

# TPCATS

## **CATALYST AND EXHAUST WARRANTY RETURN PROCEDURE**

### **CATALYST (STANDARD) TPM**

- Ensure the unit is a TP manufactured part.
- Contact TPCATS on numbers below or e-mail provided to authorise/ arrange return and provide your Returns Note number ( return cannot be arranged without your Return Note number).
- Provide all details of the fault claimed.
- Attach the Emission Report (**if returned for emission failure**)
- Attach your Warranty Returns Note.
- Unit can be returned via carrier or TPCATS will arrange collection via carrier or TPCATS own transport.

### **CATALYST (TYPE APPROVED R103) TAM**

- Ensure the unit is a TP manufactured part.
- Contact TPCATS on numbers below or e-mail provided to authorise/ arrange return and provide your Returns Note number (return cannot be arranged without your Return Note number).
- Provide all details of the fault claimed.
- Attach the Emission Report (**please provide 4-GAS Report if Type Approved Catalyst**)
- Attach your Warranty Returns Note.
- Unit can be returned via carrier or TPCATS will arrange collection via carrier or TPCATS own transport.

### **EXHAUST FRONT PIPES/EXHAUSTS**

- Ensure the unit is a TP manufactured part
- Contact TPCATS on the numbers below or e-mail provided to authorise/ arrange return and provide your Returns Note number (return cannot be arranged without your Return Note number
- Provide all details of the fault claimed.
- Attach your Warranty Returns Note.
- Unit can be returned via carrier or TPCATS will arrange collection via carrier or TPCATS own transport.

## **ADDRESS AND CONTACT DETAILS**

TP Engineering Ltd  
TPCATS  
Unit 23  
Blythe Park Business Base  
Sandon Road  
Cresswell  
Stoke on Trent  
ST11 9RD

- Warranty/Technical Contact: Clinton Woolley
- TEL: 01782 399758
- FAX: 01782 395163
- MOB: 07834 665023
- E-MAIL: clinton.woolley@tpcats.com

## **PLEASE NOTE**

All relevant details of the fault and Emissions Reports (if applicable) must be provided or your claim may be delayed or declined.

Individual collection arrangements can be authorised (i.e. Warranty Centralisations at a convenient depot) can be arranged by contacting Clinton Woolley (Quality & Warranty Systems Manager) on the numbers provided.

Depot warranty training can be arranged by contacting Clinton Woolley (Quality & Warranty Systems Manager) on the numbers provided.

## **WARRANTY CLAIMS/LABOUR CLAIMS**

**All warranty items will be inspected and tested for the faults claimed; any items that are deemed to have been damaged by other issues upon inspection outside of TPCATS control will be declined as warranty and returned complete with the inspection report. The manufacturer has the right to decline all labour claims returned with any warranty item.**