

# **Spitronics – Exchange Guarantee**

## **1. Overview**

Spitronics products are designed as DIY engine management systems, supported through structured documentation and clearly defined setup procedures.

Because installation, wiring, and tuning are outside of Spitronics' direct control, traditional warranties on damage caused by use are not provided.

Instead, a **1-Year Exchange Guarantee** is offered to:

- Provide a practical recovery solution
- Minimise downtime
- Maintain affordable product pricing

👉 This system is designed to get customers back up and running quickly.

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## **2. Concept**

The Exchange Guarantee is designed to:

- Minimise downtime
- Avoid long repair delays
- Keep product pricing cost-effective
- Provide a fair and structured solution when failures occur
- Minimise damaged repair comebacks

Instead of repairing a unit, a replacement unit can be supplied at a reduced cost.

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## **3. Conditions for Exchange**

A unit qualifies for exchange if ALL of the following apply:

- Within 1 year of activation
- Serial number is valid and not tampered with
- No physical damage (burnt, broken, water damage)
- No repair attempts
- Unit is complete with all original components

If any of the above conditions are not met, the unit will not qualify.

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## **4. Exchange Process**

### **Standard Process**

1. Remove faulty unit
2. Return unit for inspection
3. Once approved → replacement unit is issued at unactivated fee

### **Fast Exchange – Option 1**

1. Purchase a new unit

2. Return faulty unit afterwards
3. Unit is inspected
4. If approved → activation fee is credited

### **Fast Exchange – Option 2**

1. Purchase a new unactivated unit (shipped immediately)
2. Return faulty unit
3. Unit is inspected
4. If approved → activation is transferred

#### **Note**

The customer is responsible for ensuring the unit meets the exchange conditions.

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### **5. Result**

- Replacement unit supplied at unactivated fee
  - Activation transferred to new device
  - Remaining guarantee period continues from original unit
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### **6. Costs**

- Exchange is charged at the unactivated product cost (refer to pricelist)
  - Dealer handling fees may apply
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### **7. Important Notes**

- Courier costs are for the customer's account
  - Unit must be returned before exchange is finalised
  - No tracking or follow-up on outstanding units
  - All devices are tested before sale
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### **8. Alternative Option (Fault Analysis)**

A unit may be submitted for inspection by a Spitronics specialist:

- Fault cause will be identified
  - If confirmed as a factory fault → repair or exchange is free
  - If not → repair price will be quoted or exchange will be charged accordingly
  - Courier costs are for the customer's account
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### **9. Older Units / Trade-In**

In some cases, older working units may be considered for exchange:

- Must be in good condition
  - Fee will apply based on age and demand
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### **10. Purpose of This System**

This system is designed to:

- Keep product pricing affordable
  - Provide a fast recovery solution
  - Prevent misuse and abuse
  - Maintain consistency with the Spitronics support model
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## **11. Reference**

Full Terms and Conditions apply.

 See: