



## RECOCHEM INC. MANUFACTURER'S WARRANTY FOR ITS HD EXPERT PORTFOLIO OF HEAVY DUTY ENGINE COOLANTS

Recochem Inc. supplies one or more of the following HD Expert engine coolant product portfolio to a wide range of customers around the globe:

• HD Expert CLASSIC	Conventional Diesel
• HD Expert PREMIUM	Extended Life Diesel
• HD Expert EXTEND	Long Service Life Diesel
• HD Expert EXTREME	Extended Life Diesel
• HD Expert ENDURANCE	Maximum Service Life Diesel
• HD Expert EXTRA	Mixed-Fleet Global Extended Life

On the understanding that there is not a single coolant in the global market that is approved by all OEMS, Recochem warrants it's above mentioned product portfolio as suitable for use and fit for purpose in all heavy duty diesel applications and engines.

Details on the limited warranty for Recochem's HD Expert product portfolio are provided below:

1. Recochem Inc. has a limited product warranty for each of the above products as indicated below
  - 1.1 **HD Expert CLASSIC Antifreeze/ Coolant** and its properly diluted pre-dilutes have a limited warranty of up to 400,000 km/250,000 miles or 2 years, whichever comes first, when used in heavy duty diesel applications as outlined in the Recochem PDS/TDS for this product.
  - 1.2 **HD Expert PREMIUM** and **HD Expert EXTRA Antifreeze/ Coolant** and their properly diluted pre-dilutes have a limited warranty of up to 960,000 km/600,000 miles or 12,000 hours or 6 years, whichever comes first, when used in heavy duty diesel applications as outlined in the Recochem PDS/TDS for this product.
  - 1.3 **HD Expert EXTEND Antifreeze/ Coolant** and its properly diluted pre-dilutes have a limited warranty of up to 960,000 km/600,000 miles or 12,000 hours or 6 years, whichever comes first, when used in heavy duty diesel applications as outlined in the Recochem PDS/TDS for this product.
  - 1.4 **HD Expert EXTREME Antifreeze/Coolant** and its properly diluted pre-dilutes have a limited warranty of up to 1,200,000 km/750,000 miles or 15,000 hours or 8 years, whichever comes first, when used in heavy duty diesel applications as outlined in the Recochem PDS/TDS for this product.
  - 1.5 **HD Expert ENDURANCE Antifreeze/Coolant** and its properly diluted pre-dilutes have a limited warranty of up to 1,600,000 km/1,000,000 miles or 20,000 hours or 8 years, whichever comes first when used in heavy duty diesel applications as outlined in the Recochem PDS/TDS for this product.
2. RECOCHEM HD Expert Engine Coolant Product Portfolio is warranted to be free from defects.
3. RECOCHEM HD Expert Engine Coolant Product Portfolio has a full product warranty for each product within the portfolio, when each engine coolant is used in a cooling system in good overall condition which has been completely drained, thoroughly flushed and filled with said coolant.

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4. RECOCHEM **HD Expert Engine Coolant Product Portfolio** has a partial (half the product life when added as initial fill) product warranty for each product within the portfolio, when each engine coolant is added to a cooling system having a similar traditionally based or extended life heavy duty diesel product, as top up and the coolant being topped up is clear, bright, particulate free and there have been no coolant system maintenance issues.
5. RECOCHEM **HD Expert Engine Coolant Product Portfolio** warranty will be void if added as top up to a coolant system where the coolant is off colour, hazy, dirty or contains particulates and the coolant system has had maintenance issues. If the coolant appears to be damaged it would be best to drain, flush and replace the used coolant with new product.
6. RECOCHEM **HD Expert Engine Coolant Product Portfolio** must be used and maintained in accordance with the general engine manufacture's coolant maintenance recommendations, except that if an OEM specification calls for replacement of coolant at less than 20,000 hours, 8 years or 1,600,000 km/1,000,000 miles, this directive can be ignored without impacting on the warranty given in paragraph 3, as long as the appropriate program for coolant system maintenance is in place.
7. The warranty covers any cooling system part failure(s) where the coolant contacts / wets the metal surface of the cooling system component and the failure of that component can be proved to be directly caused by RECOCHEM'S **HD Expert Engine Coolant Product's** inability to do its job.
8. Recochem Inc. is not liable for failures or damage resulting from abuse, incorrect storage, modification, neglect or misuse of RECOCHEM'S **HD Expert Engine Coolant Product**.
9. Recochem Inc. is not liable for failures resulting from the use or application of RECOCHEM'S **HD Expert Engine Coolant Product** inconsistent with the engine manufacturer's recommendations (except as specified in paragraph 6), or Recochem Inc. recommendations.
10. This warranty does not cover normal wear and tear.
11. In no circumstances will Recochem Inc. be liable for loss of profit or consequential losses.
12. This warranty is conditional upon the customer providing written notice of any claim pursuant to this warranty, and Recochem Inc. being satisfied that RECOCHEM'S **HD Expert Engine Coolant Product** was defective.
13. Recochem's warranty is limited to the claims of product meeting stated specifications. It is the responsibility of the end user to determine product suitability as recommended in the Owner's Manual and to follow engine manufacturer's guidelines.





## RECOCHEM HD EXPERT ENGINE COOLANT PRODUCT PORTFOLIO WARRANTY CLAIM PROCEDURE

1. If a coolant issue arises in the field, the customer representative is to contact Recochem immediately with the details regarding the failure.
2. Details should include;
  - The vehicle make and model
  - What type of coolant has been used for cooling system top-ups
  - Number of KM, hours and date since last coolant change
  - Does the cooling system tend to overheat?
  - Description of cooling system failure
3. The customer must retain the failed component and provide a minimum of 1000 ml coolant sample to Recochem Inc. for evaluation. NOTE: Customer should try and retain as much of the coolant as physically possible at the time of failure. Without a sample of the coolant at time of failure it will be very difficult if not impossible to understand the true root cause for part failure.
4. The coolant sample is to be labelled and sent to this address:  
Recochem Inc.  
Att: Shirley Mazor  
604 22nd Avenue  
Nisku, AB Canada T9E 7X6
5. Recochem Inc. will initiate an evaluation of the coolant sample / failed part to determine the “root cause” of the cooling system failure. Recochem Inc. will provide a report outlining the likely cause of the failure, and future preventative actions.

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