

Warranty Policy

DIAMOND GARD
IF IT FAILS, WE'LL REPLACE IT. GUARANTEED!

HEAVY DUTY AFTERMARKET LIMITED WARRANTY PROGRAM

Subject to the conditions stated herein, Mitsubishi Electric Automotive America Inc. (MEAA) warrants to the original retail purchaser (Customer) that any Heavy Duty (HD) starter or HD alternator (Product) sold under the MEAA "DIAMOND GARD ALL MAKES" program shall have a Diamond Gard Warranty (the Warranty). Product covered by the Diamond Gard Warranty is warranted for all mechanical failures and from defects in material and workmanship under normal use and proper maintenance for 3 years from the date of installation (the Start Date of the Warranty). Diamond Gard part numbers included under this warranty are listed at: diamond-gard.com. There is no mileage limitation with this Warranty.

REMEDY:

- MEAA has the sole determination as to the warrantability of the Product.
- MEAA's warranty policy provides for reimbursement to the Customer for parts and labor, if replaced by an approved service center. Standard repair time and labor rates will be honored. Replacement part cost will be reimbursed at a rate based on the lesser of the actual cost or MSRP as shown on this website.
- Claim must be filed online as described below in "Filing a Claim". Claims may be filed online by either the Customer, or by a Dealer or a Distributor on behalf of the Customer.

MEAA'S OBLIGATION UNDER THIS LIMITED WARRANTY IS SUBJECT TO THE FOLLOWING CONDITIONS:

- Warranty claims must be submitted within 30 days.
- The non-functioning Product must be replaced with a newly purchased Mitsubishi Electric Diamond Gard Product.
- The Product and the required documentation must be returned to MEAA, at MEAA expense, for examination and analysis by MEAA. A UPS shipping label will be created as the claim is filed online.
- The failed product must be packaged sufficiently to ensure no damage during transit – preferably using the MEAA Diamond Gard packaging received with the replacement product.
- MEAA's examination must disclose to its satisfaction that the failure was not due to one of the Warranty Exclusions shown below:
 1. No Trouble Found (NTF) Product as determined by MEAA.
 - NTF Products will be returned, if requested as the claim is filed. Customer must provide their UPS or FedEx account number when filing the claim.
 - As applies to the returned NTF product, the balance of the original Warranty will be honored.
 2. The Product failed due to any of the following:
 - Physical abuse (handling or intentional damage, etc.).
 - Improper installation (over/under torque or installed in a non-approved application)
 - Damage caused by an engine manufacturer defect.
 - The Product was altered/modified in any way.

MUST BE SENT BACK TO FACTORY

Testing/Processing Time: 30 45 days

1-888-635-2648 - www.diamond-gard.com