

COMPONENT WARRANTY

This warranty covers defects in material or workmanship under normal use during the applicable warranty period. During that period, Milestone Parts will repair or replace any component or part that proves defective due to faulty material or workmanship, subject to the terms below.

The standard warranty period for services or components purchased or repaired is 6 months or 1,000 hours, whichever comes first. Any replacement component or repaired part will carry the balance of the original 6-month / 1,000-hour warranty period.

ENGINES

- All engines that are dynamometer-tested will be supplied with a dyno report.
- OEM installation procedures must be followed at all times.
- An oil sample must be provided to Milestone Parts at the first 50-hour interval and every 250 hours thereafter until the warranty period expires.
- A warranty claim must be supported by a failure report and a machine ECM download report.
- The cooling system must be cleaned and repaired before the new engine is started. Proof may be required in the event of a claim.
- Commissioning of the unit must be carried out by a Milestone Parts representative.

TRANSMISSIONS

- All transmissions that are bench-tested will be supplied with a test report.
- OEM installation procedures must be followed at all times.
- An oil sample must be provided to Milestone Parts at the first 50-hour interval and every 500 hours thereafter until the warranty period expires.
- A warranty claim must be supported by a failure report and a machine download report.
- The pump and cooler must be repaired or replaced, and proof must be provided to Milestone Parts in line with OEM requirements.
- Commissioning of the unit must be carried out by a Milestone Parts representative.

TORQUE CONVERTERS

- OEM installation procedures must be followed at all times.
- An oil sample must be provided to Milestone Parts at the first 50-hour interval and every 500 hours thereafter until the warranty period expires.
- A warranty claim must be supported by a failure report and a machine download report.
- The pump must be repaired or replaced, and proof must be provided to Milestone Parts where required (certain models only).



Milestone Parts (Pty) Ltd

Reg No: 2016/386857/07

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DIFFERENTIALS

- OEM installation procedures must be followed at all times.
- An oil sample must be provided to Milestone Parts at the first 50-hour interval and every 500 hours thereafter until the warranty period expires.
- A warranty claim must be supported by a failure report and a machine download report.

FINAL DRIVES / WHEEL STATIONS

- Brakes and dynamic seals will be pressure-tested.
- OEM installation procedures must be followed at all times.
- An oil sample must be provided to Milestone Parts at the first 50-hour interval and every 500 hours thereafter until the warranty period expires.
- A warranty claim must be supported by a failure report and a machine download report.

OTHER COMPONENTS

- OEM installation procedures must be followed at all times.
- An oil sample must be provided to Milestone Parts at the first 50-hour interval and every 500 hours thereafter until the warranty period expires.
- A warranty claim must be supported by a failure report and a machine download report.

EXCLUSIONS

Milestone Parts will not be held responsible for:

- Removal and refitting of the component where the unit was not installed by Milestone Parts.
- Travel costs to and from the machine where the client fitted the component or moved the machine from the original fitment location.
- Claims where the client's account is in arrears.
- Downtime or towing charges.
- Diagnostic time.
- Dynamometer or other testing charges.
- Hotel charges, overtime pay for technicians, replacement equipment, or vehicle hire.
- Transportation costs.
- Claims where the item has been tampered with or altered.
- Claims where the machine has been abused or neglected.
- Costs relating to OEM parts where their use was specifically requested by the client.



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WARRANTY PROCEDURE

1. Milestone Parts must be notified by phone or email of any warranty request. The invoice number and customer order number are required before Milestone Parts can respond. Failure to provide this information may result in rejection of the claim.
2. Once notification has been received, Milestone Parts may require the unit to be returned for diagnosis and determination of the cause of failure.
3. If the unit is an urgent breakdown, the client must provide an order number before any work begins. The unit will then be repaired as quickly as possible, and the cause of failure will be assessed once the unit is back in operation. If the failure is due to negligence or a fault on the Milestone Parts side, the job will be invoiced at zero. If the failure is due to the client's negligence, the client will be liable for all costs associated with the work.
4. If the client's view and Milestone Parts' view on the cause of failure differ, a neutral third party may be called in to assess the failure and provide a report.
5. If Milestone Parts determines that additional information, damaged parts, or related components are required to properly evaluate the failure, the customer will be notified. Failure to cooperate or provide the requested materials may invalidate the claim due to insufficient information. Milestone Parts reserves the right to inspect every part subject to a claim under this warranty.
6. After a full investigation, if Milestone Parts determines that the part is faulty and the warranty claim is approved, settlement will be made by Milestone Parts. If a claim is denied, all products submitted for examination will be retained by Milestone Parts for 30 days after the denial date and may thereafter be discarded.

NOTES

- Other than Milestone Parts, no other personnel are authorized to bind Milestone Parts for warranty coverage.
- Coverage applies only to the initial user of the part for the duration of the applicable warranty period and does not extend to subsequent owners or users.
- These warranties are provided only to direct Milestone Parts customers and not to any other parties.
- The Milestone Parts representative will decide whether to repair or replace parts, assemblies, or complete units based on fair value, industry practice, economics, and availability.