

DURA-LITE™

Charge Air Coolers • Radiators • Oil Coolers • Cooling Modules

Warranty Claim Form (Radiator)

Date (mm/dd/yyyy):

Company Name:

Company Address:

City:

State/Province:

Zip/Postal Code:

Claim Contact Name:

Phone:

Fax:

E-mail:

Failed Product Information:

Original Product Owner:

Vehicle Make:

Model:

Year:

VIN (17 Characters):

Engine Make:

Model:

Rated HP:

at

RPM

Radiator Model (Part) Number:

Radiator Serial Number (E.g. 123456DR):

Original Installation Date (mm/dd/yyyy):

Odometer Reading on Installation Date:

KM

MI

Failure Date (mm/dd/yyyy):

To expedite the claim, please provide all of the following (please check):

Original Invoice for failed Radiator

Picture of the Radiator showing the Serial Number Label (E.g. 123456DR)

Picture of the Radiator failure area

Picture of the Radiator front

Picture of the Radiator back

	Yes	No
Can you confirm this Radiator was not involved in a collision?		
Can you confirm the Radiator is leaking?		

If pictures cannot be provided:

Package the warranty Product in the box of the replacement Product and mark the box "WARRANTY RETURN". Please call Dura-Lite prior to shipping the Product to get an RGA Number. Ship the warranty Product back with your next Core Return or call Dura-Lite and ask which shipping company to use. If the warranty Product returns collect and is denied as a warranty, you will be responsible for the inbound freight cost. Please take extra care to ensure that the Product is not damaged in transit. It is important to advise your customer that the failed Product may be disassembled (cut apart) for investigation purposes and that it is their responsibility to complete and submit the new Warranty Card by mail or fax 403-206-7239 the bottom portion of the Warranty Card or register online www.duralite.net.

Replacement Product Information:

(The failed Product must be replaced with a Dura-Lite or the warranty will be void)

Replacement Radiator Model (Part) Number:

Replacement Radiator Serial Number (Ex. 123456DR):

Replacement Installation Date (mm/dd/yyyy):

Odometer Reading on Replacement Date: KM MI

Was the end user charged for the Replacement Product? Yes No

Settlement Product Information:

Supply Replacement Radiator, ship with next order.

Supply Replacement Radiator, ship immediately.

Other Settlement (please provide details):

Please forward this claim to Warranty@duralite.net, warranty claims will not be processed until all information is supplied. If you have any questions or need assistance completing this form, please call 403-259-2691 or 800-661-1117.

For Internal Use Only:

- T Log
- RGA
- SAP
- Customer
- Equipment Card