



CAN-WEST TRANSMISSIONS

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WARRANTY TERMS AND CONDITIONS

<u>Transmissions & Transfer Cases</u>	<u>Term</u>	<u>Torque Converters</u>	<u>Term</u>
Passenger Cars & Light Trucks	2yrs/unlimited kms	Factory Stall Speeds	3 Months
Commercial vehicles	1yr/ unlimited kms	Custom High Stalls	No Warranty

➤ Can-West Transmissions will not warranty failures caused by external factors, such as: cooler flow burn-up issues, abuse, overloading, problems originating in the engine, or by external sensors. These terms are non-negotiable.

➤ **MUST CONTACT CAN-WEST Before Any Work Is Started “NO EXCEPTIONS”**

➤ **All warranty work must first be authorized by Can-West Transmissions. “NO EXCEPTIONS”**

➤ Warranty card must be filled out **“COMPLETELY”** and sent in for warranty to be valid. **“NO EXCEPTIONS”**

➤ **** Warranty card must be returned within 30 days to receive Warranty or warranty void. ****

Effective Immediately:

Any transmission not installed by Can-West Transmissions MUST be removed by the Installer for Any Warranty repairs.

- Can-West Transmissions will cover a maximum of \$60.00 per hour R&R allowance to a maximum of 6 hours, depending on the type of unit, and where an R&R allowance is considered.
- Can-West Transmissions will cover a maximum of \$5.00 per liter(Non-Synthetic) of oil as required.
- Can-West Transmissions will cover a maximum of \$10.00 per liter(Synthetic) of oil as required.

Warranty Does NOT Cover:

- Abuse
 - Loss of Use
 - Cracked Cases Due to Mounts & Drivelines
 - Improper Installation
 - Loss of Earnings
 - Damage Due to Neglected/Any Leaks after 6 months
 - Towing Charges
 - Car Rentals
 - Failure Due to Fluid Restriction/Cooler Failure
 - Wrong Information Given
 - Freight/Shipping
 - Contaminated Solenoids (ie: Improper Flushing)
- **INPUT/OUTPUT SEALS WHEN NOT INSTALLED BY CAN-WEST TRANSMISSIONS**

General Conditions:

- Defective Units MUST be inspected and replaced by Can-West Transmissions *at their own discretion*.
- Any dismantling of the unit will void the warranty unless first approved by Can-West Transmissions.
- **Any Modifications to standard equipment, ie: high stall converters, computer chips, transmission swaps from the factory installed transmission to a different type, etc. will void warranty.**

- Replacement or repair of unit under warranty **does not** extend original warranty expiration terms.
- Warranty will be void if approved fluid is not used.
- **Cores Must Be Returned Within 60 Days to Receive Credit.**
- **All Cores will be Subjected to Inspection before Core Credit is Issued.**

Specific Conditions:

Transmissions:

- All units must be purchased complete with torque converter to qualify for warranty.
- The unit must be installed by a licensed mechanic.
- **Repair any “low Voltage” issues with the Vehicle.**

- **Customers should have transmission checked within 15 days of install for leaks, shift patterns and any codes in memory.**

- **Can-West strongly recommends a Tru-Cool Self-Regulating cooler be installed independently from the radiator in the case of major failures, heavy-duty applications and for any towing applications. If the recommendation is ignored, the warranty will be void.**

- * *Can-West Transmissions reserves the right to void or revoke the warranty for any reason at their own discretion.*
- * **CAN-WEST RECOMMENDS TRANSMISSIONS SHOULD BE SERVICED EVERY 50,000KM***