

Protection Plan Information

Suttons Series Protection Products



Certified Autoprotection Plan

* Rust Protection is an ERU product.



Contract No.

Please affix customer details

INTRODUCTION



suttons
series

Congratulations on choosing the superior range of Suttons Series / ERU Products to protect your new car. This range of non-toxic products provides your car with the latest in vehicle protection technology.

This comprehensive protection plan is a measure of the quality of these products. We trust that you will have many years or “motoring peace-of-mind”.

APPLICABLE VEHICLES

- **New vehicles** – up to a maximum of 12 months from the vehicle build date.
- **Used vehicles** – up to a maximum of 6 years from the vehicle build date.

PERIOD OF COVER

NEW VEHICLE

For vehicles deemed to be “New Vehicles” (see “Applicable Vehicles” above), this protection plan provides cover for the life of the vehicle, provided the Customer Obligations and General Conditions are met.

USED VEHICLE

For vehicles deemed to be “Used Vehicles” (see “Applicable Vehicles” above), this protection plan provides cover for 6 years for the date of delivery of the vehicle, provided the Customer Obligations and General Conditions are met.

DEFINITIONS

For the purpose of this protection plan the following terms have the following meanings:

- “Covered Vehicle” means the vehicle as detailed in the Schedule;
- “Schedule” means the table of details at the front of this booklet, which contains the customer, vehicle, protection plan details & selling dealer details;
- “Protection Plan Administrator” means Suttons Autoprotection, a division of SMA Motors Pty Ltd, ACN 000 158 725;
- “Selling Dealer” means the dealer at which the product was purchased.

GENERAL CONDITIONS

1. The vehicle must remain, at all times, registered for road use. Any lapse in registration will void the protection plan.

2. With respect to vehicles in excess of 5,000kg gvm, this protection plan applies only to the cabin unit.
3. It is the obligation of the vehicle owner to ensure that the information provided in the Schedule is complete, true and accurate. Failure to provide complete, true and accurate details may void this protection plan.
4. This protection plan is conditional upon due payment by the owner for the relevant Suttons Series / ERU treatments provided, as indicated in the Schedule.
5. This protection plan is only applicable to the Covered Vehicle.

EXCLUSIONS

This protection plan does not cover:

1. Any claim where the owner is deemed to have been negligent, careless, indifferent, or fails to maintain the vehicle;
2. Defects in material, workmanship, or design of the vehicle;
3. Damage resulting from accident, abuse, external damage, vehicle manufactures’ defects, and defects which would normally be covered under a dealers’ or manufactures’ new car protection plan;
4. Any areas not treated with the applicable Suttons Series / ERU;
5. Utility truck bed areas, and the load area of commercial vehicles;
6. Any pre-existing damage or deterioration;
7. Exhaust systems;
8. Malicious damage, acts of vandalism, war or riot;
9. Flood or hail;
10. Any consequential damage of any kind whatsoever, including your loss of time or use of the vehicle while it undergoes inspection, treatment or repairs;

Exclusions continued...

11. Any expenses incurred by the owner in connection with making a claim under this protection plan;
12. Failure to repair and retreat damaged sections of vehicle;
13. Normal wear and tear;
14. Stains caused by burns, bleach, dyes, acids, or similar substances;
15. Materials which have been ripped or torn;
16. Any claim where the owner has failed to have re-treatment or product(s) as required.

YOUR OBLIGATIONS

1. The Covered Vehicle must be inspected (and retreated if deemed necessary) on each anniversary of this contract, by the Selling Dealer. Contact Service Department on (02) 9931 3000.
2. Should you become aware of any damage that could result in a claim against this protection plan, it is your obligation to return the vehicle to the Selling Dealer within 30 days. Failure to comply will void this protection plan, and no further claims shall be met.
3. Should a product reapplication be required e.g. following a motor vehicle accident, you may be liable for a reapplication fee.
4. In the event of a claim, this protection plan booklet must be present when reasonably requested. Failure to produce this booklet will void the protection plan, and no further claims shall be met.

MAKING A CLAIM

1. Once you become aware of the damage that may result in a claim, return the vehicle to the Selling Dealer, within 30 days.
2. The Suttons Series / ERU inspector will contact the Protection plan Administrator on your behalf to process your claim.
3. In the event of a claim, the owner will provide the Protection plan Administrator with all information and documentation supporting the claim as may be reasonably required.
4. The vehicle must be present in a clean and tidy state, in order for the claim inspection to be conducted. Should the vehicle require cleaning, you may be liable for a cleaning fee.

INSPECTIONS

1. Annual inspections of the Covered Vehicle must be conducted by the Selling Dealer.
2. The vehicle must be presented for inspection in a clean and tidy state – interior and exterior – in order for the inspection to be conducted thoroughly. Should the vehicle require cleaning prior to an inspection taking place, you may be liable for a cleaning fee.
3. It is a condition of this protection plan that the Inspection Record at the back of the book be completed by the inspector at the time of each inspection.
4. Failure to have annual inspections conducted, or failure to have the Inspection Record completed, will void this protection plan, and no further claims shall be met.
5. A fee may be charged for inspections.

LIMIT OF LIABILITY

There is no limit to the number of claims made under this protection plan, however, the total liability to the Protection plan Administrator for all claims, is limited to the current market value of the vehicle.

TRANSFERRING YOUR PROTECTION PLAN

In the event that ownership of the Covered Vehicle changes, this protection plan is transferable.

1. To transfer this protection plan, the vehicle must be inspected by the Selling Dealer, and the satisfactory inspection record in the back of this booklet presented. Contact the Protection plan Administrator, to advise the details of the change of ownership. The vehicle must be inspected, and the protection plan transferred within 60 days of the change of ownership of the Covered Vehicle, or this protection plan will become void, and no further claims against this protection plan will be met.
2. A fee of \$100.00 (plus GST) is required for each transfer, payable to the Protection Plan Administrator. Please contact the Protection Plan Administrator on (02) 8825 3140 for methods of payment. A document and tax invoice detailing the change of protection plan ownership will be forwarded to the new owner. This fee is non-refundable.

Suttons Series Window Tint

Product Description

Suttons Series Window Tint has been engineered to provide automotive window film which does not crackle, craze, dematelize, bubble, peel or delamination from glass.

The Protection Plan

Suttons Series warrants that Suttons Series Window Tint will provide the protection as described in 'Product Description'. Should damage occur, and providing that all of the terms and conditions detailed within this protection plan booklet have been met, Suttons Series will rectify the damage to the 'Limit of Liability'.

Customer Obligations Specific to the Product

In addition to the general customer obligation, particularly the requirement for annual inspections, detailed under 'Your obligations', the following are your further obligations, specific to this particular product:

1. The covered vehicle must be reapplied with Suttons Series Tint on any part of the vehicle's tinted surface that has been damaged, replaced or repaired. Such treatment must take place within 30 days of the completion of the repair or replacement, and be carried out by the selling dealer, at the owner's expense.
2. The tinted surfaces of the covered vehicle must be cleaned regularly (fortnightly at least).

Exclusions Specific to this Product

In addition to the general exclusions detailed under 'Exclusions', the following are exclusions to this warranty that are specific to this particular product:

- 1 Any damage to the tinted surfaces by events not covered under 'Product Description'.
- 2 Damage caused to areas due to neglect, abuse or improper care, such as picking at its edges.
- 3 Damage caused by cleaning with abrasive or ammonia based products or abnormal chemicals and harsh detergents.
- 4 Damage caused if the window to which the film is affixed has developed leaks or internal moisture causing the defect or if 'sticky' tape, suction caps or pressure sensitive stickers have been applied.
- 5 Damage to tinted surfaces caused by glass breakage from any cause, fire, stones, collision, surface rust, petrol spillage, rail dust, physical damage or any other consequential damage.
- 6 Damage caused by acid rain and industrial fallout, paint overspray, bird and bat dropping and tree sap.
- 7 Any modification or damage to the composition of the vehicle's tinted surface.



Suttons Series Paint Protection

Product Description

Suttons Series Paint Protection has been formulated to provide lasting protection to the vehicles exterior painted surfaces, against environment induced discoloration, loss of gloss (oxidation), fading damage cause by acid rain, bird and bat droppings and tree sap.

The Protection Plan

Suttons Series warrants that Suttons Series Paint Protection will provide the protection as described in 'Product Description'. Should damage occur, and providing that all of the terms and conditions detailed within this protection plan booklet have been met, Suttons Series will rectify the damage of the "Limit of Liability".

Customer Obligations Specific to the Product

In addition to the general customer obligations, particularly the requirement for annual inspections, detailed under "Your Obligations", the following are your further obligations, specific to the particular product:

1. The covered vehicle must be re-treated with Suttons Series Paint Protection on any part of the vehicles external paint surface that has been damaged, replaced or repaired. Such treatment must take place within sixty (60) days of the completion of the repair or replacement, and be carried out by the Selling Dealer, at the owner's expense.
2. The Covered Vehicle must be washed regularly (fortnightly, at least)

Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to the protection plan that are specific to this particular product:

1. Any damage to the painted surfaces by events not covered under "Product Description".
2. Damage caused to areas due to neglect or abnormal chemicals and harsh detergents.
3. Damage to painted surfaces caused by fire, stones, collision, surface rust, petrol spillage, rail dust or physical damage.
4. Damage caused by industrial fallout and paint overspray.
5. Any modification or damage to the composition of the vehicles painted surface, including paint overspray.
6. Paint chipping, grazing, and peeling.
7. Scratches and swirl marks in painted surfaces.



Suttons Series Fabric Protection

Product Description

Suttons Series Fabric Protection has been formulated to provide lasting protection against permanent staining of carpet, fabric and velour, caused by foodstuffs and drinks such as water, coffee, soda and milk.

The Protection Plan

Suttons Series warrants that Suttons Series Fabric Protection will provide the protection as described in "Product Description". Should damage occur, and providing that all of the terms and conditions detailed within this protection plan booklet have been met, Suttons Series will rectify the damage to the "Limit of Liability".

Customer Obligations Specific to this Product

In addition to the general customer obligations, particularly the requirement for annual inspections, detailed under "Your Obligations", the following are your further obligations, specific to this particular product:

1. The covered vehicle must be re-treated with Suttons Series Fabric Protection on any part of the vehicles' interior carpet, fabric, velour that has been damaged, replaced or repaired. Such treatment must take place within thirty (30) days of the completion of the repair or replacement, and be carried out by the Selling Dealer, at the owners' expense.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. The treated carpet and fabrics of the Covered Vehicle must be cleaned and vacuumed regularly (fortnightly at least).

Exclusions Specific to this Product

In the addition to the general exclusions detailed under "Exclusions", the following are exclusions to this protection plan that are specific to this particular product:

1. Any damage to the carpet and fabrics by events or products not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach, dyes, acids or similar substances.
4. Materials that have been ripped or torn.
5. Headlinings are not covered, as they cannot be treated.



Suttons Series Leather and Vinyl Protection

Product Description

Suttons Series Leather and Vinyl Protection has been formulated to provide protection against permanent staining of the leather and vinyl treated materials within the Covered vehicle, caused by foodstuffs and drinks, such as water, coffee, soda and milk. It also protects against cracking and splitting or discoloration of treated leather and vinyl materials, caused by sunlight and heat.

The Protection plan

Suttons Series warrants that Suttons Series Leather and Vinyl Protection will provide the protection as described in "Product Description". Should damage occur, and providing that all of the terms and conditions detailed within this protection plan booklet have been met, Suttons Series will rectify the damage to the "Limit of Liability".

Customer Obligations Specific to this Product

In addition to the general customer obligation, particularly the requirement for annual inspections, detailed under "Your Obligations", the following are your further obligations, specific to this particular product:

1. The Covered Vehicle must be re-treated with Suttons Series Leather and Vinyl Protection on any part of the vehicles' interior leather or vinyl that has been damaged, replaced or repaired. Such treatment must take place within thirty (30) days of the completion of the repair or replacement, and be carried out by the Selling Dealer at the owners' expense.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. The leather and vinyl surfaces of the Covered Vehicle must be cleaned regularly (fortnightly, at least).

Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this protection plan that are specific to this particular product.

1. Any damage to the leather and vinyl surfaces by events or products not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach, dyes, inks, crayons, acids, or similar substances.
4. Materials that have been ripped or torn.



ERU Rust Unit

Product Description

ERU Rust Unit has been designed to provide lasting protection against rust corrosion to the vehicle, including perforation and surface rust, including surface rust as a result of minor scratches and stone chips.

The Protection Plan

Suttons Series warrants that Electronic Rust Unit will warrant the protection as described in "Product Description". Should damage occur, and providing that all of the terms and conditions detailed within this protection plan booklet have been met, Suttons Series, on behalf of ERU, will rectify the damage to the "Limit of Liability".

Customer Obligations Specific to this Product

In addition to the general customer obligations, particularly the requirement for annual inspections, detailed under "Your Obligations", the following are your further obligations, specific to this particular product:

1. You must ensure that the LED light on the ERU Rust Unit is always illuminated. Should the light failure to illuminate; you must contact the Protection Plan Administrator within thirty (30) days.
2. Do not tamper or attempt to repair the ERU Rust Unit.
3. Once any signs of rust or corrosion have been noticed, you must notify the Protection Plan Administrator within thirty (30) days.
4. It is strongly recommended that stone chips and minor scratches are brush touched as soon as possible.

Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this protection plan that are specific to this particular product:

1. The protection plan does not cover brake callipers, bumpers, drive train, exhaust system, chrome plated trim, heat exchangers, or corrosion caused by leaking battery acid, load areas such as truck trays, aftermarket accessories such as roof racks and tow bars, rust caused by defective materials or workmanship in the manufacture of the vehicle, areas affected by damage due to collision, rust occurring on surfaces electronically isolated from the vehicles chassis or replacement parts which are not identical to the manufactures' parts, nor does it cover vehicles operated in harsh or corrosive environments such as mining, construction, fishing industry, beach patrols, nor ferric stains which occur when paintwork is chipped, abuse and neglect to the vehicle.



Inspection Record Contact service department on (02) 9931 3000

1st INSPECTION – Due 12 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

2nd INSPECTION – Due 24 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

3rd INSPECTION – Due 36 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

4th INSPECTION – Due 48 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

Inspection Record Contact service department on (02) 9931 3000

5th INSPECTION – Due 60 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

6th INSPECTION – Due 72 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

7th INSPECTION – Due 84 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

8th INSPECTION – Due 96 months after initial treatment	Vehicle Condition <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory
Date	Comments
Inspection Centre	
Inspected by	
Signed	

To keep your protection plan valid,
book-in for an annual inspection at
Suttons City Service Centre,
Rosebery NSW 2018
Ph: (02) 9931 3019



Suttons Series

Link Road Rosebery NSW 2018

Ph: (02) 9931 3000

Fax: (02) 9931 3001

www.suttonscity.com.au



Administered by

Suttons Autoprotection

A division of SMA Motors Pty. Ltd.

ACN 000 158 725

Ph: (02) 8825 3140

www.suttonsautoprotection.com.au