



- **CYLINDER HEAD WARRANTY INFORMATION**
- **INSTALLATION CHECK LIST**
- **CYLINDER HEAD WARRANTY TERMS**

Vehicle Details:

(to be completed by mechanic for warranty purposes)

Vehicle
Registration
Owner's name
Speedo km @ install.....
Engine number.....
Job/stock no
Installation date.....

CYLINDER HEAD WARRANTY INFORMATION

Congratulations on the purchase of an AHS Cylinder Head. Please take the time to read the installation checklist and warranty terms below. AHS warrants that all new and exchange cylinder heads shall be free from operational defects. Capitalised terms used in these warranty terms that are not defined in these warranty terms have the meaning given to them in AHS's general terms & conditions of trade (**Conditions**). Clauses 13 and 15 of the Conditions will apply to any warranty issues. The Conditions will override any inconsistent terms set out in this card.

INSTALLATION CHECKLIST

IMPORTANT NOTICE: this card is important and needs to be completed at the time of installation and subsequent services. It must be produced if a warranty claim is made as evidence that the cylinder head has been properly installed and serviced.

COMPLETED BY: _____ DATE: _____

On receiving the new cylinder head, visually check for damage that could have occurred in transit and check that it is identical to the old head in every way. Look for the same openings, threads, holes and bungs. Check dowel hole depths too. Moreover, check the delivery is complete with all of the gaskets, seals and bolts required.	<input type="checkbox"/>
Check that injectors, sparkplugs, and other fittings, fit correctly in the threaded holes before fitting the head to the rest of the engine.	<input type="checkbox"/>

Check that there are no visible blockages in water ways and oil galleries and use a compressed air gun to blow all of these out, as debris can sometimes become trapped during the manufacturing process.	<input type="checkbox"/>
(if this is a complete assembled cylinder head) Confirm all the tappet/valve clearances are correct – while they were set at assembly it is still worth checking. Also check tappet adjusters are tight and will not move in service. Prevention is better than cure!	<input type="checkbox"/>
(if this is a complete assembled cylinder head) Ensure the camshaft, cam followers and all other moving parts are well lubricated before attempting to turn the engine over.	<input type="checkbox"/>
Ensure that the original reason for failure has been rectified. Other components may have been damaged in the event and will need to be fixed to ensure it doesn't happen again. For example, an overheating event can be caused by a fault in a cooling system component including radiators, radiator caps and thermostats and should always be checked, flushed and cleaned. However, the resultant damage might not be as isolated. Always check things like EGR systems, clutch fans, thermo fans, oil pickups and other components that could have been superheated as a result.	<input type="checkbox"/>
Ensure all gasket surfaces and the cylinder head and block mating faces are clean, undamaged, smooth and free from oil, grease & water before fitting. This is especially critical when using multi-layer steel gaskets.	<input type="checkbox"/>
Use new head bolts (when required) and gaskets and tighten the bolts to manufacturer's specifications. Be sure to oil the threads and under side of the bolt heads & washers before fitting. It may also be best to leave the head & gasket to settle between each stage of the tightening process. Do not clean block threads with a tap, use an old head bolt with a cleaning groove cut the length of bolt instead.	<input type="checkbox"/>
With spark plugs/injectors removed, the engine should be turned over until oil is flowing through all the oil galleries in the cylinder head. This is typically 30 – 60 seconds after the oil pressure light goes out.	<input type="checkbox"/>
Reassemble the engine to manufacturer's specifications and be sure to use a torque wrench. Then test run the motor, checking for any leaks (oil or water) after the engine has reached full operating temperature but prior to any road test. Be sure to bleed all air from the cooling system at this time too.	<input type="checkbox"/>
If using a multi-layer steel gasket it is recommended that distilled water without anti-freeze is used for the first 500-1000kms after installation. After this time, antifreeze coolant should be added in the correct ratio to provide optimum cooling.	<input type="checkbox"/>

Cylinder Head warranty terms:

- Subject to these warranty terms, if a Cylinder Head supplied to the Customer:
 - contains a defect in materials or workmanship which is the fault of AHS (**Product Warranty**); or
 - is damaged during the process of installing the Cylinder Head in the relevant Motor Vehicle where the installation was done by a mechanic who is trade qualified and has completed a general stream apprenticeship as a motor mechanic, diesel mechanic or diesel fitter (**No Fault Warranty**),
 and in each case the Customer makes a claim under clause 2 in relation to that defect or damage which is accepted by AHS, then AHS must at its cost and at its option (and as the Customer's sole remedy, subject to clauses 3 and 4):
 - repair the Cylinder Head using new and/or refurbished parts;
 - replace the Cylinder Head with another cylinder head (which may contain new and/or refurbished parts); or
 - give the Customer a refund for the price paid by the Customer to AHS in relation to the Cylinder Head.
- If the Customer wishes to make a warranty or other claim against AHS in relation to a Cylinder Head under these warranty terms and/or any applicable law (**Warranty Claim**), the relevant defect or damage in relation to the Cylinder Head must have appeared before the end of the relevant Warranty Period (see clause 6), and before the end of that Warranty Period the Customer must:
 - contact AHS by telephone on 1300 41 61 81 during normal business hours;
 - give AHS (by way of email: admin@allhead.com.au) or facsimile: (03) 9587 3887):
 - details of the alleged defect or damage;
 - the Customer's full name, address and telephone number;
 - a copy of the Contract and any proof of purchase (e.g. invoice) relating to the Cylinder Head; and
 - any other information required by AHS; and
 - comply with any directions given by AHS (whether during the telephone call referred to in clause 2(a) or separately to that call).
- If AHS elects to repair or replace a Cylinder Head as a result of a Warranty Claim, then:
 - AHS will arrange for collection of the Cylinder Head from the Customer's premises, and for the repaired or replacement cylinder head to be returned to those premises (together with all necessary gaskets and bolts reasonably required by the Customer in order to reinstall the repaired or replacement cylinder head in the relevant Motor Vehicle);
 - the Customer must comply with AHS's directions so as to enable AHS to comply with its obligations under clause 3(a);

- (c) in the case of a Product Warranty where AHS is satisfied that the relevant defect associated with the Cylinder Head is solely the fault of AHS:
- (i) the Customer will not be charged for the repaired or replacement cylinder head, nor the gaskets and bolts supplied under clause 3(a);
 - (ii) the freight costs incurred by AHS under clause 3(a) will be the responsibility of AHS, not the Customer; and
 - (iii) following receipt of a valid tax invoice, AHS will reimburse the Customer for any reasonable labour costs (up to a maximum rate of \$85 per hour plus GST) incurred by the Customer in removing the Cylinder Head from the relevant Motor Vehicle and then reinstalling the repaired or replacement cylinder head in that Motor Vehicle, but only to the extent that the relevant work was authorised by AHS and provided that the total amount of those labour costs does not exceed the total amount originally invoiced by AHS to the Customer (excluding any Deposit) for that Cylinder Head and the total labour time does not exceed the Victorian Automobile Chamber of Commerce recommended labour time for completing the relevant type of work;
- (d) in the case of a No Fault Warranty or any other Warranty Claim (other than a Product Warranty) which is accepted by AHS:
- (i) the Customer will not be charged for the labour and machining required to repair or replace the cylinder head, but will be invoiced at AHS's standard prices for all components, including the Cylinder Head (if it has been found to be irreparable), the gaskets and bolts supplied under clause 3(a) (which the Customer must pay to AHS on demand);
 - (ii) AHS may invoice the Customer for some or all of the freight costs incurred by AHS under clause 3(a) (which the Customer must pay to AHS on demand); and
 - (iii) AHS will not be required to reimburse the Customer for any labour costs incurred by the Customer in removing the Cylinder Head from the relevant Motor Vehicle and then reinstalling the repaired or replacement cylinder head in that Motor Vehicle; and
- (e) for the avoidance of doubt, AHS will not be required to carry out any work other than repair or replacement of the Cylinder Head, and the Customer is responsible for undertaking any required additional work such as installation of the repaired or replacement cylinder head and the setting of engine timing.
- 4 The Cylinder Heads come with guarantees that cannot be excluded under the Australian Consumer Law. The Customer is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The Customer is also entitled to have a Cylinder Head repaired or replaced if the Cylinder Head fails to be of acceptable quality and the failure does not amount to a major failure. These benefits are in addition to any other rights and remedies available to the Customer at law in relation to Cylinder Heads, subject to clause 15 of the Conditions. This clause 4 only applies where the Customer is a consumer in connection with the supply of the Cylinder Heads.
- 5 To the extent that these warranty terms or the Conditions place a repair obligation on AHS, goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If the goods are capable of retaining user-generated data, repair of the goods may result in loss of the data. Terms used in clause 4 and this clause 5 which are not defined in the Conditions, have the meaning given to them in the Australian Consumer Law.
- 6 For the purpose of these warranty terms, **Warranty Period** means:
- (a) for an Exchange Product installed (or to be installed) in the engine of:
 - (i) a Private Vehicle, Commercial Vehicle or Four Wheel Drive Vehicle - 12 months from the date on which the Customer received that Cylinder Head from AHS or the time period taken for that Motor Vehicle (with that Cylinder Head installed) to travel 20,000km following the Customer's receipt of that Cylinder Head from AHS (whichever period expires first);
 - (ii) an industrial, commercial, agricultural, marine or construction machine where usage is customarily recorded in hours - 12 months from the date on which the Customer received that Cylinder Head from AHS or the time period taken for that machine (with that Cylinder Head installed) to be used up to 2,000 hours following the Customer's receipt of that Cylinder Head from AHS (whichever period expires first); or
 - (iii) a Limited Warranty Vehicle – 3 months from the date on which the Customer received that Cylinder Head from AHS; and
 - (b) for a Vehicle Owner Product installed (or to be installed) in the engine of:
 - (i) a Private Vehicle, Commercial Vehicle or Four Wheel Drive Vehicle - 9 months from the date on which the Customer received that Cylinder Head from AHS or the time period taken for that Motor Vehicle (with that Cylinder Head installed) to travel 15,000km following the Customer's receipt of that Cylinder Head from AHS (whichever period expires first);
 - (ii) an industrial, commercial, agricultural, marine or construction machine where usage is customarily recorded in hours - 9 months from the date on which the Customer received that Cylinder Head from AHS or the time period taken for that machine (with that Cylinder Head installed) to be used up to 1,000 hours following the Customer's receipt of that Cylinder Head from AHS (whichever period expires first); or
 - (iii) a Limited Warranty Vehicle – 3 months from the date on which the Customer received that Cylinder Head from AHS,
- or in each case, any longer period required by law.
- 7 If AHS supplies a repaired or replacement Cylinder Head under these warranty terms, then the relevant Warranty Period for that Cylinder Head will not restart and will remain as starting on the date on which the Customer received the original Cylinder Head from AHS before that repair or replacement.
- 8 To the maximum extent permitted by law, a Warranty Claim cannot be made in respect of (and AHS will not be liable for) any loss, damage, failure or defect which, in AHS's opinion, relates to or arises from any one or more of the following:
- (a) the Cylinder Head being reconditioned or otherwise intended for petrol use only, but is used with liquid petroleum gas (or vice versa);
 - (b) the Cylinder Head being reconditioned or otherwise intended for leaded petrol use only, but is used with unleaded petrol (or vice versa);
 - (c) the Cylinder Head not having been installed, used, serviced or repaired in accordance with the manufacturer's specifications or recommendations (or any instructions, specifications or recommendations of AHS);
 - (d) the Cylinder Head being repaired, modified or altered in a manner that has not been authorised by the manufacturer or AHS;
 - (e) the Cylinder Head otherwise having been misused, abused, neglected or improperly installed, stored or maintained;
 - (f) the Cylinder Head being used with other parts or accessories that have not been manufactured, supplied or approved by AHS;
 - (g) normal wear and tear of the Cylinder Head;
 - (h) the Cylinder Head being installed in an engine for which the Cylinder Head was not designed or an engine that is worn or unserviceable;
 - (i) the Motor Vehicle in which the Cylinder Head is installed being involved in motorsport (or other high-performance conditions) or in an accident or other incident;
 - (j) the Cylinder Head being used in a Motor Vehicle where an after-market turbo charger has been fitted;
 - (k) the Cylinder Head being subjected to abnormal temperatures, humidity, pressure, stress or other conditions;
 - (l) the continued use of the Cylinder Head after the relevant defect or damage is discovered;
 - (m) any degeneration of the cooling system of the Motor Vehicle in which the Cylinder Head is installed;
 - (n) damage to any water pump, fan belt, cooling component or other part or accessory in the Motor Vehicle in which the Cylinder Head is installed; or
 - (o) the Cylinder Head being lost or damaged as a result of a power surge, accident, theft, vandalism, misuse, abuse, negligence, collision with another object, operation of a computer virus, fire, flood, liquid spillage or ingress, earthquake, thunderstorm activity, acts of God or any other event or circumstance beyond the reasonable control of AHS.
- 9 If, following any inspection or other assessment of a Cylinder Head in connection with a Warranty Claim, AHS determines that the Cylinder Head is not defective or damaged (or that any defect or damage is not within the scope of the warranty coverage under these warranty terms), then the Customer must pay AHS's costs of the relevant service work, evaluation and testing of the Cylinder Head (up to a maximum rate of \$85 per hour plus GST), together with any towing or freight costs incurred by AHS.