**WARRANTY STATEMENT**

Definitions:

“the Car” is Jaguar ………………………………………..

“KWE” is Knowles-Wilkins Engineering (KWE) Limited

For a period not exceeding six months from delivery of vehicle on ………………, KWE will repair any defective work (but not parts) carried out as defined by the Works Order……………..………….. free of charge, with the following conditions and exclusions:

**Conditions**

1. The Car must be delivered to and collected from KWE’s premises in Newbury at the customer’s cost
2. The car must not have been used for unusual purposes such as rallying, racing, trackdays, exhibitions, towing, events, nor have been subjected to abnormal conditions such as flooding
3. The car must not have been serviced or repaired by any person or organisation other than KWE.
4. Coolant and oil levels must be checked and topped up at least weekly, and the car be stopped immediately should the water temperature gauge indicate overheating. This is especially important where hoses have been replaced in our E1, E2 or E3 engine overhaul/rebuilds. Where the engine has been allowed to overheat or run low of oil for whatever reason then this warranty is voided. We strongly advise customers to check under the car periodically to see if any fluids (other than air-conditioning condensate) have dripped onto the road or garage floor. Please contact KWE immediately if significant amounts of fluids are so observed.
5. Only fluids recommended by KWE or stated in relevant owner’s Jaguar manual may be used in engine, gearbox, power steering and differential.
6. The value of any warranty-related work is limited to the original value of the order line, and specifically excludes other costs of whatever sort incurred as a result of poor workmanship.

**Exceptions**

1. Rust appearance anywhere other than areas originally rusty that have been specifically repaired by KWE with new metal
2. Original car parts not renewed by KWE
3. Parts reconditioned by others beyond the warranty terms offered by those others
4. Audio, alarm and other such equipment where the supplier’s warranty is taken on by the customer.
5. Change in colour of veneers
6. Staining or wrinkling of leather or carpet. (Denim jeans can stain leather, for example)
7. Paint chips or scratches not noted at time of delivery/collection

Explanations:

**Condition 1:** KWE cannot undertake to transport cars from distant places or countries. Where the car is local, KWE may at its own discretion arrange collection & delivery

**Condition 3:** Unfortunately many main dealer and specialist service organisations are not diligent in carrying out the necessary service work and sometimes use substandard parts. KWE cannot be held responsible for others’ poor workmanship.

**Condition 4:** After replacement of coolant hoses some settling of the rubber can be expected within a few hundred miles or a few months. It is important to **return the car** after approximately **500 miles** to have hoses and belts checked. Where this is impossible then the hose clips should be tightened by the owner or a competent local garage. All engines can be quickly destroyed if they run low on water or oil and KWE cannot be held responsible for resultant engine, gearbox or differential damage if obvious warning signs have been ignored.

**Condition 5:** Using thin or synthetic oils on the V12 or pre-1991 6 cylinder engines will increase oil usage and wear. If in doubt, use high quality 20-50 oil to API spec SG, available from KWE. We advise carrying a container of such oil at all times. We use **long-life (red) coolant** additives (5 year maximum) which are not necessarily compatible with all other antifreeze mixtures. However, most 5-year coolants will be satisfactory, and will be coloured red. Where there has been a leak, only the correct mix of water and coolant additive should be used – never just water unless in an emergency. (Correct mix is 30% antifreeze to 70% water).

**Condition 6:** Where legal, transport, accident or other such costs arise as a result of failure of warranted work within the warranty period these are wholly the responsibility of the owner. KWE cannot be expected to cover the costs of difficulties the owner or driver may experience as a result of car failure – this is a matter for the owner’s insurance. Similarly we will not accept liability for warranty costs beyond the value of the work originally commissioned. For example, if a gearbox fails after KWE has changed its oil, we will cover the cost of changing the oil again, but not the cost of a new gearbox, as the failure will almost certainly be coincidental with our service work. Whereas if we had been commissioned to renew the gearbox we would cover the cost of repeating this should it fail within the warranty period – but limited by the extent of the warranty extended by the supplier of the gearbox or reconditioning service.

**Exception 1:** Unless the body has been fully stripped of paint and dipped in a rust preventative, no one can guarantee the bodywork against further rust – and even then only for a small number of years. KWE takes care to reduce rusting in its cavity wax process but cannot guarantee that body repairs are permanent. Where we have been ordered to repair rust we will normally replace the affected area with new metal, but of course other areas may still be ready to rust through even though at the time of our painting the car the metal appeared good.

**Exception 2:** We do not replace every part during our rebuilds – the cost would be prohibitive, it is not necessary and some parts are no longer available. We ensure that every function of the car is working when it is delivered (for full restorations) – or notified if otherwise. So when an original part eventually fails due to use or old age after delivery KWE will not accept responsibility. A full list of parts replaced is always available on request.

**Exception 3:** Certain components such as steering racks can only be reconditioned by specialists. Where these specialists offer a shorter-term or reduced liability warranty than the KWE warranty, the reduced terms will apply.

**Exception 4:** Most aftermarket electronic units are supplied with an owner’s warranty, not an installer’s warranty. The owner must send off the relevant documents to obtain the manufacturer’s warranty.

**Exception 5 & 6:** These are natural materials and can change colour in unpredictable ways especially when exposed to direct sunlight (most relevant on convertibles).

**Exception 7:** The customer must check for paint damage before the car is delivered. Any damage noted afterwards will have been due to normal wear and tear such as stone chips, car park damage etc. KWE only warrants the quality of the paint finish upon delivery.

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