



To be sure – use SURE!®

SURE FILTER® LIMITED WARRANTY CLAIM FORM
USA/Canada

DISTRIBUTOR

Company Name
Address
City
State ZIP
Contact Person
Phone

EQUIPMENT OWNER

Company Name
Address
City
State ZIP
Contact Person
Phone

Filter Number Installation Date Removal Date
Repair Shop Name Cost of Repairs \$ (ATTACH ITEMIZED REPAIR BILL)
Street Contact name
City Phone
State ZIP FAX:

EQUIPMENT INFORMATION

Make Model Year
Type of Equipment Serial No.
Damaged Part Total Miles or Hours on Unit
Engine, Pump, Etc.

AIR FILTER Has the system recently been worked on?
Has the filter been washed? Miles/Hours on Oil Oil Sump Capacity
Pressure/Restriction Gauge reading at removal (psi/inches of H2O/Mercury)
Usual Filter Change Interval (Miles/Hours)

COOLANT FILTER How often is the system tested?
Type of Antifreeze Used Cooling System Capacity Type of SCA Used
Cooling System Last Cleaned (Miles/Hours)

OIL/HYDRAULIC FILTER Has the system recently been worked on?
Type of Oil Oil Sump Capacity Miles/Hours on Oil
Usual Oil Change Interval (Miles/Hours)

FUEL FILTER Has the system recently been worked on?
Type of Fuel Miles/Hours on Filter Fuel System Pressure

TO DESCRIBE WHAT HAPPENED, PLEASE USE A SEPARATE PAGE

Signature of Owner Date Signature of Distributor Date

Please, send this report, repair bills, explanation, and filters to:

Product Warranty Claims
SURE FILTER TECHNOLOGY AUTOMOTIVE, INC.
1470 Civic Court, Suite 309
Concord, CA 94520



To be sure – use SURE!®

DESCRIPTION OF CLAIM:

Signature of
Owner

Date

Signature of
Distributor

Date



To be sure – use SURE!®

SURE FILTER® LIMITED WARRANTY CLAIM PROCEDURE **USA/Canada**

This procedure outlines the steps necessary for SURE FILTER TECHNOLOGY AUTOMOTIVE to complete an investigation of products from the field. The steps of this procedure are necessary to provide the most accurate and timely investigation possible.

If a filter is suspected of causing a failure, don't throw away the evidence. In order to process a warranty claim, follow the SURE FILTER® Warranty Claim Procedure

1. Complete SURE FILTER® Warranty Claim Form. Describe the events in details on a separate sheet. Collect all necessary support documentation and evidence, as described below:
 - a. Save damaged parts for evidence of the claimed damage.
 - b. For an air filter, cover the open end(s) with tape to prevent dust from entering the element during shipping.
 - c. Collect copies of any repair bills.
2. Send the entire suspect filter, including the gaskets, along with the completed SURE FILTER® Warranty Claim Form and all additional evidence and documentation to **Product Warranty Claims**, SURE FILTER TECHNOLOGY AUTOMOTIVE, INC., 1470 Civic Court, Suite 309, Concord, CA 94520
3. Please, note that in case the investigation is being requested for warranty consideration, repair bills (not estimates) should also accompany the request.
4. Damaged equipment components such as bearings, liners, etc. should be retained by the customer for possible examination by an assigned SURE FILTER® Technician. Filter products **SHOULD NOT** be cut open or otherwise tampered with. This may prevent objective analysis and testing, and may void the warranty.

Notice of damages and claims should be made immediately when the damage occurs. Every claim will receive careful and objective consideration. If a SURE FILTER® product is proven to have caused damage, SURE FILTER® will pay the cost required to repair the equipment to its condition at the time the failure occurred. Terms and conditions as described in SURE FILTER® Limited Warranty apply to all warranty claims.

PRODUCT CLAIMS

If you have any questions regarding this procedure, or any other product question, please contact our Customer Service Team at

1-8448-BE SURE

1-844 823-7873