



Starter and Alternator Warranty Policy and Procedure for Probe / Delco Remy/

ACDelco

This section of warranty includes the following products:

- Any new/ remanufactured Delco Remy, ACDelco or Probe starter or alternator and/ or parts thereof supplied exclusively by Probe.

A warranty claim will only be considered should any unit or part thereof, falling under the category of products in this section, be proved to be defective upon supply of the unit or during the relevant warranty period set out herein, or as a result of faulty workmanship on repaired / remanufactured units.

Warranty transactions and procedures shall be handled as follows:

1. Proof and date of purchase must be supplied by the Customer who wishes to submit a warranty claim.
2. A Return of Material Authorization (RMA) form, available from Probe, is required and it must properly completed in full detail by the Customer returning goods.
3. Probe will confirm with the Customer whether the goods returned by the Customer qualify for a warranty claim, based on the information supplied in the RMA form.
4. Unless otherwise agreed, the cost of the return freight will be borne by the Customer.
5. A detailed order must be issued for the replacement of the goods in question, irrespective of whether the return qualifies for a warranty claim in terms of 3 above.
6. Should the warranty claim be authorized by Probe, the replacement goods will be supplied free of charge and Probe will bear the cost of forwarding freight at economy rates.
7. A Customer's sole remedy in respect of a valid warranty claim shall be for the replacement or repair of the goods in question, as contemplated herein and the Customer shall not be entitled to any other form of compensation from Probe.
8. Save for any statutory warranty, any and all replaced or repaired goods will not be covered further by this warranty policy.

(a). Unit Replacement

Complete alternators and starter motors which (i) are covered by an OEM warranty; or (ii) were purchased as units and are covered by this warranty; shall be replaced with a remanufactured unit.

If no remanufactured unit is available, the Customer may elect to have the unit repaired, free of labour charge.

An OEM warranty requires repairs to be authorised by Probe under the Standard Terms and Conditions set out by Delco Remy America. Any unit returned in terms of this warranty must be whole and not disassembled in any way.

No wrecking yard or weather beaten units will be accepted by Probe for warranty claim



THE COMPLETE POWER PACKAGE

consideration. Units which are rusted, frozen and incapable of repair will be scrapped for no value.

(b). Parts on Units: Probe will replace single component parts which fail on units, during the warranty period, but which do not render the unit defective as a whole.

(c). Parts Sold Separately: Defective components sold separately will be replaced, if after inspection of the component it is deemed by Probe to be defective.

(d). Repairs: The warranty covers defective material and workmanship in regard to repairs undertaken by Probe.

(e). Conditions Not Normally Considered Product Defects:

The following occurrences are not normally considered defects in material or workmanship and are therefore not covered under the ACDelco/Delco Remy and Probe Warranty:

● **Alternators:**

1. Burned rotor coils, stators and core coils.
2. Broken or worn end frame mounting lugs.
3. All transistors and electronic components.

● **Cranking Motors:**

1. Armatures with thrown windings and bent/twisted shafts.
2. Broken housings and end frames.
3. Burned armatures, field coils and solenoids.
4. Milled drive pinions.
5. Damage caused by engagement with running of engine or from remaining engaged after engine is started.
6. Damaged caused from over or prolonged cranking.

Warranty Periods:

On Road	New / Remanufactured Unit	Repaired Unit
Alternators:	12 months	3 months
Starter Motors:	12 months	3 months
Off Road		
Alternators:	6 months or 2000 hours of use whichever occurs earlier	3 months or 1000 hours of use whichever occurs earlier
Starter Motors:	6 months or 2000 hours of use whichever occurs earlier	3 months or 1000 hours of use whichever occurs earlier