

DPF and SCR Cleaning Warranty Statement

Order Process

Once an order is submitted to Excalibre either by telephone or email, we will arrange collection. It is the customer's responsibility to ensure that any units are adequately packaged to prevent damage during transport. Prices will be as quoted or as shown on our standard price list.

DPF Cleaning

Once received the DPF will be cleaned using the appropriate process. Where it is not possible to start the cleaning due to the DPF already being damaged (see below) then the customer will be advised and the DPF returned. In this case an inspection fee of £25 will be charged together with any carriage costs. If due to the level of contamination, or a failed substrate, then an enhanced clean or refurbishment is required an additional fee will apply. Customer approval will be sought prior to any additional work being undertaken. Should we be unable to obtain approval the unit will be held without work being carried out.

Suitability for Cleaning and Damaged Units

Upon arrival a units suitability for cleaning will be assessed. Should it be visibly evident that the unit will not benefit or be further damaged by our cleaning process the customer will be notified. Visible damage includes but is not limited to exothermic damage, oil contamination, excessive soot, ash loading or structural failure. Occasionally units received for cleaning have internal damage that is not initially evident due to the soot loading. Excalibre are not liable for the failure of any parts during the cleaning process as a result of a pre-existing condition or fault.

Guarantee

Excalibre Technologies endeavour to provide the best quality service but in some circumstances the clean maybe unsuccessful. If this occurs, Excalibre are willing to re-clean the DPF or provide a refund as agreed between us and the customer. If Excalibre are unable to satisfactorily to clean a DPF, then the Company will not charge the customer for the cleaning process. The customer will however be required to pay the carriage costs incurred. All extra work, refunds or replacements are offered at Excalibre's discretion. The DPF clean is guaranteed for 12 months from the order date.

SCR Silencer Cleaning and refurbishment.

SCR or AdBlue silencers are accepted for cleaning on the basis that an accumulation of soot causing high back pressure may be removed through the cleaning process. Light accumulations of AdBlue may also be removed. The cleaning process will not rectify a deactivated catalyst. If the catalyst is deemed by the customer to be de-activated and not functioning, then this must be communicated to Excalibre before dispatch to us. In such cases the silencer will need to be refurbished and new catalyst elements fitted. Where the catalyst is physically damaged, heavily contaminated with oil or missing then a refurbishment will be offered. Refurbished SCR silencers are guaranteed for a period of 12 months.

Terms of Guarantee

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Guarantee does not apply in the following circumstances:

- Excessive engine out smoke above the engine manufacturer's limits.
- Excessive oil consumption.
- Engine mis-fuelling or over-fuelling.
- Faults with the fuel injection systems.
- Faulty ERG system including valves, sensors and coolers.
- Faulty engine or emissions systems sensors
- Failed turbocharger
- Oil contamination of the system
- Mechanical failure of the exhaust system such as holes within the exhaust system
- Any mechanical failure or degradation of the ceramic or metallic substrate.
- Empty or incorrectly filled additive tank
- If the vehicle is modified or not operated fully in line with manufacturers guidelines
- If the vehicle service and diagnostics reports together with fault codes are not made available.
- If there are any other vehicle faults that were not disclosed at the time of order.
- Any additional 3rd party cleaning has been done to the DPF.

Additional terms for SCR Silencers

- Accumulation of AdBlue
- Deactivation of the catalyst through poisoning or excessive temperature over 500C.
- Incorrect additive being used.
- AdBlue other than DIN xxxx being used.
- Consequential failure due to failure of an upstream catalyst or DPF.

Carriage

Carriage is arranged by Excalibre using established couriers. It is the customer's responsibility to ensure that the shipping labels provided are securely attached and that the package is made available for collection at the agreed time. Carton orders booked before 11:30am will likely be collected same day, pallet orders must be made before 10:30am to be considered for same day collection. Should same day collections not be available Excalibre Technologies take no liability for delays and costs incurred. Free carriage is available for units shipped in cartons, pallet deliveries are subject to extra carriage charges which are to be agreed at the time of booking. Should cartons be required for shipping we are able to provide them for £15.00 each plus shipping fees. These cartons have been specifically created to carry a variety of DPF's and are hardwearing enough to be used on multiple occasions. Carriage is arranged on an uninsured basis. If the customer requires insurance, then this must be agreed in advance. Excalibre accept no liability for loss or delay of goods in transit which are inadequately packaged or labelled.