

INTERCHANGEABLE  
WITH **OEM**

# PHOENIX™

## FILTERS

### HIGH PERFORMANCE

#### PHOENIX FAST FACTS

- Manufactured to **High Performance Specifications** and we accept only the best in materials and workmanship from our manufacturing partners.
- **Competitively Priced** filter range without compromising the performance and quality our customers expect.
- Nationwide **Additional Warranty Guaranteed**, refer to back of page.
- **Performance Testing** conducted by Southwest Research Institute, an independent test centre in San Antonio, Texas, USA.
- **100% Synthetic Filtration Media** used in many of our popular oil filters to achieve characteristics of **High Filtration Efficiency, Optimal Particle Retention Capacity and Minimal Resistance to Flow.**
- **300+ PSI Hydraulic Pressure Holding Capability**, regularly achieved by our **Heavy Duty Filter Canister Construction**, ensuring that they are robust and staunch throughout service life.
- **MORE TO COME!**



**COMPLETE AUTOMOTIVE FILTER RANGE**  
OIL | AIR | FUEL | DIESEL FUEL | CABIN AIR  
FORKLIFT FILTERS | JAPANESE TRUCK FILTERS  
**PHOENIXFILTERS.COM.AU**

# PHOENIX FILTERS ASIA PACIFIC WARRANTY POLICY

In addition to the Consumer Guarantees under Australian Consumer Law and warranties and guarantees provided in Phoenix Filters General Terms and Conditions of Sale (which can be found on our website) the following voluntary additional warranties are provided to the buyer of the Phoenix products:

## Phoenix Quality Statement

Phoenix products are manufactured by quality manufacturers to Phoenix specifications. Recommended and correctly installed Phoenix products meet or exceed OEM specifications.

## New Car Warranty

Under Australian Consumer Law a vehicle manufacturer cannot require you to service your vehicle through an authorised dealer to keep your new car warranty intact. Provided you service the vehicle in accordance with the manufacturer's requirements by a licensed motor vehicle repairer using appropriate quality parts then the new car warranty will remain valid.

## Phoenix Recommendation

Phoenix Filters recommends Phoenix products are installed by a licensed motor vehicle repairer as legislated by applicable national, state or territory consumer protection agencies. Further information is available here:

<https://www.accc.gov.au/publications/motor-vehicle-sales-repairs-an-industry-guide-to-the-australian-consumer-law>

## Additional Warranty

Phoenix Filters warrants Phoenix products to be free of defects in materials and workmanship for the intended service life of the product as specified by the vehicle manufacturer's service interval schedule.

## Exceptions to Additional Warranty

Phoenix Filters expressly excludes the Additional Warranty to apply to products that are:

- a. Damaged by accident, improper installation or maintenance, negligence, misuse or failure to follow Phoenix Filters product instructions and/or recommendations;
- b. Not installed in accordance with the vehicle, engine or equipment manufacturers' recommendations;
- c. Altered or repaired without Phoenix Filters prior approval;
- d. Used in vehicles subject to racing competition of any form, speed trials, performance dyno testing or vehicles that have been changed or modified from the manufacturer's original specifications; or
- e. Not installed in accordance with Phoenix Filters' current published product/vehicle listing.

## Warranty Claim Process

- a. Return the product to the place of purchase (your supplier or installer) within 7 days of a product defect or a warranty claim becoming apparent with proof of purchase and documentation stating the reason for the warranty claim;
- b. Ensure your supplier contacts Phoenix Filters on your behalf;
- c. You may be required to complete a written claim form (supplied by Phoenix Filters) to provide details of any such failure and claim;
- d. Note that warranty claims for replacement products or otherwise will only be processed after inspection, evaluation and acceptance by Phoenix Filters and if necessary confirmation from the manufacturer that the product is defective in materials or workmanship;
- e. We may request the product be returned directly to Phoenix Filters, in which case Phoenix Filters will reimburse you for reasonable return delivery expense against receipts;
- f. It may be necessary for Phoenix Filters to evaluate or inspect any resultant engine damage either directly or via a service provider of our choosing, costs of which may be reimbursed by Phoenix Filters if it is proven that a faulty product has caused the damage. Any such action would be limited to restoring an engine or equipment to a condition equivalent to the state of the engine or equipment immediately prior to any such damage;
- g. Phoenix Filters must be engaged prior to undertaking any rectification related to a warranty claim.

## Consumer Guarantees

Phoenix products 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 products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

