

REDBACK ENVIRO DPF WARRANTY CLAIM FORM

Warranty No. _____

VEHICLE MAKE: _____ MODEL: _____ YEAR: _____ ODOMETER: _____

FUEL TYPE: _____ ENGINE SIZE: _____ L REGO #: _____
(91, 95, 98, ETHANOL, DIESEL, BIO DIESEL)

DATE DPF FITTED: ____ / ____ / ____ DPF SERIAL #: _____
(STAMPED ON THE PART) DPF PART #: _____

NEW GASKETS FITTED (e.g. CKIT, OEM)? Y N (PLEASE TICK ONE) WAS BIO DIESEL USED? Y N (PLEASE TICK ONE)

REPLACED ALL SENSORS (O², Pressure, etc)? Y N (PLEASE TICK ONE) WAS THE OIL FILTER REPLACED? Y N (PLEASE TICK ONE)

REASON REPLACEMENT DPF BEING FITTED?: _____

KNOWN PREVIOUS VEHICLE ISSUES / REPAIRS?: _____

DOES THE VEHICLE HAVE A COMPLETE SERVICE HISTORY?: _____

LAST SERVICE DATE: ____ / ____ / ____ KM AT LAST SERVICE: _____ OIL BRAND: _____ OIL VISCOSITY: _____

HOW LONG HAS THE CHECK ENGINE LIGHT BEEN ON?: _____

WHAT TYPE OF DRIVING DOES THE CUSTOMER NORMALLY DO? (PLEASE CIRCLE ONE) MOSTLY MOTORWAY - or - MOSTLY LOCAL

HAS THE CATALYTIC CONVERTER BEEN CHECKED? Y N (PLEASE TICK ONE) WHAT WAS THE OBSERVATION?: _____

WAS XTRASEAL EXHAUST PASTE OR SILICONE SEALANT USED WHEN YOU REPLACED THE DPF? Y N (PLEASE TICK ONE)

WERE YOU GIVEN & DID YOU READ THE **"DPF TRAINING GUIDE"** BEFORE REPLACING THE DPF? Y N (PLEASE TICK ONE)

HAVE YOU ATTACHED PHOTOS OF THE REMOVED DPF?
(Must include at least one full exterior shot + one photo from each end looking into the DPF. Minimum 3 photos in total.) Y N (PLEASE TICK ONE)

WHAT FAULT CODES WERE SHOWING PRIOR TO REPLACING THE DPF?
(e.g: Over accumulation, Temperature, Pressure Sensor, EGR, A/F Ratio, Low Fuel pressure, Other (please provide details)) _____

WAS A **FORCED REGENERATION** COMPLETED AFTER THE NEW DPF WAS INSTALLED? Y N (PLEASE TICK ONE)
If YES, what process was used? _____

AFTER REPLACING THE DPF, WHAT ATTENTION WAS GIVEN TO THE ECU? _____

WHAT DID THE STORED SOOT & ASH READINGS SAY IN THE ECU? SOOT _____% ASH _____%

WERE THE SOOT & ASH LEVELS RESET IN THE ECU? Y N (PLEASE TICK ONE)
If YES, what equipment was used to carry this out? _____

INSTALLER BUSINESS NAME: _____

KEY CONTACT NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____

POSTCODE: _____ PHONE: _____

SWD INVOICE #: _____

This DPF Warranty Form must be sent back to SWD AUST prior to any warranty claim.

All details must be filled out in full to make this a valid DPF warranty form.

Please return to:

SWD AUST 122-124 Compton Road, Woodridge 4114 QLD

For all warranty enquiries please call: **1300 493 884**

Installer Name (print name): _____

Signature: _____ Date: ____ / ____ / ____

DPF Warranty

All SWD Diesel Particulate Filters (DPF) are covered by a 2 year limited warranty.

FAILURE TO FOLLOW THE BELOW WILL VOID THE WARRANTY.

A warranty claim may be rejected for the following reasons:

- DPF's are only covered for structural failure. A DPF returned due to blockage will not be considered as a warranty claim.
- Breakup of the monolith caused by excessive vibrations or accident will not be considered as a warranty claim.
- Use of oil not conforming to the specifications given by the vehicles' manufacturer.
- Use of Bio Diesel in the vehicle.
- Obstruction of the monolith caused by use of exhaust paste.
- Obstruction of the monolith caused by oil or antifreeze entering the exhaust system
- Failure to immediately follow the manufacturers instructions when the DPF warning light illuminates.
- For vehicles using an additive to assist in the regeneration process this additive was not used.
- All engine faults that caused the original DPF to fail are not rectified.
- The ECU was not reset at the time of replacing the new DPF
- Pressure Sensors, gaskets & mountings were not replaced at the time of fitting of the new DPF.
- **YOU MUST** run a "Forced Regeneration" on the new **DPF BEFORE DRIVING THE VEHICLE**



