



HN AUTOMOTIVE
PRESTIGE & PERFORMANCE

Warranty Booklet





HN Automotive Warranty Booklet

Please keep a copy of this warranty booklet safe.

This booklet explains what is included and what is not included within your HN Automotive warranty. Please read this document carefully as it is important to understand what cover this warranty provides you with.

Please note you must remember to have your vehicle regularly serviced in line with the requirements of this warranty. (see “servicing” section for full details)

What is Covered?

What is Covered?

This warranty covers all of the parts listed for mechanical breakdown and the associated labour, up to the limit specified on the warranty schedule, but subject to any lower limits applicable to a particular part.

Claims must be made in accordance with the claims procedures, terms and conditions described in this booklet.

How to make a claim?

In the event of a claim, contact HN Automotive on **01543 753 933** or email warranty@hnautomotive.co.uk

Data protection act 1998

Please note that the information provided to us will be processed by us and our agents in accordance with the provisions of the Data Protection Act 1998 for the purposes of administration and claims handling of this warranty which may necessitate providing information to third parties.

Territorial limits: United Kingdom, Ireland, Channel Islands, Isle of Man

Repair service is not new for old engine

Rocker assembly, valves and guides (except carbonised burnt or pitted valves) cylinder head gaskets, pushrods, camshaft and cam followers, timing gears, chains and belts, oil pump, pistons, piston pins & rings, cylinder bores, connecting rods and bearings, crankshaft and bearings, distributor drive gear, distributor drive auxiliary shaft and brushes, internal bushes, flywheel and gear ring.

Electrics

Window motors, engine management unit, door mirror motors, distributor, ignition coil, electric ignition (power unit only), wind-screen and headlight wiper motors, thermostatically controlled cooling fan motor, speedometer head, horn, headlight lift motors, headlight wash pump motor, heated front and rear screens (excluding broken glass), factory fitted central locking (motor/relay only) and sunroof motor.

What is Covered? Continued.....

Alternator / Generator

Armature, commutator and brushes, shafts, bearings and bushes, voltage regulator.

Cooling System

Radiator, heater matrix, heater motor, oil cooler, air conditioning compressor, water pump, head gasket, thermostat and thermostat housing, viscous fan, excluding frost damage.

Brakes / ABS

Master cylinder servo, wheel cylinders calipers, vacuum pump, motor and sensors. Excluding seized calipers and worn or leaking cylinders or seals.

Clutch

Release bearings, pressure plate, clutch fork, master cylinder, slave cylinder. Excluding burnt out parts, general wear and tear and leaking seals,

Final Drive Differential Assembly

Crown wheel / pinion gears, planet gears, bearings / bushes, half shafts, drive shafts, constant velocity joints, swivel hubs (excluding ball joints).

Fuel

Carburetor fuel pump, fuel injection (metering unit, air vane meter, pump and injectors only), choke unit.

Overdrive

Gears, shafts, bearings and bushes.

Castings

Cylinder block, gearbox chasing, front drive housing, rear axle housing.

Four Wheel Drive

Transfer Box: all internal components listed under Manual Transmission.

Starter Motor

Armature, commutator and bushes, piston gear and driveshaft, bearings and bushes, solenoid.

Steering

Steering rack and pinion, steering box, idler box, power steering unit including pump, pressure pipes and reservoir, but excluding power steering belts, external links and joints, rubber boots and swivel pins.

Suspension

Self-leveling suspension (compressor and control unit only), coil springs.

Transmission (Automatic)

Gears, torque converter, clutch and brake bands, oil pump, shafts, bearings and bushes, valve block, governors. Excluding electronic computer.

Transmission (Manual)

Gears, synchromesh hubs, selectors, shafts, bearings and bushes but excluding any external linkages and gear levers.

Wheel Bearings

All wheel bearings. Excluding wear and tear.

Propshafts

Universal joints and bearings.

Mechanical Breakdown

This warranty covers components against the actual and sudden mechanical failure or breakdown of an item listed under 'What is Covered' section which results in the sudden stoppage of its normal function and which necessitates repair or replacement to resume those functions. Failure or breakdown, which results from wear and tear is excluded from the scope of cover afforded by this warranty.

Diagnostic Investigation

This warranty will cover a maximum of £50 worth of diagnostics work when associated with a valid claim. A printed copy of the diagnostic report must be produced.

Service Requirements

The vehicle must be serviced in line with the manufacturers' recommended guidelines by a garage registered for VAT, the garage completing the relevant service must detail this in the vehicle's service book and the receipt must be retained. A maximum allowance of 21 days or 500 miles (whichever is less) shall be permitted as a run-over on the due date of service intervals.

Warning:

Timing Belts (otherwise known as camshaft drive belts)

If your vehicle has a timing belt, please make sure it is in good condition and that it is checked and changed in line with the manufacturer's recommendation. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience.

No responsibility will be accepted for damage caused by the failure of a worn out timing belt.

Warranty provider

HN Automotive (Staffs) LTD provides all administration and claims service functions in connection with this Mechanical Breakdown warranty.

If you require further details, please apply in writing to:

HN Automotive, Moor View, Commonside, Rugeley, WS15 4NQ

Email - warranty@hnautomotive.co.uk

Tel - 01543 753 933

How to make a Claim

If the vehicle shows sign of an imminent failure, DO NOT continue to use it. This may aggravate the problem and cause greater damage for which we will not be liable.

Your repairer must find the cause of the problem and verify if it is covered by the warranty. The most we will pay in total is the agreed claim limit for your warranty. If you consider you have a claim DO NOT proceed with repairs until the claim has been approved.

It will be your responsibility for all costs in excess of the claim limit stated in the warranty Schedule. You are responsible for any other work you ask the repairer to carry out.

Take the vehicle to a VAT registered garage. Show the dealer this booklet and your service invoices, when the dealer has confirmed the cause of the mechanical breakdown they will need to arrange for an estimate to be completed and a claim to be made to us using the [Warranty Claim Form](#)

This can be found on our website:

www.hnautomotive.co.uk/warranty-repair-request-form

For further assistance, please contact us on **01543 753 933** or email warranty@hnautomotive.co.uk

We will require the following information:

Vehicle registration and warranty policy reference.

The dates and mileages of any services undertaken during the period of the warranty. Details of the repairs required and estimated repair costs.

IMPORTANT

It is essential that an authorisation number be obtained from us before any repairs commence. Tel. 01543 753 933

How to make a Claim Continued.....

How to Claim Payment

When the repairs have been completed, the repairer must submit the fully completed repair invoice. The invoice must be sent to HN Automotive (Staffs) LTD, Moor View, Commonside, Rugeley, Staffordshire, WS15 4NQ and clearly show the authorisation number given in connection with those repairs. The invoice must show who the payment should be made to and give full details of the repair including all parts and labour used in the authorised repair.

Telephone calls may be recorded for the purpose of staff training and improving customer service. VAT on repairs covered by the warranty is not reimbursed where the warranty holder is VAT registered.



Terms & Conditions

This section details the terms, conditions and exclusions of this warranty:

1. HN Automotive (Staffs) LTD will provide administration for mechanical breakdown as set out in the warranty during the period as detailed in the warranty schedule.
2. The warranty does not apply to any vehicle(s) used for competitive and/or timed racing or any sort, (including but not limited to off-road driving, vehicles acting as a pace maker and/ or safety vehicles), any vehicles used by any emergency services (including but not limited to police, fire and ambulance service vehicles), any military vehicles, any vehicles used by airport authorities or their agents/servants within the territorial boundaries of the airport (including runways and any outbuildings associated with the airport), any vehicles used for hire or reward (including but not limited to taxis and self drive vehicles), any kit cars and any non-standard, customised or modified vehicles.
3. This warranty will not pay more than the agreed claims limits in this warranty document.
4. There is no surrender value to the warranty unless you withdraw your application for this warranty within 14 days of its purchase.
5. The warranty is non-transferable.
6. No liability will be accepted for any claim that is reported to the us more than seven days after the relevant fault is discovered.
7. No repairs may be carried out under the warranty until we have provided a claim authorisation number for those repairs. No liability shall exist in respect of parts supplied, repairs carried out or any other claim under this warranty other than claims in accordance with the procedures set out in this warranty document. We reserves the right to provide replacement parts and to carry out repairs under this warranty or to arrange for their provision by other persons.
8. The maximum aggregate we will pay during the period of the contract is up to the purchase price of the vehicle as stated on the warranty schedule.

Terms & Conditions Continued,.....

9. The amount of time allowed for labour will be in line with the manufacturer's standard repair time. A maximum labour charge rate does apply to any repairs carried out, and we reserve the right to examine the vehicle, to subject it to expert independent assessment to determine the amount to be paid in respect of a claim. This will be subject to the claimable limits and the terms and conditions of your warranty.

10. Services must be carried out in accordance with the manufacturer's schedule described and you must keep all the service invoices in the event of any claim.

11. The mileage quoted on the warranty schedule does not guarantee this is the true distance the vehicle has covered and the mileage should be disregarded.

12. No liability will be accepted for any losses covered under an accidental damage or motor insurance policy or for any damage caused by a fire or accident. This warranty does not provide cover for other people or physical injury.

13. No liability will be accepted for damage caused by:

- **Neglect**
- **Corrosion**
- **Any foreign matter getting into or onto a part**
- **Lack of servicing**
- **Over-heating or freezing**
- **Abuse**
- **Damage to parts not covered by this warranty.**

14. No liability will be accepted for:

- **Parts that have been fitted incorrectly**
- **The effects of poor repairs, faults or defects at the time of the sale**
- **Parts that have been made or designed badly**
- **Parts not fitted as standard or optional extras by the manufacturer (unless agreed beforehand).**
- **The cost of any servicing or service items.**

Terms & Conditions *Continued.....*

15. No liability will be accepted for damage caused by war risks, sonic booms or nuclear radiation.
16. We may declare void any warranty where the schedule does not correctly show the exact vehicle type, model, age and mileage.
17. If you have not kept to the conditions of the warranty, you agree that your claim will be rejected and that your warranty will be cancelled.
18. If you or a repairer makes a false or dishonest claim, your warranty will be cancelled and legal action may be taken against you.
19. Your rights as set out in this warranty do not affect your legal rights.
20. You cannot change the terms and conditions unless you have written agreement from HN Automotive (Staffs) LTD.
21. This warranty is administered by HN Automotive (Staffs) LTD. Further details are available upon written request.
22. This warranty shall be governed by and construed in accordance with English law and if any dispute cannot be resolved through the complaints procedure as set out in this booklet then any dispute shall be determined by the applicable court in England or Wales.
23. No liability will be accepted for any consequential loss or damage to parts not covered by this warranty, where consequential loss is caused by a covered part.
24. No liability will be accepted for consequential loss of any kind
 - A. supply accurate and complete answers to all the questions the administrator may ask as part of your application for cover under the warranty
 - B. to make sure that all information supplied as part of your application for cover is true and correct
 - C. tell the administrator of any changes to the answers you have given as soon as possible.

HN AUTOMOTIVE (STAFFS LTD) TERMS AND CONDITIONS
EFFECTIVE FROM 1ST OCTOBER 2015

NOTHING CONTAINED IN THESE TERMS AND CONDITIONS WILL AFFECT OR RESTRICT THE STATUTORY RIGHTS
OF A CONSUMER UNDER THE CONSUMER RIGHTS ACT 2015

INFORMATION ABOUT US- WE ARE HN AUTOMOTIVE (STAFFS LTD) A COMPANY REGISTERED IN ENGLAND
AND WALES WITH COMPANY NUMBER 11147009 AND WITH OUR REGISTERED OFFICE AT MOOR VIEW,
COMMONSIDE, RUGELEY, STAFFORDSHIRE, WS15 4NQ ("HN AUTOMOTIVE (STAFFS LTD)", "HN AUTOMOTIVE"
"WE", "US", "OUR"). OUR VAT NUMBER IS GB340299602. WE OPERATE THE
WEBSITE WWW.HNAUTOMOTIVE.CO.UK



HN AUTOMOTIVE
PRESTIGE & PERFORMANCE