



UD TRUCKS

CONDOR

Standard Warranty



Coverage Levels

The Condor Truck Warranty is offered with the following coverages to suit the segment category.

Cover	Months	Kilometers	Hours
Standard	0 -72	500,000	8,000
Severe Application	0 -36	200,000	8,000

*Note: ** Whichever occurs first – months / kilometres / hours*

Warranty

For full warranty terms, conditions, limitations and exclusions, contact your local UD Trucks dealer.

Warranty Period

Warranty coverage commences on the delivery date specified on the digital Warranty Certificate. The warranty will expire upon the vehicle reaching the maximum months, kilometers or hours stipulated in the warranty coverage levels.

Standard Coverage

Includes parts and labour costs to repair or replace defective Condor cab / chassis components only.

Applications such as mining and domestic waste are considered examples of severe applications. Refer to severe applications coverage levels.

Maintenance Components

Wear and tear items are normally not subject to warranty coverage. However, if it could be clearly proven, after 50,000 km or 120 days, whichever comes first, that a manufacturing fault is evident, then normal warranty is applicable.

Scheduled Maintenance

The vehicle must be maintained as outlined in the UD Trucks Preventative Maintenance / Service Plan for the Standard and Driveline Warranties to remain valid. UD Trucks warranty cannot support claims for any components that are not maintained and/or neglected.

All coolants, oils and filters and other consumables used must meet UD Trucks specifications.



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What is not covered

Examples of excluded items which are either part of normal maintenance or wear & tear include:

- Oil, fuel, air, coolant and air-conditioner filters, drive belts, lubricants, bulbs, fuses, wiper blades, hoses, glass.

Examples of excluded adjustments which are part of normal maintenance include:

- Engine valves, wheel and axle alignments, trailer brake valve and tightening of hoses, pipes and bolts.

Examples of wear and tear items include:

- Brake discs and pads, clutch plates / linings, clutch packs. Bearings, synchronisers, shock absorbers, bushings, shock absorber rubbers, kingpins, oil seals, universal joints, shackle pins, upholstery, glass, mud flaps, towing couplings, trailer connections, and belt tensioners.

Warranty does not cover the following items:

- Alterations not approved by UD Trucks.
- Any vehicle component, replacement spare part which has been subject to misuse, negligence, improper installation, accident or any service or repair not conducted in accordance with the UD Trucks Preventative Maintenance / Service Plan [or any other applicable manual].
- Failure to apply UD Trucks recommended lubrication / maintenance intervals in accordance with Owner's Manual.
- Consequential, indirect or incidental expenses incurred as a result of defects in manufacturer's material / workmanship.
- Normal deterioration of paint, soft trim and appearance items due to wear and exposure.
- Tyres – these have a separate warranty covered by the tyre manufacturer.
- Normal noise and vibration.

Warranty does not cover damage / failures / corrosion resulting from the following:

- Accident, theft, fire, vehicle overload or misuse.
- Use of improper / contaminated fluids, coolants or lubricants.
- Failure to follow scheduled maintenance services.
- Use of parts other than genuine UD Trucks parts.
- Environmental conditions, acts of God and other events beyond the control of UD Trucks such as wind, storm, hail, stone damage, floods or lightning.
- Failure to follow instructions for AdBlue use, storage and handling as described in drivers instruction booklet.
- Allison Transmissions are subject to their own Manufacturer's warranty and not covered by UD Trucks warranty.

Important

For the Standard & Driveline Warranties to remain valid, mandatory warranty services, inspections, software downloads, and repairs must be completed prior to the expiry dates and/or distances detailed.

Parts Warranty

- 12 months / Unlimited kms from date of purchase, or
- 24 months / 500,000 kms if part is installed by authorised UD Trucks dealer.

If part is purchased over the counter from an authorised UD Trucks dealer and a warrantable failure occurs, UD Trucks will cover cost of failed part.

If an authorised UD Trucks dealer installed the part and a warrantable failure occurs the part and labour for replacement will be covered including any genuine UD components that are a consequence of this failure.

Towing and Roadside Assist

Towing and Roadside Assist coverage (trailers not included) is provided to the closest authorised UD Trucks dealer or repairer from:

- 12 months / unlimited kms
- 13-24 months / 500,000 kms** on listed driveline components.

Warranty transfer

If the truck is sold into the same application or segment category, the balance of the warranty can be transferred at no cost.

Warranty coverage may still apply, in part or in full, if the product is sold into a different application or segment category.

Please contact your local UD Trucks dealer if you require more information.

*Note: ** Whichever occurs first – months / kilometres / hours*

For full warranty terms, conditions, limitations and exclusions, contact your local UD Trucks dealer.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

As set out in our sale contract, our liability to you under Part 3-2 of the Australian Consumer Law may be limited by the operation of that contract]. The above text (which we are required to include in this document by the Australian Consumer Law) must be read subject to the operation of the relevant clauses of the sale contract.