

Warranty Terms & Conditions

Terms & conditions.

Isuzu Truck (UK) Limited warrants that all vehicles sold in Mainland UK, the Channel Islands and the Isle of Man, the chassis, cab and driveline are free from defects in materials and workmanship for the duration of the warranty, valid from the date of registration (subject to the conditions and exclusions stated below). The duration of warranty (chassis cab) is 36-months from the date of registration. If you would like confirmation of any points please ask your local Isuzu dealer or contact us and we will be happy to help. Should a defect occur during the period of warranty, the failed parts will be repaired or replaced by any Isuzu truck dealer free of charge (subject to our warranty conditions and exclusions).

Any parts displaced during warranty will become the property of Isuzu Truck (UK) Limited. This warranty applies only to components that form part of the original vehicle chassis, cab and driveline specification as manufactured and supplied by Isuzu Motors Limited, Japan. Any part or component replaced under warranty is also warranted to be free from any defects in material and/or workmanship until the original vehicle warranty period or mileage limitation has expired.

With regard to any items supplied with the vehicle that are not Isuzu Motors Ltd genuine components, e.g. bodywork or ancillary equipment, then the warranty terms of that particular manufacturer/supplier would apply. Please read carefully the 'Specifically Excluded Items' section. No liability is accepted for any economical loss of any nature (direct or indirect) or any consequential losses howsoever arising.

Nothing in this warranty shall exclude or limit Isuzu's liability for death or personal injury caused by Isuzu's negligence or fraudulent misrepresentations. The warranty transfers automatically on the sale of the vehicle to any new owner. If the vehicle is permanently exported outside of the UK, the vehicle must return to an Isuzu Truck (UK) Ltd Dealer to have any warrantable repairs carried out - see point 10 below. The warranty provided is in addition to and does not affect any customer's rights as a consumer.

Conditions of warranty.

1. The vehicle must be regularly maintained in accordance with the manufacturer's recommendations, using genuine Isuzu parts or parts of matching quality. Proof of this will be required.
2. The defect must not be caused by the use of non-genuine Isuzu parts or parts not of matching quality fitted to the vehicle or caused by the poor workmanship of a non-Isuzu Truck Authorised Repairer.
3. The defect must not be caused by overloading.
4. The defect is not due to normal wear-and-tear or deterioration and corrosion which can occur during normal usage.
5. The defect is not a result of an accident.
6. The defect is not due to abuse, neglect, vandalism or modification that is not approved by Isuzu Truck (UK) Limited.
7. The defect is not due to participating in racing, competitions trials or in circumstances exposing the vehicle to undue risk or operating conditions.
8. The defect is not due to acts of God, riots, civil commotion, earthquakes or abnormal weather conditions.
9. The defect has not been caused by incorrect or poor-quality fuel. The fuel used has to be of suitable quality to match EN590.
10. The vehicle must be purchased from Isuzu Truck (UK) Limited or Isuzu Truck (UK) Limited franchisees in the United Kingdom.

Specifically Excluded Items

1. Any non-genuine Isuzu parts - including bodywork (excluding Isuzu pre-bodied product), power take-offs or ancillary equipment.
2. The replacement of normal service items such as oils, filters, wiper-blades and top-up fluids.
3. Wear items such as, but not limited to, brake linings, brake pads, brake drums, brake discs plus clutch components including plate/disc, cover and release bearing.
4. Routine adjustment or replacement made necessary by fair wear-and-tear and/or normal usage.
5. The breakage or scratching of any glass after delivery to the customer.
6. Tyres – which are covered by the individual tyre company's own warranty terms and conditions.
7. Replacement vehicles.
8. Hotels or any consequential travel or subsistence costs.
9. Failures as a result of the use of unauthorized fuels or incorrect specification oils and/or fluids.
10. Failure through contamination of fuels, fluids and/or foreign matter ingress.
11. Wheel alignment, balancing or geometry.
12. Adjustments of headlamps, any cables and/or brakes etc.
13. Auxiliary/ancillary equipment supplied but not manufactured by Isuzu Motors Japan Limited or Isuzu Truck (UK) Limited, where that manufacturer's own warranty will apply, E.g. Power take-off units, tipping equipment, hydraulics, tail-lifts or accessories.
14. Bodywork – where bodywork is supplied by a bodybuilder, the customer will be subject to that bodybuilder's own warranty terms and conditions. Any claims against that bodybuilder will not be submitted or administered by Isuzu Truck (UK) Limited. In the case of the warranty cover on pre-bodied vehicles supplied by Isuzu Truck (UK) Limited, any warranty repairs will be administered by Isuzu Truck (UK) Ltd.
15. Paint – surface corrosion on cab panels caused from defective materials or workmanship is covered for 2 years unlimited mileage as supplied from Isuzu Motors Japan. Any corrosion due to impact damage, chips, surface abrasion etc is not covered. No warranty is provided for the paint applied to the chassis or chassis components.