

Warranty Policy

The Silicon One-Stop Auto Service Center warranty period is SCHEDULE as shown below:

1 Week or 400kms and below for Routine maintenance jobs which under warranty covered.

Wheel Balancing, Alignment, Camber Adjustment, Engine Oil Change, Fluid Change.

3 months or 5,000kms for products and repairs which under warranty covered.

- **Engine System Products** – Valve Cover/ Gasket, O-ring, Oil Seal, Oil Sump/ Gasket, Fan/ Drive Belt, Tensioner.
- **Brake Hydraulic System products** – Brake Pad/Shoe, Brake Disc Rotor, Brake Master Pump, Brake Servo Pump, Brake Caliper Pump, ABS pump, Brake Caliper Motor, Brake Booster Pump.
- **Radiator Cooling System products** – Radiator Assy, Cooling Fan Motor, Thermostat, Water pump, Water Pipe, Water Hose.
- **Wheel System products** – Wheel Bearing.
- **Fuel System products** – Fuel Pump, Injector, Fuel Rail, Fuse Hose.
- **Electrical System products** – Spark Plug, Plug Coil, Pug Cable, Starter, Alternator, ECU, BCM, HT Cable, Oil Pressure Switch, Temperature Switch, Wiper Motor, Speedometer, Fuel Gauge, Engine Management Sensors, and Actuators.

6 months or 10,000kms for products and repairs which under warranty covered.

- **Engine System products** – Engine Mounting Assy, Timing Belt & Oil Seal, Timing Chain & Oil Seal.
- **Suspension And Steering System products** – Rack & Pinion, Steering Column, Steering Box, And Power Steering Pump, Pressure Pipes, Shock Absorbers. Spring, Mounting, Bush, Bearing, Control Arm, Lower Arm, Upper Arm.
- **Air Conditioning System products** – Cooling Coil, Valve & Drier, Condenser, Compressor, Air Cond Pipe, Blower Motor.
- **Gearbox System Products** – Transmission Recon-Assy, Oil Seal, O-ring, Clutch Kit.



12 months or 20,000kms for products and repairs which refer to System Rebuild (Full System replacement) and warranty under covered.

- **Engine System Rebuild products** – Head Gasket, Oil Pump, Crankshaft & Pulley, Big End & Main Bearing, Connecting Rod, Gudgeon Pin, Piston Ring, Inlet And Exhaust Valves, Springs And Guides, Cylinder Block and Cylinder Head, Camshaft, Rocker Arms And Shaft, Timing Gears Tensioner Bearing, Water Pump, Inlet and Exhaust Manifold, Intercooler, Oil Cooler, Cam Balancer, Cylinder Liner.
- **Suspension System Rebuild products** – Shock Absorbers, Mounting, Bushing, Cover, Bearing, Spring, Stabilizer Link, Stabilizer Bush, Spring Seat, Control Arm, Lower Arm, Upper Arm.
- **Air Conditioning System Rebuild products** - Compressor, Condenser, Evaporator, Reservoir, Thermostat Switch, Fan Motor, Heater Core & Ac Switch, AC Control Panel. (only in case AC Switch Failure), Extension Valve, Blower Motor, High Pressure Pipe, Low Pressure Pipe.
- **High Voltage Hybrid Battery Replacement products** – Nickel Metal Battery, Lithium Ion Battery.

Whichever comes first from the date specified on the invoice provided by Silicon One-Stop Auto Service Center. This warranty, as it applies to products, shall not apply to recondition parts and second-hand parts used by a Silicon One-Stop Auto Service Center.

This warranty shall not applicable under following conditions:

- Repair, alteration, or modification carried out by any third party without the written consent from the respective Silicon One-Stop Auto Service Center.
- Accident, abuse, misuse, or neglect.
- Any damage that results from hard driving due to race, rally.
- Any loss arising out of accident caused by external impact.
- Any parts that is not mentioned in the Parts Covered List.
- Product being used for a purpose other than that for which it was designed.
- Normal wear and tear. Excludes consumable products such as bulb, wipers, filters, engine oils, gear oil, brake oil, power steering oil, coolant, AC gas oil, grease, radiator coolant.
- Mechanical & electrical breakdown caused by overloading, strain, overrunning, freezing, excessive pressure, short-circuiting heating.
- Any damage that results from use of non-genuine parts or accessories other than those approved by respective manufacturer.
- Driving even after a fault or defect has been noticed resulting in consequential damage and loss.

- The liability under this warranty shall be limited to the replacement or repair at the option of the respective Silicon One-Stop Auto Service Center at the time of failure.
- Claims under this warranty will be considered only if made with Silicon One-Stop Auto Service Center.
- This warranty is not transferable.

Making A Claim

- If you're within the Silicon One-Stop Auto Service Center Warranty period and you need to make a claim, contact our stores representative.
- Immediately take all steps necessary to minimize the extent of loss.
- Depending on whether the vehicle is in a condition enabling it to be driven, the owner shall drive it or have it towed (at their own cost), without delay.
- We have 6 stores nearby Cheras, Kajang, Bangi, Semenyih and Seri Kembangan. Find your nearest stores via the locator.
- When making a claim at your nearest stores, ensure you advise them of the current issue and provide them with details of the last, your vehicle was serviced or repaired information.
- The Silicon One-Stop Auto Service Center Warranty program is complimentary with every service or repair conducted at our 6 stores within Klang Valley. Additionally, no excess fees apply.