information is shown in email for faster response. You will be given a return authorisation and a return shipping address via email.

Once return has been authorised, item **MUST** be returned (post marked as shipped) within 14 days of email authorising return.

In all circumstances for all correspondence via email, please allow at least 1 business day for initial response via return email.

11. Freight cost for the return of goods to us will be incurred by the purchaser (if return is outside the timeframe and conditions set in Our Seller Pays Return program), and liability of cost of return of goods back to the purchaser will be determined from the results of the inspection report as to the cause of the failure; if the warranty claim is successful the return freight back to client will be incurred by us, if claim unsuccessful, then return freight back will be incurred by the purchaser. Fintel Pty. Ltd may at its discretion, refund Purchase Price instead of repair or replacement of items(s) if defect is not determined as a major fault. (see 12.) below for definition of Major Fault).

12. If after inspection by us and/or the manufacturer or a non-affiliated qualified turbocharger specialist nominated after part is returned, it is determined that the product and/or workmanship of parts supplied is indeed manufacturer defective, Fintel Pty. Ltd. at its own discretion will repair, replace or refund the cost of the component(s) and workmanship in relation to parts supplied to the maximum value as stated on the original invoice excluding any freight costs incurred by the purchaser. If however, defect is defined as a Major Fault, buyer may elect a refund of purchase price or repair or replacement. (see 13.) below for details).

A Major Fault as defined under this warranty, covers complete turbo or part failure only. That is, failure prevents the use of the vehicle. An example defect defined as a major fault would be failed bearing where failure is proven as manufacture fault. Failure of seals, components such as actuator or lack of boost for any reason, moderate noise from turbo etc do not constitute Major Fault under this warranty and hence are covered under Minor Defect and will be handled on case-by-case basis as part replacement, repair or otherwise as determined by the seller.

13. In all cases where credit/refund to customer is due, in such case as 12. above with Major Fault, refund is calculated on base purchase price (cost less actual initial post & handling charges). As such the actual cost of shipping & handling will be recovered from all refunds/credits and will vary depending on shipping origin and destination (especially relevant where item sold inclusive of or with ‘free’ post).

If credit/refund is required on an individual part supplied in a bundle (e.g. where a turbocharger and stepper motor were purchased and supplied together), the refund due will be calculated on the cost of the separate component less shipping cost of component.

14. This warranty is **STRICTLY** limited to the part, turbocharger or workmanship of the turbocharger only as per parts supplied on seller invoice of sale to buyer, and does not

include any parts or components associated with, attached, or connected to the turbocharger unit. This warranty does not cover incidental or consequential damages or expenses of any kind incurred by buyer under any circumstances, nor does it cover any costs of installation under any circumstances. This warranty does not cover any shipping or transport costs unless expressly agreed upon in writing by the seller, or unless it is specifically covered under any of our policy documents.

15. If buyer changes mind or has purchased incorrect part, it is at the sole discretion of seller to accept return. We are under no obligation to accept return under these circumstances. However, if seller agrees to return that is not covered under Warranty, part can be returned under terms found in 'No Drama SELLER PAYS Post' Returns Policy (within 30 days). Returned funds in such case will have deductions as follows: 1) Seller initial post cost (cost of initial shipment to buyer). 2) 40% restocking fee (these will be deducted from purchase price) and BUYER must pay return postage.

Please refer to '**No Drama SELLER PAYS Post' Returns Policy** document on website for further information on process for 15). above.

16. Under all cases of warranty, please allow a minimum 2 weeks from receipt of turbo or part back at base for reply of diagnosis and subsequent actions. Additionally, please allow 2 weeks for return post of turbo in repair situation or for refund of funds.

Address for Returns: PO BOX 110, Nobby Beach, QLD 4218.

Email: info1@turbochargersplus.com