



# MONROE WARRANTY STATEMENT

( VALID IN AUSTRALIA & NEW ZEALAND )

Monroe Australia Pty. Limited  
ACN 007 525 386 (Monroe Australia)  
warrants all of the below-mentioned Ride  
Control Products sold under the Monroe  
brand name to the consumer against  
defects and abnormal wear  
and tear, for the periods stated below:

5 years/100,000 kilometres from  
date of retail purchase or date of  
fitment, whichever occurs first.

(a) OESpectrum

The product must be installed in  
accordance with the recommendations  
and specifications of Monroe Australia.  
In particular: (i) both shock absorbers  
on the same axle must be replaced with  
Monroe® OESpectrum Shock Absorbers;  
and (ii) the Protection Kits (PK) and  
Mounting Kits (MK) must be replaced  
at the date of fitment.

3 years/60,000 kilometres from date  
of retail purchase or date of fitment,  
whichever occurs first.

- (a) GT GAS with Reflex™ technology
- (b) Gas-Magnum TDT
- (c) GT Sport

2 years/Unlimited kilometres from date  
of retail purchase or date of fitment,  
whichever occurs first.

- (a) Magic Camber
- (b) Van Magnum

\*excluding commercial use vehicles

2 years/40,000 kilometres from date  
of retail purchase or date of fitment,  
whichever occurs first.

- (a) Gas Riser
- (b) Monroe Original
- (c) Gas-Magnum
- (d) Monro-Matic

12 Months/Unlimited kilometres from  
date of retail purchase or date of fitment,  
whichever occurs first.

(a) Max-Lift

12 Months/20,000 kilometres from date  
of retail purchase or date of fitment,  
whichever occurs first.

(a) Steering dampers

24 Months/150,000 kilometres from  
date of retail purchase or date of  
fitment, whichever occurs first.

(a) Magnum 70, 60, Fxxx,  
Bxxx,Txxx Series

In this warranty:

1. "date of fitment" means the date that  
the Ride Control Product is installed  
in the vehicle, in accordance with the  
recommendations and specifications  
of Monroe Australia;
2. "date of retail purchase" means the  
date that the Ride Control Product  
is purchased by a consumer from an  
authorised distributor or retailer of  
Monroe Australia; and
3. "consumer" means the end user of  
the Ride Control Product.

## Warranty Claims

Monroe Australia is dedicated to the  
pursuit of product excellence and the  
achievement of maximum consumer  
loyalty.

Monroe Australia distributors are  
qualified to validate all warranty claims,  
but Monroe Australia reserves the  
right to inspect all products claimed as  
defective.

Subject to the remaining terms of this  
warranty, Monroe Australia will replace a  
defective product if:

- a. The consumer ceases use of the  
defective product and either Monroe  
Australia or the Monroe Australia  
distributor from whom the defective  
product was purchased is contacted,  
in accordance with the below  
procedure.

- b. A fully completed Monroe Australia  
Warranty Claim Form (which claim  
forms are available from place of  
purchase) is presented with each  
defective product to the Monroe  
distributor from whom the defective  
product was purchased, or to Monroe  
Australia at the address below. (Each  
Monroe Australia Warranty Claim Form  
can be used for up to two (2) defective  
products. Please nominate the  
number of products being claimed).
- c. The Monroe Australia Warranty  
Claim Form must include all vehicle  
identification data, the product  
number, date of retail purchase  
or date of fitment and a fulsome  
description of the defect.
- d. Both the consumer's and distributor/  
installer's names, addresses  
and telephone numbers must be  
provided to allow Monroe Australia  
representatives to contact claimants  
under the warranty.
- e. Copies of proof of purchase  
documents must be attached to the  
Monroe Australia Warranty Claim  
Form and signed by the Monroe  
distributor's claim officer.
4. This warranty is given by:  
Monroe Australia Pty. Limited  
1326 South Road,  
Clovelly Park SA 5042  
Telephone No: +61 8 8374 5222  
or 1800 088 205  
Email Address:  
customerservice@tenneco.com.au
5. The warranty periods for the various  
Ride Control Products are as set out  
under the abovementioned "Warranty  
Statement" section.
6. Monroe Australia's obligation under  
this warranty is strictly limited to  
replacement of the defective product.  
The costs associated with claims,  
removal and installation are not  
included and any incidental and  
consequential damages are excluded  
under this warranty, to the extent  
permitted by law.

**BUILT  
TO LAST**



## Exclusions

Excluded from this warranty are:

1. Regular wear out.
2. Products fitted contrary to installation information in the Monroe Australia catalogue (as amended from time to time).
3. Products which have been modified or damaged by incorrect mounting or incorrect use of the vehicle, contrary to the car manufacturers' specifications or the specifications of Monroe Australia.
4. Premature wear-out caused by re-use of damaged mounting parts such as rubber dirt shields, damaged bump stops, etc.
5. Cartridges claimed for noise, which have not been properly tightened down with the locking ring.
6. Severe interference between the product and other suspension components, causing noise or failure of the shock absorber.
7. Any damage caused by an accident.
8. On air-adjustable units, air-sleeve damage such as burn holes and abrasion caused by another part of the vehicle.
9. Products showing evidence of improper tightening of the mounting bolts, causing parts to wear or bend.
10. Lower mounting studs on Ford Falcon front shock absorber products twisted off by over-tightening.
11. Vice jaw or "multigrips" type wrench marks on polished section of piston rod, causing damage to oil seal and / or oil leakage.
12. Reconditioned or recycled Monroe Australia products.
13. Defects caused by lack of maintenance or maintenance incorrectly executed on the vehicle.

## Important notice for Australian consumers

All warranties provided in this Warranty Statement are additional to other rights and remedies the consumer may have under a law in relation to the goods to which the warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Important notice for New Zealand consumers

All warranties provided in this Warranty Statement are additional to the non-excludable rights and statutory guarantees pursuant to the provisions of the Consumer Guarantees Act 1993 and the Fair Trading Act 1986. Except as expressly stated below in respect of the supply of products in trade or for business purposes, nothing in this Warranty Statement is intended to exclude, restrict or modify any of those non-excludable rights or statutory guarantees.

For Monroe Australia products provided in New Zealand to consumers, the products come with non-excludable rights and statutory guarantees pursuant to the provisions of the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

To the extent permitted by law, where the products are supplied in trade (within the meaning of the Fair Trading Act 1986) in New Zealand, Monroe Australia and the party agree that sections 9, 12A, 13 and 14(1) of the Fair Trading Act 1986 will not apply (including any subsequent statutory provision which amends or replaces it, and any by-law, regulation, order, statutory instrument, determination or subordinate legislation made under it).

Where the products are supplied for business purposes in terms of section 2 of the Consumer Guarantees Act 1993, the parties acknowledge and agree that the provisions of that Act shall not apply.