

CUSTOMER WARRANTY MANUAL





EXTENDED WARRANTY

This is a valuable document

This service and Warranty booklet contains the provision of the Warranty and is also a unique summary of the preventive maintenance which your vehicle will receive over the years.

By carefully recording every service, both you and any future owner will have proof that your vehicle has been properly cared for.

This service and Warranty booklet is the vehicle's most valuable document. Take good care of it and keep it in a safe place.

WHAT IS COVERED

This Warranty covers all of the parts listed for mechanical breakdown and the associated labour, up to the limit specified on the Warranty schedule, but subject to any lower limits applicable to a particular part.

Claims must be made in accordance with the claims procedures and terms and conditions.

CLAIMS PROCEDURE

Should you intend to make a claim under your contract the following procedure should be followed:

- Determine the exact cause of breakdown
- Contact your Lotus Cars dealer
- Check that you have all the service receipts and ensure that the servicing schedule has been complied with
- No repairs are to be commenced until authorisation has been received in the form of an authorisation number from the Claims Department.

SERVICING

The vehicle must be serviced in line with the manufacturer's recommended schedule at a Lotus Cars approved service centre. All Parts must be manufacturer approved including oil and consumables.



DEFINITIONS

COMPANY

The supplying Lotus Cars dealer of the vehicle.

MECHANICAL OR ELECTRICAL FAILURE

Shall mean for the purpose of this Warranty, the sudden and unforeseen failure of components covered by this Warranty necessitating immediate repair or replacement.

MAJOR OIL LEAKS

Substantial oil leaks that are due to the failure of covered components, that necessitate the removal of the Engine, Gear box or Differential.

RECORDED MILEAGE

Defined as the mileage recorded on the odometer at the time of purchase.

COVERED VEHICLE

As per the vehicle details contained within the Warranty Acceptance Form.

WARRANTY HOLDER

The person stated within the Warranty Acceptance Form.

AUTHORISED DEALER

The dealership which is authorised to sell Lotus Cars vehicles.

SERVICE REQUIREMENTS

- In order to maintain the validity of your Warranty, it is your responsibility to ensure your vehicle is serviced at the correct interval in accordance with the Manufacturer's Service Schedule. As proof of this you should ensure the appropriate servicing panels are completed and stamped by the servicing workshop and retain the service invoices. These may be required in the event of a claim. Failure to have evidence of services undertaken will result in the termination of this extended Warranty and the extended Warranty will become invalid.
- A maximum allowance of 3000 km or 60 days either side of the stipulated mileage or time is permitted.
- The vehicle needs to be serviced at any Lotus Cars Authorized Service Centers only.
- All Parts must be Lotus Cars approved including oil and consumables.



FIRST SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

SECOND SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

THIRD SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

FOURTH SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

FIFTH SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

SIXTH SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

SEVENTH SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

EIGHTH SERVICE

Date: _____ Service mileage:

Next service will be due on: _____

Date: _____ Mileage:

(whichever is sooner)

WHAT IS COVERED?

ALL MECHANICAL AND ELECTRICAL COMPONENTS THAT WERE MANUFACTURER'S ORIGINAL FITMENT, FOR MECHANICAL FAILURE.

ENGINE

Rocker Assembly

Hydraulic Followers

Inlet and Exhaust Valves

Valves, Springs and Guides

Cylinder Head

Cylinder Head Gasket

Camshaft and Followers

Timing Gears and Chains

Oil Pump, Pistons and Rings

Cylinder Bores

Con Rods

Gudgeon Pins

Crankshaft

Inlet Manifold

Flywheel

Turbo

ENGINE MANAGEMENT

Engine Electronic Control Unit Only

STEERING

Steering Rack

Steering Box

PAS Pump

Electronic Power Steering

FRONT AND REAR BRAKES

Brake Master Cylinder

Brake Servo

Anti Locking Brake System - ABS

ABS Modulator

Wheel Speed Sensors

ENGINE COOLING SYSTEM

Water Pump

Engine Cooling Fan

Thermostat

Radiator

Engine Oil Cooler and Heater Matrix

Coolant Temperature Sensor

FUEL SYSTEM

Mechanical or Electrical Fuel Pumps

Tank Sender Unit

Airflow Meter

NOX Sensor

Injectors

Oxygen Sensor

Map Sensor

TRANSMISSION / DRIVETRAIN

Drive Shafts

Universal Joints and Couplings

Suspension

Half Shafts

Manual Gearbox

Automatic Gearbox

Torque Converter

Differential

SUSPENSION

Wheel Bearings

Coil Springs

Active Suspension

ELECTRICAL SYSTEM

Starter Motor and Stop/ Start Technology

Alternator

Electric Window Motors and Switches

Sunroof Motor and Switch, Convertible Roof Motors, Switch and Sensors

Front and Rear Windscreen Wiper Motors and Washer Motors

Heater Fan Motor

Multi-function Stalk Switch

Horn

Ignition Coils



COMPONENTS NOT COVERED BY THIS WARRANTY

- Software updates
- Electric Vehicle batteries
- The vehicle having been damaged by corrosion, neglect, accident, fire, improper use or having been used for competition purposes
- The vehicle having been modified or altered from manufacturer original specification
- The use of non-manufacturer approved parts
- Gradual deterioration of performance of a component in line with age and mileage of the vehicle or deterioration caused by local climatic conditions (Water & heat damage) will be classed as 'Wear and Tear' and excluded from the warranty
- Manufacturer known defects or recalls
- Minor fluid leaks, odours, external oil leaks, worn or perished seals (over 200,000kms)
- Blocked, porous or seized components – including seized brake calipers and caliper motors
- Carbonised, pitted, burnt or sticking components.
- Components which have failed as a result of correct oil levels not being maintained

This Warranty covers components against mechanical or electrical failure due to sudden and unexpected circumstances. The replacement of oil filters, lubricants, antifreeze and fluids are included provided the replacement is necessitated by the failure of a covered component.

Please note: Timing belts should be changed in accordance with the manufacturer's recommended intervals.

Please note: Where a failure has been confirmed on a diagnostic machine, a computer printout detailing the fault codes should be submitted as supporting evidence - along with the claims invoice from the Authorised Dealer.

Paint: - The painting of parts replaced under warranty will not be covered. Those components covered are covered against mechanical breakdown. The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a warranted component and the vehicle is not within 1,000 km of its next due service.

EXCLUSIONS

1. Any repairs undertaken without the prior authorisation of the Company.
2. Defects caused by accidental damage, misuse or neglect.
3. Any item not specified as covered on page 5.
4. Any defect resulting from improper repair, or by fitting of replacement parts, experimental units or modifications other than those approved by the vehicle manufacturer.
5. Any defect created by the failure of a non-covered component
6. Any defect in existence prior to the commencement of this Warranty, or occurring during the manufacturer's own Warranty period.
7. Items subject to recall by the manufacturer for repair or replacement.
8. Normal service parts such as Oils, Filters, Spark Plugs, Drive Belts, Coolant and Additives, Bulbs, Frictional Material etc.
9. Improvement or Betterment to any part or unit, failure of any unit that is the result of gradual deterioration consistent with the vehicles age and mileage.
10. Any repairs, should it be discovered that the odometer has been disconnected or tampered with.
11. Any claims resulting from manufacturing defect or faulty design.
12. Any consequence whether direct or indirect of war, invasion, act of foreign enemy hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
13. Loss directly or indirectly caused by, contributed to by, or arising from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
14. Loss, destruction or damage directly occasioned by pressure waves, caused by aircraft or other aerial devices traveling at sonic or supersonic speeds.



TERMS AND CONDITIONS

1. The Warranty is applicable to the vehicle as identified in the Warranty form. The warranty does not apply to vehicles used in any sort of competitions or racing or which are used for hire or gain.
2. Cover applies within the Asia Pacific Region.
3. The Company's Obligation under this Warranty will be binding for the period denoted on the Warranty commencing validity at the date of sale of the vehicle or on expiry of any remaining portion of the manufacturer's Warranty.
4. The Company shall be under no obligation under this Warranty unless the vehicle has been serviced in accordance with the manufacturer's recommended service schedule. There is a maximum allowance of 3000kms and/or 60 days, on either side of the date/mileage stipulated for the various service recommendations.
5. Authority to dismantle any part or parts to investigate the cause of breakdown must be given by the Vehicle Owner. On approval of the claim this cost will be treated as part of the claim, subject to the Warranty's maximum liability, however if after investigation it is found that the claim is rejected, the company has no liability on the claim and the cost of the investigation must be born by the Warranty Holder.
6. The Company reserves the right to subject the vehicle and/or damaged parts to expert assessment and the decision of the appointed assessor shall be final and binding on both parties.
7. All repair costs for authorised claims should be in accordance with the manufacturer's recommendations for the part costs and labour times.
8. The administrator reserves the right to replace or repair parts by the most cost effective and efficient means possible and each claim will be dealt with on a claim by claim basis.
9. The Vehicle Owner cannot cancel this contract.
10. The Company shall be released from all liabilities and obligation under this Warranty, if terms & conditions of the Warranty are not complied with.
11. Servicing requirements are as per manufacturer recommendations for each vehicle and are regional specific. The appropriate stamp in the service book should be completed and copies of relevant service invoices may be required in the event of a claim. We allow 3000kms and/or 60 days, either side of the stipulated mileage or time permitted.
12. Photo evidence of a failed part may be required to validate a claim
13. This extended warranty is available for purchase to all customers vehicles that are still within the OEM warranty period and it must be purchased 3 months before the expiry of the OEM warranty duration and within the OEM kilometres mileage with proof of service record at Authorized service centres.