



To be sure - use SURE™

SURE FILTER™ LIMITED WARRANTY CLAIM FORM USA/Canada

DISTRIBUTOR

Company Name _____
Address _____
City _____
State _____ ZIP _____
Contact Person _____
Phone _____

EQUIPMENT OWNER

Company Name _____
Address _____
City _____
State _____ ZIP _____
Contact Person _____
Phone _____

Filter Number _____ Installation Date _____ Removal Date _____
Repair Shop Name _____ Cost of Repairs \$ _____
(ATTACH ITEMIZED REPAIR BILL)
Street _____ Contact name _____
City _____ Phone _____
State _____ ZIP _____ FAX: _____

EQUIPMENT INFORMATION Make _____ Model _____ Year _____
Type of Equipmen _____ Serial No. _____
Damaged Part Engine, Pump, Etc. _____ Total Miles or Hours on Unit _____

AIR FILTER Has the system recently been worked on? _____
Has the filter been washed? _____ Miles/Hours on Oil _____ Oil Sump Capacity _____
Pressure/Restriction Gauge reading at removal _____ (psi/inches of H2O/Mercury)
Usual Filter Change Interval _____ (Miles/Hours)

COOLANT FILTER How often is the system tested? _____
Type Antifreeze Used _____ Cooling System Capacity _____ Type of SCA Used _____
Cooling System Last Cleaned _____ (Miles/Hours)

OIL/HYDRAULIC FILTER Has the system recently been worked on? _____
Type of Oil _____ Oi Sump Capacity _____ Miles/Hours on Oil _____
Usual Oil Change Interval _____ (Miles/Hours)

FUEL FILTER Has the system recently been worked on? _____
Type of Fuel _____ Miles/Hours on Filter _____ Fuel System Pressure _____

TO DESCRIBE WHAT HAPPENED, PLEASE USE A SEPARATE PAGE

Signature of Owner _____ Date _____ Signature of Distributor _____ Date _____

Please, send this report, repair bills, explanation, and filters to: Product Warranty Claims
SURE FILTER TECHNOLOGY AUTOMOTIVE, INC.
1465 Civic Court, Building E, Ste. 1000
Concord, CA 94520

SURE FILTER™ LIMITED WARRANTY CLAIM PROCEDURE

USA/Canada



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This procedure outlines the steps necessary for SURE FILTER TECHNOLOGY AUTOMOTIVE to complete an investigation of products from the field. The steps of this procedure are necessary to provide the most accurate and timely investigation possible.

If a filter is suspected of causing a failure, don't throw away the evidence. In order to process a warranty claim, follow the SURE FILTER Warranty Claim Procedure

1. Complete SURE FILTER™ Warranty Claim Form. Describe the events in details on a separate sheet. Collect all necessary support documentation and evidence, as described below:

- a. Save damaged parts for evidence of the claimed damage.
- b. For an air filter, cover the open end(s) with tape to prevent dust from entering the element during shipping.
- c. Collect copies of any repair bills.

2. Send the entire suspect filter, including the gaskets, along with the completed SURE FILTER Warranty Claim Form and all additional evidence and documentation to Product Warranty Claims, SURE FILTER TECHNOLOGY AUTOMOTIVE, INC., 1465 Civic Court, Building E, Ste. 1000, Concord, CA 94520

3. Please, note that in case the investigation is being requested for warranty consideration, repair bills (not estimates) should also accompany the request.

4. Damaged equipment components such as bearings, liners, etc. should be retained by the customer for possible examination by SURE FILTER™ assigned Technician. Filter products SHOULD NOT be cut open or otherwise tampered with. This may prevent objective analysis and testing, and may void the warranty.

Notice of damages and claims should be made immediately when the damage occurs. Every claim will receive careful and objective consideration. If a SURE FILTER™ product is proven to have caused damage, SURE FILTER™ will pay the cost required to repair the equipment to its condition at the time the failure occurred. Terms and conditions as described in SURE FILTER™ Limited Warranty apply to all warranty claims.

PRODUCT CLAIMS

If you have any questions regarding this procedure, or any other product question, please contact our Customer Service Team at

1-8448-BE SURE
1-844 823-7873