

# ZX AUTO S.A. Warranty

ZX Auto S.A warrants new ZX Auto vehicles against defects, defective materials and workmanship, under normal operation and service. These repairs will be done at no cost to the customer. The liability of ZX Auto South Africa is limited to the repair or replacement of defective parts. By signing this document, you the customer accept and agree to all terms and conditions as laid out in this warranty booklet.

## **ZX Auto Warranty Period**

1. 3years/100 000km warranty applies to the following vehicles:

ZX Auto GRANDTIGER double cab 4x2

ZX Auto GRANDTIGER double cab 4x4

ZX Auto GRANDTIGER single cab 4x2

ZX Auto LANDMARK SUV 4x2

ZX Auto LANDMARK SUV 4x4

## **The ZX Auto warranty shall not apply in any of the following circumstances:**

If the service history is not kept up to date or the servicing is not done by an approved ZX Auto Dealer.

Any vehicle subjected to any form of competitive use.

Normal wear and tear, accident damage, negligence, abuse or consequential damage.

Damage caused by fitment of non-genuine parts, non-approved accessories or non-approved modifications.

Tightening of bolts, screws and nuts and the repair of squeaks and rattles.

Damage caused by low levels of lubricant, coolant, anti freeze or hydraulic fluid levels.

Shattered, chipped or scratched windscreen glass, rear glass/windscreen, or door glass.

Normal deterioration of interior or exterior trim due to exposure and/or wear and tear.

Catalytic converter failure, due to incorrect fuel usage, and over filling of engine oil.

Replacement of tires due to wear and tear or incorrect aligned wheels.

Replacement of bulbs, fuses, lubricants, grease, filters, anti freeze or consumables.

Performance related engine tune-ups or Dyno tuning.

### **Terms and conditions**

In order to ensure maximum utilization of your ZX Auto warranty there are certain items which are subject to wear and tear and is the responsibility of the customer to replace. This replacement or repair is for the customer's account.

### **Warranty Dispute**

ZX Auto South Africa reserves the right to change the Warranty, Service Schedules and related items pertaining to the Warranty policy and procedure, without notification to the customer. ZX Auto South Africa will make the final decision in the event of a warranty dispute between the customer and ZX Auto South Africa. In this regard the decision made by ZX Auto South Africa will be final and binding to the customer.

### **What is covered by Warranty?**

#### **Engine**

All internal parts, engine block, cylinder head, gaskets, oil seals, water pump, intake and exhaust manifolds, turbo charger and wastegate, fuel pumps, flywheel and ring gear are covered.

#### **Transmission**

All internal parts, gears, housings, gaskets, oil seals, bearings, shafts, counter shafts, selector forks and shafts are covered.

#### **Drivelines and Final Drives**

All internal gears, shafts and bearings, axle shafts, constant velocity joints, universal joints, drive and prop shafts are covered. Rubber boots, gators or protective rubbers are only covered against manufacturer or material defect for 1 year/20 000km.

#### **Clutch and Pressure Plates**

This is a wear and tear item and is only covered for mechanical defect for 1 year/20 000km. (Subject to inspection on request)

#### **Steering**

Linkages, joints, rack and pinion, power steering pump and power steering rack and pinion are covered. Rubber boots, gators or protective rubbers are only covered against manufacturer or material defect for 1 year/20 000km.



## **Front and Rear Suspension**

Upper and lower control arms, control arm shafts and bushings, upper and lower ball joints, kingpins and bushings, and stabilizer bars and bushes are covered. Shock absorbers and struts are only covered for 1 year/20 000km.

## **Brakes**

All major components including ABS/EBD systems are covered for mechanical defects. Brake pads, brake disc's/drums and linings are excluded.

## **Exhaust and Emission control**

Exhausts are only covered for mechanical defect and not wear and tear or condensation damage. (Subject to inspection on request)

Catalytic converters, Lambda sensors and Charcoal canister with PCV's are only covered for manufacturing defects. Failure due to incorrect fuel is not covered. Over-filling with engine oil or fuel will lead to premature damage. Headlights or sealed units will be covered for water entry or manufacturer defects.

## **Air-conditioning Systems**

ZX Auto original air conditioning systems are covered for mechanical defect. Re- gassing of air-conditioning systems is not covered.

## **Audio Equipment**

Radios and electrical antennas are covered for 1 year/20 000km against mechanical or electrical defects. Radio speakers are not covered under warranty.

## **Batteries**

Are covered for 1 year/unlimited mileage.

## **Accessories**

The supplier of accessories gives warranties in respect of those accessories for the period specified by the relevant supplier. ZX Auto South Africa will not be held responsible for any damage caused by any non approved accessories fitted to a ZX Auto vehicle.

## **Parts Warranty**

All original parts fitted by any authorized ZX Auto Service Centre carry's a 1 year/20 000km warranty, this excludes the initial car warranty.

All parts purchased over the counter will carry a 1 year/20 000km warranty. This excludes parts replaced under warranty, which is covered under those conditions. Electrical components sold over the counter carry no warranty.





## **Paintwork Warranty**

The paintwork of your ZX Auto vehicle is covered for 2 years, and is subject to the 6 monthly paint and corrosion inspection.

The following are excluded from the above warranty:

Any damage to the exterior paint or clear coat of the vehicle.

User damage, including scratches, stone chips, dents, etc.

Paint surface damage caused by chemicals, industrial fall out, bird droppings or water stains.

The dome of the vehicle.

The load body of light commercial vehicles.

## **Rust and perforation**

Rust and perforation is covered for 2 years, and is subject to the 6 monthly paint and corrosion inspection.

**Rust:** Rust is the corrosion of any panel of the vehicle from the outer surface of the paint to the inner surface of the sheet metal.

**Perforation:** Perforation is corrosion from the surface of the sheet metal to the outer finish of the paint.

## **Rust/Corrosion Prevention**

You need to take proper care of your ZX Auto vehicle to prevent rust or corrosion. The body of your vehicle needs to be washed with a mild detergent, and rinsed with clean water. This must be done at least once a week. Vehicles parked unprotected and that are being operated near waterfronts and industrial areas, must receive extra care regarding regular washing and waxing.

## **Accident Damage**

The ZX Auto warranty does not cover any accident damage. Should you have been in an accident and the vehicle has been repaired by a reputable Panel Shop, it is compulsory to have the vehicle inspected by your local ZX Auto Dealer, and this inspection must be recorded and stamped in this booklet.



## **Maintenance and Service of your ZX Auto vehicle**

To maintain the warranty on your ZX Auto vehicle please ensure that you comply with items below:

Servicing of your vehicle at the prescribed intervals. (An allowance of 1500km before or after the prescribed kilometers is allowed)

Only ZX Auto approved/specified oils and fluids to be used in engines, gearboxes, final drives, steering systems, cooling systems and brake systems.

Servicing of your vehicle and the usage of original ZX Auto parts only, at an approved ZX Auto Dealer.

Keeping your service book updated, and with the vehicle at all times.

Keeping your paint inspections updated.

Maintenance and inspection of all wear and tear items such as brakes, clutches, filters, drive belts, cam belts and lubricants. (Replacement of wear and tear/service items will be for the customer's account)

Wheel alignment to be done at 10 000km intervals. (For the customer's account)

# Warranty Claim Procedure

## Claims Procedure

In the event of a mechanical or electrical failure, the vehicle must be returned to the nearest ZX Auto repair facility.

The owner must provide the following information to the dealer:

- Owner's name
- Vehicle registration number
- Vehicle VIN number
- Vehicle engine number
- Date of vehicle purchase
- Odometer reading
- Nature of defect

The dealer will contact The Warranty Solutions Claims Office for authorization to proceed with the repair prior to any repairs being carried out.

## The Administrators

Warranty Solutions has been appointed to administer this warranty in accordance with the terms and conditions as specified in this document.

## Warranty Solutions cc

Reg. No. CK2001/051518/23

Vat. No. 409019942

FSP No. 18998

Tel No: 0861 102 419 / 011 678 7455

Fax No: 011 678 0140

P O Box 731641

Fairland

2030

Address:

308 Zotos Centre

185 Smit Street

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E-mail: [warranty@iafrica.com](mailto:warranty@iafrica.com)

Web: [www.warrantysolutions.co.za](http://www.warrantysolutions.co.za)

**NB:** Any repairs carried out at an unauthorized dealership will not be accepted for payment. The Administrators reserve the right to inspect any vehicle or component prior to the repairs being authorized.



### **Claim procedure continued**

Prior authorization is required before specified In-Warranty work may be undertaken, except for dismantling, which is permitted for the sole purpose of fault diagnosis and repair cost assessment only. To get prior authorization please phone:

Warranty Solutions:

Tel. no. 0861 102 419 / 011 678 7455

Fax no. 011 678 2621

Service records must be provided when authorization is requested from Warranty Solutions.

Quotes sent to Warranty Solutions must be exclusive of Vat. Part numbers must be supplied on the invoice together with parts prices.

With approval Warranty Solutions will issue an order number.

Once the work has been completed, please invoice ZX AUTO and fax the invoice to Warranty Solutions for payment.

### **Please note the following important requirements:**

A Job Card must be opened for every repair. All client and vehicle info must be recorded such as Client Name, Contact details, Vehicle VIN number, Kilometres etc. Without this information the claim will be rejected when the dealer is audited and the claim amount paid to the dealer reversed. The client complaint/s must be recorded on the Job Card. **The Job Card must be signed by the client.** If the vehicle is a stock vehicle, the Job Card must be signed by the Service Manager. The cause of failure must be noted on the Job Card. On completion of the repair the technician must record on the Job Card, the repairs that has been carried out. Any repair recorded on the job card must be substantiated by a complaint on the job card. Where these requirements are not complied with, the claim is invalid.

Warranty Solutions and the ZX AUTO dealership will agree upon warranty Labour times until such time as flat rate manuals have been compiled.

Warranty Labour Rates must be used as this is a set rate agreed upon.

ZX AUTO will refund a dealer the cost of the part, plus a 10% parts handling fee.



Outside suppliers (Outwork) can only be used with prior approval from Warranty Solutions and a maximum of 10% markup is allowed.

Outwork invoices must be attached to the invoice when sent to Warranty Solutions for payment. A copy of the outwork invoice must be attached to the dealer's Job Card for filing purposes

All vehicles Received for PDI must be inspected and damages must be noted on the delivery note. Repairs carried out as a result of damaged or missing parts at the time of the vehicle being delivered to the dealer, must be substantiated by a copy of the vehicles delivery note where the shortage or damage has been recorded. If this process is not followed the dealer will be held liable for the costs.

PDI sheets must be attached to a Job Card and available should a claim arise soon after delivery.

The dealer must store the failed warranty parts for a period of 90 days, from date of repair completion. Please note that these parts are the property of ZX

Auto, and can be called upon if so required.

All warranty parts must be labelled with the Vin number, date of repair, customer name and Job Card number

After 90 days Warranty Solutions will collect these parts for disposal.

All claims must be submitted within 14 calendar days from date of final repair.

If ZX Auto requests the failed part to be returned to their premises, ZX Auto will carry this cost.

### **Warranty Payout:**

#### **Payout on authorised claims.**

Weekly payouts will be made from ZXAuto SA on claims finalised as per above procedures.