

Fuel Warranty T&C



1. Definitions

- 1.1 "Agreement" refers to these Terms and Conditions.
- 1.2 "Syntech ASB" refers to the biofuel produced by Syntech Biofuel Limited in compliance with BS/EN 14214 standards.
- 1.3 "Client" refers to any party purchasing Syntech ASB from Syntech Biofuel Limited.
- 1.4 "Syntech" refers to Syntech Biofuel Limited, located at Unit 9, Kingsnorth Industrial Estate, Gamma Road, Grain ME3 9ND.
- 1.5 "Fuel Management System" includes all components designed to store, handle, and utilise fuel, including but not limited to fuel tanks, fuel lines, pumps, filters, injectors, and engines.
- 1.6 "Independent UKAS Laboratory" refers to laboratories accredited by the United Kingdom Accreditation Service (UKAS) to perform testing, including Intertek.
- 1.7 "BS/EN 14214 Standards" refers to the European standard that specifies requirements for fatty acid methyl esters (FAME) used as automotive diesel fuel.
- 1.8 "QC" refers to quality control, the process by which Syntech ensures that Syntech ASB meets the required quality and performance criteria through rigorous testing and monitoring.

2. Syntech ASB Specifications

- 2.1 The Syntech ASB provided under this Agreement adheres to BS/EN 14214 standards for biodiesel.
- 2.2 The Syntech ASB is produced using high-quality feedstock and advanced processing methods to deliver consistent and reliable performance.
- 2.3 The Syntech ASB undergoes multiple rigorous tests internally and by an Independent UKAS Laboratory (Intertek) to ensure it meets the required quality and performance criteria.

3. Fuel System Protection

- 3.1 This warranty guarantees that the Syntech ASB will not cause harm or damage to your fuel management system when used according to the manufacturer's recommendations for standard diesel.
- 3.2 Syntech stands behind the quality of Syntech ASB and its compatibility with the client's fuel management system.

4. Performance Assurance

- 4.1 Syntech ensures that the Syntech ASB will meet specified standards for density, viscosity, sulphur content, cetane number, water content, total contamination, oxidation stability, acid value, ester content, and other relevant parameters.
- 4.2 These specifications are verified through Intertek analysis to ensure that the Syntech ASB will not negatively affect the engine's performance.

5. Quality Control (QC)

- 5.1 The Syntech ASB undergoes a stringent 36-point quality control (QC) check to maintain consistency and reliability.
- 5.2 Syntech continuously monitors and adjusts the production process to meet the required specifications, providing a high-quality low carbon fuel product.

6. Warranty Claims

- 6.1 In the event of any issues or concerns regarding the performance of the Syntech ASB in the client's fuel management system, the client must contact Syntech immediately.
- 6.2 As a precursor to any warranty claim, clients must follow Syntech's customer care process to ensure equipment is up and running as soon as possible. This process includes immediate troubleshooting and technical support provided by Syntech's customer care team.
- 6.3 If the issue persists, Syntech will investigate the matter and verify the issue with an independent body. A fuel sample will be taken and sent to Intertek, a UKAS testing laboratory, for analysis.
- 6.4 Syntech will cross-reference the findings with its own 36-point QC checklist to ensure no cross-contamination has occurred and will share the fuel testing report along with its findings with the client. Fuel tests typically have a 48-hour turnaround time.
- 6.5 Any valid warranty claims will be addressed promptly. If the findings of the lab report correspond with Syntech's QC, the claim will be validated. If they do not concur, further investigation will be conducted, with a maximum duration of three days.
- 6.6 The client agrees to provide Syntech with access to sites or equipment as necessary to take samples and perform inspections.
- 6.7 The client agrees to share all servicing records, run hours, and other required data to support the investigation of any warranty claims.

7. What Warrants a Valid Claim

- 7.1 A valid claim is warranted if the findings from the independent lab report correspond with Syntech's QC.

8. What Negates a Valid Claim

8.1 A claim is negated if there is:

- Cross contamination with other fuels.
- Contamination of the fuel storage tank.
- Outdated plant service and maintenance records.

9. Exclusions

9.1 This warranty does not cover damages or issues resulting from:

- Improper storage, handling, or usage of the Syntech ASB.
- Deviations from the manufacturer's guidelines and recommendations for service and maintenance.
- Use of the Syntech ASB in systems or engines not designed or recommended for diesel.
- User error or mismanagement of the fuel management system or equipment.

10. Delivery Logistics

10.1 Syntech understands the need for clients to call on fuel at short notice and the operational need to work outside normal working hours.

10.2 Normal business hours are considered to be 6am - 10pm Monday-Friday (standard delivery rate).

10.3 Out of Hours delivery (10 PM - 6 AM Monday -Friday) will incur a standard delivery rate plus a 20% surcharge.

10.4 Saturday delivery will incur a standard delivery rate plus a 20% surcharge.

10.5 Sunday and Bank Holiday delivery will incur a standard delivery rate plus a 30% surcharge.

10.6 Delivery on Christmas Day, Boxing Day, and New Year's Day will incur a standard delivery rate plus a 50% surcharge.

11. Limitation of Liability

11.1 Syntech's liability under this warranty is limited to the replacement of the Syntech ASB or reimbursement of the purchase price or the cost of the repair or replacement of damaged parts of an equipment fuel system, whichever is the lesser.

11.2 Syntech is not liable for any indirect, incidental, or consequential damages, including but not limited to loss of profits or downtime, arising out of the use or inability to use the Syntech ASB.

12. Acceptance

12.1 By using the Syntech ASB and accepting this Fuel Warranty, the client acknowledges and agrees to the terms and conditions outlined in this Agreement.

12.2 The client can have peace of mind knowing that their fuel management system is protected and supported by a reliable and quality fuel product.

12.3 Syntech is committed to ensuring client satisfaction and providing a trusted and efficient low carbon fuel solution.

13. Social Media Promotion and Data Sharing

13.1 The client agrees to allow Syntech to promote the trial and its outcomes on social media platforms, subject to the confidentiality provisions outlined in this Agreement.

13.2 The client agrees to share relevant data and outcomes of the trial with Syntech for promotional and marketing purposes.

13.3 All shared data will be anonymised, and no confidential or proprietary information will be disclosed without prior consent from the client.

13.4 Both parties will agree in writing on the specific data and information to be shared for promotional purposes before any disclosure.

14. Governing Law

14.1 This Agreement shall be governed by and construed in accordance with the laws of England and Wales.

15. Entire Agreement

15.1 This Agreement constitutes the entire agreement between the parties and supersedes all prior agreements and understandings, whether written or oral, relating to the subject matter hereof.

Contact Information

For any warranty claims or further information, please contact:

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Name:	Name:
Position:	Position:
Date:	Date:
Signature for: Syntech Biofuel	Signature for and on behalf of: