



GATES WARRANTY ON APPLICATED AUTOMOTIVE PRODUCTS

GATES LIMITED WARRANTY:

1. Gates products classified in this schedule are warranted to the original purchaser or end user to be free from defects in material or workmanship for the duration of the warranty period described below.

2. The warranty period:

Product Group	Warranty Period (from date of installation)
Timing Belts, Timing Component Kits	OE Recommended Replacement Intervals
Accessory Drive Belts (V and Micro-V)	5 years / 100,000kms *
Cooling System Hose	5 years / 100,000kms *
Accessory Drive Components (Idler Pulleys & Tensioners)	2 years / 40,000kms *
Water Pumps	2 years / 40,000kms *
Thermostats	2 years / 40,000kms *
Heater Valve Taps	1 year / 20,000kms *
Automotive Caps (Fuel, Oil, Radiator)	1 year / 20,000kms *

*Whichever first occurs

3. This warranty covers only those products used on applications specified in Gates literature and installed and maintained in accordance with the vehicle manufacturer's recommended procedures.
4. The warranty does not apply where damage is caused by other factors, including without limitation:
 - Improper installation or service
 - Misuse, abuse and/or mishandling of product
 - Use of product in applications not specified by Gates literature
 - Damage originating from foreign particles, or
 - Normal wear and tear

Failure to comply with the conditions listed above voids this warranty.



5. Gates Australia will bare all reasonable direct costs incurred in claiming the warranty (subject to clause 7 below), and will:
- Provide a replacement, or
 - Provide a credit, or
 - Bare the costs of the Gates product and engine damage directly caused as a result of the Gates products failure (up to a maximum of \$AUD3,500)

For the purposes of this warranty, items (a), (b) and (c) are collectively defined as direct costs. Consequential and incidental damages are excluded from this warranty.

6. Clause 5 (above) is only valid based upon the following conditions being achieved:
- That the product is determined by Gates, in its absolute discretion, to be defective in material or workmanship during the warranty period, and
 - That the factors listed in clause 4 did not cause the engine damage.
7. Procedure for claiming this warranty:
- The customer must return the product to their place of purchase ('supplier') as soon as the warranty claim arises.
 - The goods must be provided along with the original invoice/purchase receipt, receipts associated with any related expenses, and a written description of the fault.
 - The supplier will contact Gates Customer Service Department (per contact details below) to lodge the warranty claim on behalf of the customer and will be provided with a Warranty Claim Number which will allow the traceability of the claim through the process. the supplier must also submit the Gates Warranty Claim Form which can be downloaded [HERE](#).

Gates Australia Customer Service Department details:

By email: salesAUS@Gates.com

By phone: +61 3 9797 9688

- The distributor will be asked (most times) to return the goods (clearly marked with the allocated claim acknowledgement number) along with any relevant documentation (including invoices, receipts, and description of fault) for assessment, and the distributor will bear the associated costs of transit.
- Gates will assess the products and provide a formal response within 30 days of receiving them. In some instances, it will be necessary for the products to be sent to overseas Gates affiliates for further testing and assessment. in such instances, the response period may be extended.
- Upon completion of the assessment, Gates Australia will advise the supplier of the outcomes of warranty claim.
- If the warranty claim is accepted, Gates Australia will, in its sole judgement, apply the relevant remedy as specified in clause 5.

Note to suppliers: If the relevant requested documentation and information within the warranty claim form is not supplied upon the original request for warranty, the claim will automatically be rejected on grounds of insufficient information for investigation.



DRIVEN BY POSSIBILITY™

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