



# WARRANTY MANUAL



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## 1. Warranty Policy Overview

Diesel Tech Industries Ltd., a corporation carrying on business hereunder as DTI and having its principal place of business in Edmonton, Alberta ("DTI").

The purpose of the DTI Warranty Manual is to ensure that the end-user (customer) of DTI Guardian products is satisfied with the quality of their purchase. In order to provide customer satisfaction, DTI stands behind its products as they leave DTI's facility.

This DTI Warranty, and all policies and procedures within it, supersedes all previous warranty revisions. It will remain valid until a new manual warranty is released, or until further notice. Any requests for dealer labour rate increases must be made in writing and forwarded to the Warranty Department. Approval or denial will be decided upon review with the decision communicated back to the dealer.

While the warranty is applicable to the end user, it is administered and performed only through the DTI network of trained or certified dealers and distributors.

DTI will follow the procedures outlined in this document in the processing and administration of warranty requests.

For specific information please refer to the DTI Limited Warranty section as outlined in Appendix A of this document.

## 2. Warranty Period

The warranty period of a DTI Guardian Products is specified as 1(one) year beginning

from the date of installation with a record of maintenance performed. (Please see "What IS and IS NOT covered by the Warranty" in section 4). If the installation date is not made known to DTI by registering the DTI Guardian product, providing the Serial Number of the unit within FIFTEEN (15) days of installation, the warranty period will begin on the date of shipment from DTI's warehouse if no proof of registration is given to DTI. DTI reserves the right to refuse the warranty to systems sold over the counter, only installations made by certified technicians are covered under this warranty.

### Guardian EPASS

- Basic EPASS - one year all component warranty
- Pro EPASS - two year all component warranty
- Elite EPASS - three year warranty on the electronic components, all other components two year warranty (keyfob battery replacement is 90 day warranty)

### Guardian ELOG

One year all components warranty (Guardian Device Care may extend term)

### Guardian Turbo Timer

one year all component warranty



### 3. Replacement Parts

All replacement parts are warranted to be free from defects in material and/or workmanship for a period of ninety (90) days from the date of sale or the remainder of the original warranty period on the DTI Guardian Product after whichever is greater.

### 4. What IS and IS NOT Covered by the Warranty

The purpose of the DTI Warranty is to provide the end-user (customer) of the DTI Guardian Products with protection from defects in material and/or workmanship.

#### A. Items covered include:

##### Service

1. Ground shipping costs associated with the authorized return of warranted parts from the Customer to DTI (only for shipments that contain parts specifically requested by DTI). If customers request air shipping they will be required to pay a difference.
2. To receive travel time to repair Guardian Products installed on trucks and/or off-highway heavy equipment, the travel section must be completed on the warranty request for consideration of payment. Please note that Maximum Limits do apply.

##### Parts

#### 1. Guardian EPASS

- a. Valve (1 or 2 valves depending on your application)
- b. VCU (Valve Control Unit) (Electronic)
- c. Handheld Device (Electronic)
- d. Main Harness (Wire Harness)
- e. Dash Control (Manual Controller)
- f. Valve Cable (Wire Harness)
- g. Truck Connection Harness (Wire Harness)
- h. Truck Connection (Wire Harness)
- i. USB Programming Harness (Electronic)

#### 2. Guardian ELOG

- a. Tablet
- b. Docking Station
- c. Mounting Bracket
- d. ELD Main Harness
- e. Truck Connector Harness





### **3. Guardian Turbo Timer**

- a. TTH - Hardware
- b. Main Harness
- c. TT Dash Controller

B. Items not covered include but are not limited to:

#### **Service**

- 1. Shipping costs associated with unauthorized return of warranted parts from the customer to DTI.
- 2. Non-Authorized travel time to repair Guardian Products installed on trucks and/or off-highway heavy equipment.

#### **Parts**

- 1. External mechanical damage to the Guardian Product caused by the end user or Dealer.
- 2. Sensor has mechanical damages, or thread damage due to improper installations.
- 3. Repairs done by non-authorized personnel.
- 4. Repairs done by authorized dealers but performed by un-trained and/or un-certified technicians.
- 5. Repairs done by authorized technicians but unauthorized dealer.
- 6. Modifications to the original set-up (installation of Guardian Products)
- 7. Un-authorized repairs.
- 8. No longer within the warranty period.
- 9. Batteries in keyfob devices are a consumable item.

### **5. Installation Registration**

An Installation Registration needs to be completed with every install of the DTI Guardian Products, this gets completed on [guardianpassdashboard.com](http://guardianpassdashboard.com) and [guardianelddashboard.com](http://guardianelddashboard.com).

If the installation registration is not received by DTI, the DTI Guardian Products warranty period will begin on the date that the DTI Guardian Product is shipped from DTI. When the warranty is properly registered, DTI can identify the date on which the DTI Guardian Product was installed and/or put into service and thus commencing the period of the DTI Guardian Product warranty on that date, unless other information is provided to DTI upon request.

This effectively extends the warranty period of the DTI Guardian Product to the maximum time available listed above.



Registering the installation also serves the purpose of identifying the purchaser and original installation date of the DTI Guardian Product. This is a crucial detail as the warranty is non-transferable.

It also identifies the installing dealer so, if required and if necessary, any installation related problems can be brought to the attention of the installer.

## **6. Dealer/Distributor Requirements to Perform Warranty Repairs**

To conduct warranty repairs and submit warranty claims, the following criteria must be met: Possess and maintain certified technicians that have undergone DTI Technical Training (installation, testing, diagnosing and troubleshooting) and Warranty Training.

Possess all tools required to install, maintain and service DTI products as outlined in 'Tools and Equipment' section of DTI manuals.

Possess at all times at least one copy of the current DTI Warranty document and all applicable Guardian Product technician manuals. The latest DTI Warranty is available by downloading directly from DTI's website ([www.dtiguardian.com](http://www.dtiguardian.com)). Click on the "Dashboard login" then type your user name and password, from there click the "Install / Programming" link, then on the "Miscellaneous Guide" link to access the "Manual / Warranty Request Form".

## **7. Procedure Prior to Starting Warranty Work**

As a member of the DTI distribution/dealer organization, dealers are expected to stand behind your work. This includes properly specifying and installing the Guardian Products and instructing your customers on the proper operation, maintenance and care of the Guardian Products and all related components or accessories.

1. Collect the serial numbers
2. Knowledge of what is happening/not working
3. Contact DTI warranty by email or phone
4. DTI will provide troubleshooting information.
5. Proceed with troubleshooting.

## **8. Procedure for Performing Warranty Work**

As a member of the DTI dealer network you are trained in the installation, troubleshooting, repair and warranty of DTI Guardian Product and you have all of the necessary tools required to properly diagnose Guardian Product functions.

Technical publications such as Technical Descriptions, Troubleshooting Guides and Parts Guide are available by downloading directly from DTI's website ([www.dtiguardian.com](http://www.dtiguardian.com)).

Technical updates are issued periodically from DTI's Technical Department. It is important to refer to the latest publications while working on the Guardian Product.

Once you have concluded that the Guardian Product has a problem, as set forth in the preceding section, and have determined that warranty work must be performed, follow the technical manual and use your training and experience to correct the cause of the problem.

Fill out the Warranty Request Form to get a RO# so you can perform the work needed.

Any part replaced under warranty must be tested as per current Guardian Product manuals test procedures to confirm that it is defective before it is claimed. Parts that should be tested are, but are not limited to:

Item	Description	Product used on
VCU	Valve Control Unit, black box	EPASS
ELDH	Electronic Logging Device Hardware	ELOG
Handheld	Handheld device, RF communication	EPASS
Dash Controller	Manual Electronic, opens and closes the valve	EPASS
Main Harness	Main connection to the DTI system	EPASS, ELOG
Valve Cable	Main connection from the hub to the valve	EPASS
Truck Connection	CAN bus, OBDII, VR Connection	EPASS, ELOG
USB Programming Harness	Programming Harness	EPASS
Tablet	Tablet	ELOG
Mounting Bracket	Mounting Bracket	ELOG

DTI assumes that the technical repair is carried out without fault and economically, ex. replacement of only those parts that are defective, settlement of only those labour costs incurred (according to the Flat Rate Labour Guide).

## **9. Procedure for Submitting Warranty Claims**

### **IMPORTANT NOTE:**

After the warranty work has been performed and the Guardian Product is operating properly and it has been determined that the problems were truly warranty related and not due to improper application specification, installation or operation; the procedure is as follows:

1. Fax or E-mail the DTI Warranty request form with the RO #.
2. All claimed parts must be returned to DTI in the packaging that the warranty products were provided by DTI. This package will include a return order number that can be tracked by DTI.

Each defective part may be held for up to thirty (30) days AFTER the claim has been filed. DTI reserves the right to inspect any and all parts, upon request. If any of these parts are not requested back by the DTI after the thirty (30) days period, we will give you formal notice to dispose of part(s).

Supplies of Warranty Tags ( Appendix B) are attached to the packaging by DTI upon request of warranty and are distributed through the main DTI authorized distributor.

### **IMPORTANT NOTE:**

Should DTI request parts back, a RO# will be issued to the dealer/distributor. It is important to receive all requested parts back as warranty claims are reviewed by DTI.

It is imperative that defective parts are available for testing and evaluation (the dealer may be requested to send the VCU and the valve back for a more in depth examination).

A warranty claim must be submitted within fifteen (15) days of the date of repair.

To get a Claim Started for DTI Guardian ELOG

1. Go to [www.guardiandashboard.com](http://www.guardiandashboard.com)
2. At the very bottom click on Support
3. This will take you to a form to fill out
4. Click Submit, a DTI Team member will be in contact with you within 48 hours

To get a Claim started for DTI Guardian EPASS

1. Email [Support@dtiguardian.com](mailto:Support@dtiguardian.com)





2. Provide Valve and/or VCU Serial #, Date of Installation, problem/issue, make/year/model/engine

### **IMPORTANT NOTE:**

Warranty requests that are inaccurate (information does not correspond to the information received for the installation registry, or sales records at DTI) will be put on HOLD pending the information required for clarification. If required information is not received within 15 days, the associated claim will be rejected.

Describe the problem and repair in detail in the “Description of Problem” section (mandatory), and testing procedures. Please note: the description of the troubleshooting should correspond to the relevant work done (entered in the fields specified).

Each claim receives ten (10) minutes for troubleshooting Operation Code A, and ten (10) minutes for filling out the Warranty Request Form which is code E.

In the “Parts Required for Repair” section, indicate the quantity and select the DTI Part Number and Description.

Choose the applicable Operation Code and Labour Time (as per the applicable Flat Rate Labour Guide).

Indicate the total operating hours to-date and/ or odometer.

To receive travel time to repair the Guardian Product installed on a truck and/or off-highway heavy equipment, the travel section must be completed on the warranty request for consideration of payment. Please note maximum limits do apply.

## **10. DTI's Internal Procedure for Processing Warranty Requests**

DTI will make every effort to process warranty requests promptly providing all information is provided as set out in this document. Thus, DTI is committed to issuing credit for processed warranty requests within sixty (60) days of receiving back the requested parts.

## **11. Warranty Request Form**

It is the dealer's responsibility to fill out the warranty request form, located on the product dashboard website, within fifteen (15) business days; if there is no response within this time period, DTI will permanently close and reject the request. DTI will not re-open this request once this process has been completed.

When a warranty request is processed, according to DTI's existing warranty policy, the Dealer submitting the request will receive notification based upon the following criteria:

Warranty Request is ON HOLD:

Extra information is required by DTI to process the warranty request.



Adjustments were made to the submitted Warranty Request:

Labour time/rate requested was incorrect; duplicate labour codes, authorization for excess time, labour or parts were not requested, or installation date was incorrect.

Rejection of the Warranty Request:

The Guardian Product warranty period has expired; parts returned were tested and found to be not defective; parts claimed were not covered under warranty; inadequate parts return; duplicate warranty request; vehicle owner is not the original registered owner; requested information not returned within ten (10) business days; or unauthorized DTI RO # used for warranty requests that were not approved for a particular serial number, etc.

Acceptance of the Warranty Request:

The request submitted meets all of the necessary criteria and is being processed.

## **12. Warranty Evaluation (WE)**

Every claimed part must be tagged and held until requested or authorized disposal following the submission of a warranty request. During this time frame DTI may request that a part or Guardian Product be returned to DTI for evaluation. In this case the following procedures will apply:

When requesting parts and/or the Guardian Product back for evaluation, associated with a warranty request, the Warranty Administrator will issue a Repair Order(RO) reference number and contact the customer of record (authorized DTI User) via email. Upon receiving an RO# from DTI all parts corresponding to the given RO# must be returned within forty-five (45) days.

PLEASE NOTE: If the part is still not received within the timeframe the request will be rejected and closed permanently.

1. All paperwork and packaging must reference the RO number to avoid rejection. When any product is returned without a RO number there will be a \$50.00 administration charge to your account. NO EXCEPTIONS WILL BE MADE.
2. The Guardian Products must be packaged securely to avoid damage in transit, as damaged parts/Guardian Product caused by shipping is not covered under warranty.
3. Ship via Fedex ground or Purolator (Air shipments will not be paid for by DTI, DTI will provide the account # before shipping)
4. All parts and Guardian Product must be marked clearly with a completed warranty tag (see Appendix B). Parts that are not tagged will not be tested, which will result in automatic claim rejection (parts can be returned to the dealer at their cost). Proper documentation must accompany each shipment, which includes:





Shipping labels marked clearly with DTI reference numbers, affixed to the outside of the package (see Appendix C).

Ship to: Warranty Department  
Diesel Tech Industries Ltd.  
14215-120 Ave  
Edmonton, AB  
T5L 2R8  
DTI Reference Number  
*(in this case it is a RO# that has been assigned to you).*

NOTE: Tested parts found not to be defective can be returned to a dealer at their request and cost. All parts are disposed of by DTI 30 days after the disposition of the claim has been sent to the dealer.

### 13. Guardian EPASS Refurbish Program

This program applies to all units outside of warranty to a max of five years from in service date, proof of service date may be requested.

Procedure for submitting a Guardian EPASS to DTI for a refurbished valve. The procedure applies to the Guardian Product and/or its parts when the warranty has expired. All expenses will be paid by the customer.

1. A request must be made to DTI's Warranty Department DTI's Warranty Department will then issue an RO number.
2. The product may then be returned to DTI with the RO number clearly marked on the shipping label (see Appendix C) and package(s). All costs associated with shipping the Guardian Product to DTI will be the responsibility of the dealer or Guardian Product owner. Parts and the Guardian Product must be packaged securely to avoid damage in transit. Damage incurred during transit will not be covered under warranty.
3. If a Valve is returned without a RO #, there will be a \$50.00 administration charge to your account. NO EXCEPTIONS WILL BE MADE. The dealer of the Guardian Product who is returning part(s) with proper authorization will receive the highest priority for repair. Ship to:

Warranty Department  
Diesel Tech Industries Ltd  
14215-120 Ave  
Edmonton, AB  
T5L 2R8  
DTI Reference Number  
*(in this case it is a RO # that has been assigned to you)*



4. Upon receipt, the Guardian Products will be tested and, if possible, repaired or refurbished.
5. The repaired/ refurbished Guardian Product will be returned to the distributor, dealer, or customer. Shipping costs of the returned valve to the dealer, or customer will be covered at the owner's expense.
6. Customers will then receive the core credit.

#### **14. Procedure for Returning Defective Goods (RDG)**

New Defective Parts or Guardian Products (when they are NOT covered under warranty)

If a new part or the entire Guardian Product is determined to be defective by visual inspection, or found to be functionally defective immediately (PRIOR TO INSTALLATION) it should be returned to DTI under a Return Defective Goods (RDG). NEW DEFECTIVE PARTS OR Guardian Product CANNOT BE CLAIMED AS WARRANTY.

Email [support@dtiguardian.com](mailto:support@dtiguardian.com) the original invoice or packing slip (with the new, defective part or Guardian Product listed on it must be submitted to the attention of DTI's Customer Service Department.) VERBAL REQUESTS WILL NOT BE ACCEPTED OR PROCESSED.

DTI's Customer Service Staff will, provide an RO #

Parts and Guardian Product must be packaged securely to avoid damage in transit. Proper documentation must accompany each shipment, which includes:

Shipping labels must clearly marked with the DTI RO # number affixed to the outside of the package (Refer to Appendix C).

Ship to: Warranty Department  
Diesel Tech Industries Ltd.  
14215-120 Ave  
Edmonton, AB.  
T5L 2R8  
DTI Reference Number  
(in this case it is a RO # that has been assigned to you).

Upon receipt, the product will then be inspected and a credit will be processed to the customer dealer of record (Distributor), or may be refused if testing concludes that the product is functional. If the product has been found to be used (installed) the RDG will be rejected, and as a result no warranty request will be accepted.

When any product is returned without an RO# number there will be a \$50.00 administration charge to your account. NO EXCEPTIONS WILL BE MADE.



## 15. The DTI Flat Rate Labour Guide

This flat rate labour guide has been developed from the experience of DTI, its dealers and its distributors.

The flat rate labour guide is organized by the Guardian Product.

When submitting a warranty request, it is mandatory to log a detailed description of the repair. The description you have provided should correspond to the fault problem indicated. It is imperative to verify replaced parts as failed parts.

Product	A	B	C1	C2	C3	D1	D2	D3	E	F	G1	G2	G3	Total
VCU	*	*	*			*			*	*			*	50 min
ELDH	*	*	*			*			*	*			*	45 min
Handheld	*								*	*	*			20 min
Dash Controller	*	*	*			*			*		*			35 min.
Main Harness	*	*	*			*			*		*			35 min.
Valve Cable	*	*		*				*	*		*			50 min.
Valve	*				*			*	*			*		55 Min.
VR Sensor	*		*			*								20 min.
Tablet		*											*	10 min.
Mounting Bracket					*		*							20 min.

Code A	Troubleshooting - 10 minutes
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Code B	Removing Dash - 5 minutes
Code C1	Remove Part - 5 minutes
Code C2	Remove Part - 10 minutes
Code C3	Remove Part - 15 minutes
Code D1	Reassemble - 5 minutes
Code D2	Reassemble - 10 minutes
Code D3	Reassemble - 15 minutes
Code E	Warranty Form - 5 minutes
Code F	Programming - 5 minutes
Code G1	Extra Time Allow - 5 minutes
Code G2	Extra Time Allow - 10 minutes
Code G3	Extra Time Allow - 15 minutes
Code H	Travel Time - Pre Authorized Only

**IMPORTANT NOTE:**

\*If you are doing multiple warranties there is a maximum time of 60 minutes that will be Credited.

## **Appendix A -The Diesel Tech Industries Ltd. Limited Warranty**

Diesel Tech Industries Ltd. ("DTI") warrants its DTI Guardian Product (the "Products") to be free from defects in materials and workmanship, subject to the terms below.

DTI will, at its choice, repair or replace any Products or any parts of a Product which are subject to warranty according to this document (the "Warranted Parts") if the Products or Warranted Parts are proven to be defective in materials or workmanship during the relevant warranty period (the "Warranty Period") described below. This is DTI's sole obligation under this warranty. This warranty extends only to the original owner unless DTI agrees otherwise in writing. The warranty cannot be transferred and it only applies to a Product in its original installation.

The Warranty Period is: Guardian EPASS one (1) year on a Basic and two (2) years on Pro, Elite, Guardian ELOG one (1) year warranty, Guardian Turbo Timer (1) Year warranty

The Warranty Period begins on: (a) the date of sale of equipment containing the Product by an Original Equipment Manufacturer ("OEM") to the Owner; or (b) the date of installation for the Owner; or (c) the date of shipment by DTI, whichever is later.

To obtain service of a Product under this warranty, present to the nearest DTI authorized and trained dealer (each a "Dealer") with proof of purchase the date of installation. To establish the date of purchase and date of installation of a product, owners should register for the DTI Warranty on-line at [www.dtiguardian.com](http://www.dtiguardian.com) within fifteen (15) days of the installation or purchase of the Product. If the dealer has not registered online, the Owner can submit to the Dealer other reasonable proof of the dates of purchase and for Product installation. If the owner cannot prove such dates, the Warranty Period will be deemed to have started when the Product was shipped by DTI. The Dealer will perform warranty services subject to this warranty and DTI's Warranty document. The Dealer will also complete and submit a Warranty request to DTI. DTI will pay only Dealers and/or certified installers to remove and reinstall products and warranted parts according to DTI's Warranty document. DTI shall not pay for any other labour costs.

Depending on where and how the Product was installed, the owner may be required to return the product to the DTI Dealer who originally installed the product for warranty service. The cost of this return will be paid by the Owner. When servicing according to this warranty, DTI or a dealer may replace parts which are either new or refurbished and change part specifications without notice provided such replacements or changes do not adversely affect the Product's performance.

This warranty does not cover damage or defects caused by: (a) installation; (b) service; (c) the use of replacement parts which are not genuine DTI parts; (d) use of the Product for other than its intended purpose; (e) use under abnormal conditions; (f) use contrary to instructions; (g) accident; (h) neglect; (i) normal wear and tear regarding fuses, intake and exhaust tubing and ducting; or (j) maintenance

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES. DTI'S LIABILITY FOR DAMAGES IS LIMITED TO THE COST OF REPLACING THE PRODUCT. DTI SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL; PUNITIVE OR CONSEQUENTIAL DAMAGES. THIS IS DTI'S ENTIRE WARRANTY. IT CAN ONLY BE CHANGED WITH THE EXPRESS WRITTEN CONSENT OF DTI. THIS

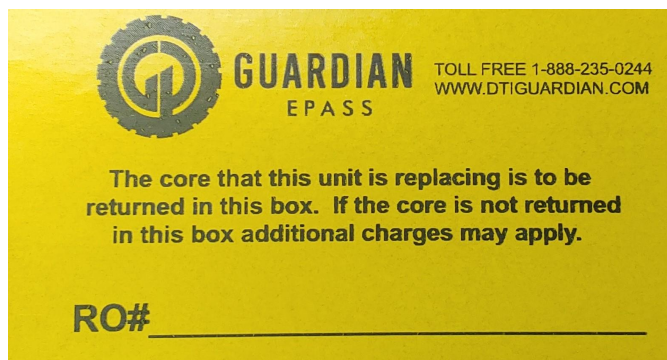




WARRANTY SHALL BE INTERPRETED AND GOVERNED BY THE LAWS OF THE PROVINCE OF ALBERTA, CANADA. REGARDLESS OF WHERE THE PRODUCT IS SOLD OR INSTALLED. ANY LEGAL ACTION REGARDING THIS WARRANTY SHALL ONLY BE COMMENCED IN THE SUPERIOR COURT OF JUSTICE IN ALBERTA. THE PARTIES EXPRESSLY WAIVE ANY RIGHT TO A TRIAL BY JURY.

If you have any questions about this warranty, please contact DTI's Warranty Department at 14215-120 Ave., Edmonton, Alberta T5L 2R8. Please view our warranty document and visit our website at [www.dtiguardian.com](http://www.dtiguardian.com).

## 18. Appendix B -Sample of Warranty Tag



## 19. Appendix C -Sample of DTI Shipping Label

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To:  
Warranty Department  
Diesel Tech Industries Ltd.  
14215-120 Ave.  
Edmonton, AB.  
T5L 2R8

RO # : \_\_\_\_\_

