

AIR RADIATORS WARRANTY PROCESS

September 2024

WARRANTY PROCESS

Warranty Incident Occurs

- Vehicle owner to contact dealership or Air Radiators RSD (Registered Service Depot)

Dealership or RSD does preliminary diagnosis of the failure

- Records radiator package serial number
- Record radiator part number
- Check vehicle date in service (DIS)
- Record number of kilometres travelled to failure (Km's)

Dealership or RSD notifies Air Radiators - warranty@airrads.com.au

- Emails completed claim form, see example
- Emails pictures of initial failure, see example

Air Radiators determine warranty and adjudicate claim

- Check the radiator package serial number – example 220728096715 (first 4 digits 2207 = Year of Manufacture 2022, Month of Manufacture 07 (July))
- Vehicle date in service – determines when the warranty period started
- Tracked from Vehicle chassis number (VIN)

WARRANTY PROCESS

Warranty Claim Acknowledgement Form

- Confirms if the claim is approved / not approved
- Advises the warranty claim number
- Advises any NCR number reference
- Details Approved Actions
 - Type and nature of repair
 - Parts Authorised
- Details actions being completed by Air Radiators
 - Shipment of replacement parts
 - Allocation of approved repairer
- Advises details of when the claim will be closed out
- Confirms type of notification, email / fax etc



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Lara, Victoria, Australia 3212
Phone +61 3 5276 6644
ABN 60 036 037 656

www.airradiators.com.au

WARRANTY CLAIM ACKNOWLEDGEMENT

Email: warranty@airrads.com.au

Date: 16/01/2023

Your Claim has been:	Approved for replacement of tank
Warranty Claim No. (Provided by AR)	4662
NCR No. (Provided by AR)	

Approved Actions:
Claim approved for replacement of T221023A tank.

Air Radiators Actions:

Job. No. for investigation work	Not Applicable

Close Out / Feedback To Claimant:

Date Claim Closed	16/01/2023
Notification	Via email



WARRANTY PROCESS - EXAMPLE

COMPLETED CLAIM FORM

WARRANTY CLAIM FORM

Email: warranty@airrads.com.au

Date: 8/03/23

Claimant Business Name: Shaw's Darwin Transport
 Claimant Contact Name: Jim Backhouse
 Claimant Phone No: 0434410801

Stationary Radiator Package

Radiator Part No: TLW83130
 Radiator Serial No: 210518083673
 Core Part No: MLF2009
 Date Into Service: 1/07/2021

Mobile Radiator Package

Vehicle Chassis No: 470527
 Date Into Service: 1/07/2021
 Model: T610-SAR
 Owner: Shaw's Darwin Transport
 Odometer Reading: 575949

Description of the Failure (please provide as much details as possible): Radiator is in poor condition, bottom tank mounting foot has broken on one end, side members are in poor condition, change in design has allowed the Cross Braces to tear out on one end and bend on the other sides, core has tube damage and has side wards movement from hammering in the truck.

Location of the Failure*	Types of Failure (In case of multiple types of failures, tick boxes appropriately)	
Front	<input type="checkbox"/> Leak - Tube	<input type="checkbox"/> Quality - Incorrect Supply
Rear	<input type="checkbox"/> Leak - Header Joint	<input type="checkbox"/> Quality - Incorrect Labelling
Outlet Side	<input type="checkbox"/> Leak - Pipe Connection	<input type="checkbox"/> Quality - Packaging
Inlet Side	<input type="checkbox"/> Leak - Filter Neck	<input type="checkbox"/> Quality - Electric Motor
Top Tank	<input type="checkbox"/> Leak - Cracked Header Plate	<input type="checkbox"/> Quality - Fin Damage
Bottom Tank	<input checked="" type="checkbox"/> Leak - Gasket	<input type="checkbox"/> Quality - Radiator Cap
Other	<input checked="" type="checkbox"/> Leak - Tank (Split/Rupture)	<input type="checkbox"/> Quality - OE Return
	<input type="checkbox"/> Leak - Transition Zone	<input type="checkbox"/> Failure - Shroud
	<input type="checkbox"/> Quality - Bowed Headers	<input type="checkbox"/> Failure - Side Support
	<input type="checkbox"/> Quality - Header Drilling	<input type="checkbox"/> Failure - Bracket
	<input type="checkbox"/> Quality - Int/Ext Corrosion	<input type="checkbox"/> Transit Damage
	<input type="checkbox"/> Quality - Fan Manufacturing	<input type="checkbox"/> Special Investigation

Please provide digital photos to substantiate claim

* Refer warranty instruction guide for further information



45 Hooke Road, PO Box 240
 Lara, Victoria, Australia 3122
 Phone: 013 5275 6644
 AIM: 88 005 637 858
 www.airradiators.com.au

CLAIM PHOTOS



WARRANTY PROCESS - NOTE

- All claims without the base level of data and photos will be rejected
- If a vehicle warranty has expired the Customer will be provided support to recommended or preferred repairer ensuring an OE quality of workmanship offered
- Special consideration can be given in certain situations such as, the warranty expiry period has been a matter of days or weeks or, an unusual fault has occurred
 - Complete the claim form and send for adjudication
- Any works undertaken without the appropriate authorisation by Air Radiators will be automatically rejected
- No warranty support will be provided for non-genuine repairs
- All repairs will be completed using genuine OE parts only

REGISTERED SERVICE DEPOTS

VICTORIA



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Bairnsdale	Bairnsdale Radiators 11 Collins Street, 3875	P (03) 5152 1454	E shane@bairnsdaleradiators.com.au	Shane Anderson
Berwick	Natrad Berwick Unit 4, 80-86 Enterprise Avenue, 3806	P (03) 9707 3014 F (03) 9707 3747	E sales@ultimateradiators.com.au	Brendan
Braybrook	D&D Radiator Service Co 192 Duke Street, 3019	P (03) 9364 7966	E peter@ddradiators.com.au E dave@ddradiators.com.au	Peter Kiley David Monaghan
Mildura	Mildura City Radiators 67 Orange Avenue, 3502	P (03) 5023 5248 F (03) 5021 3989	E mcradiators@hotmail.com	Stephen Jones
Moorabbin	Thompsons Radiators 18 Keys Road, 3189	P (03) 9555 5755	E john@thompsonradiators.com.au	John Clinton
Narre Warren	Fountain Gate Radiators Factory 2, 6 Vesper Drive, 3805	P (03) 9704 6987 F (03) 9704 6783	E fgrads@bigpond.net.au	Terry Prime
Shepparton	Joe Delai's Radiators 20 Campbell Street, 3632	P (03) 5821 8500 F (03) 5821 8462	E joedelai@live.com.au	Paul Archer
Swan Hill	Mallee Auto Air & Radiators 104 Curlewis Street, 3585	P (03) 5032 1683	E swanhillrad@bigpond.com	Glenn Taylor
Wodonga	Natrad Border Radiators 20 Huon Street, 3690	P (02) 6056 2433	E borderradiators@hotmail.com	Justin Young

NEW SOUTH WALES



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Bathurst	Kelso Radiator & Air Con Service 2/95 Sydney Road, 2795	P (02) 6331 1800	E paulevans351@bigpond.com.au	Paul Evans
Dubbo	Tony Reakes Radiators 112L Dunedoo Road	P (02) 6884 6422	E tonyreakesradiators@gmail.com	Tony Reakes
Granville	Motoradco 137-139 Parramatta Road, 2142	P (02) 9637 3017	E stirtonp@bigpond.net.au	Paul Stirton
Griffith	Auto Edge Mechanical Services 14 Bridge Road 2680	P (02) 6962 6996 F (02) 6964 1270	E guy@autoedgegriffith.com.au	Guy Stewart
Gunnedah	Gunrad Industries 19a Quia Road	P (02) 6742 5922	E admin@gunrad.com.au	Scott Kelly
Kempsey	Natrad Kempsey 11 Smith Street, 2440	P (02) 6563 1303	E noelene.Anderson@bigpond.com	Noelene or Rob Anderson
Lismore	Savins Radiator Service 112 Dawson Street, 2480	P (02) 6621 4212 F (03) 6621 3806	E admin@savinsradiators.com.au	Peter William (Workshop)
Marrickville	J.J Radiators Pty Ltd 10 Chapel Street, 2204	P (02) 9557 1079	E j.j.smithradiators@bigpond.com	David Tolhurst
Moorebank	Superior Radiator Service 2/12 Seton Road, 2170	P (02) 9600 8238	E darrel@superiorradiators.com.au	Darrel Grime

NEW SOUTH WALES



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Phillip, ACT	Phillip Radiator Service 24 Grenville Court, 2606	P (02) 6228 3926	E sales@autoheat.com.au	Ben & Toby Doble
Port Macquarie	Natrad Port Macquarie 93 Hastings River Drive, 2444	P (02) 4987 4113	E admin@natradportmacquarie.com.au	Phil or Jodie
Raymond Terrace	Raymond Terrace Radiator Service 9 Port Stephens Street, 2324	P (02) 4987 4113 F (02) 4987 4533	E rtnatrad@tpg.com.au	Darren Cooper
Singleton (Maison Dieu)	Coxons Group 7 Enterprise Crescent, 2330	P (02) 6572 1214	E sales@coxonsgroup.com.au	Workshop Manager
Tamworth	PJ Radiators 25 Denison Street, 2340	P (02) 6765 8724 F (02) 6765 8724	E pandjradiators@bigpond.com	Paul Quinn
Wagga Wagga	Natrad Wagga 37 Pearson Street, 2650	P (02) 6925 4277	E office@natradwagga.com.au	Jason or Ashley

QUEENSLAND



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Ashmore / Southport	Southport Radiators Unit 4/19 Expo Court, 4215	P (07) 5621 3784 F (07) 5532 0091	E: ashmore@natradautocare.com.au	Ian Clark
Brendale	Strathpine Radiators 71 South Pine Road, 4500	P (07) 3205 2969 F (07) 3205 1284	E strathpinerads@gmail.com	Troy Featherstone
Cairns	Pacific Radiators 11 Wellington Street, 4870	P (07) 4031 7388 F (07) 4031 0424	E pacrad@pacificradiators.com.au	Ken Horwood
Coopers Plains	Kool's Radiator Service 22 Musgrave Road, 4108	P (07) 3277 5502	E admin@kools.com.au	Jeffrey Kuhl
Dalby	Dalby Radiator Works 16 Loudoun Road 4405	P (07) 4662 2829	E admin@dalbyradiators.com.au	David Skerman
Garbutt	Bayswater Road Radiators 2/95 Duckworth Street, 4814	P (07) 4775 6888 F (07) 4725 1600	E admin@bayswaterradiators.com.au	Aaron or Ash
Mackay	Coxons Group 197 Boundary Road Paget 4740	P 1300 269 667	E sales@coxonsgroup.com.au	Workshop Manager
Rockhampton	Coxons Group Cnr Maloney & Alexander Streets Rockhampton 4701	P (07) 4922 2313 F (07) 4922 2269	E joel@coxonsradiators.com.au	Joel Heazlewood
Sumner Park (Brisbane)	Western Suburbs Radiator Co. 27 Spine Street, 4074	P (07) 3376 2700 F (07) 3376 2711	E cassandra@wsrs.net.au	Dennis Richards

WESTERN AUSTRALIA



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Esperance	Natrad Esperance 73 Norseman Road, WA 6450	P (08) 9071 4440	E sales@natradesp.com	
Fremantle	Natrad Fremantle Unit 1 / 75 Forsyth Street, 6058	P (08) 9337 7805	E fkaj@natradfremantle.com.au	Workshop Manager
Geraldton	Joseph Radiators & Air Conditioning 116 North West Coastal Hwy, 6530	P (08) 9921 5166	E dayle@josephradiators.com.au	Dayle Joseph
Kalgoorlie	Rossides Radiator Specialists 180 Hay Street 6430	P (08) 9021 6550 F (08) 9082 8226	E natradkal@bigpond.com	Dennis Smedley & Yvette Eaton
Perth Airport	Air Radiators WA 44 Fawcett Crescent, WA 6105	P (08) 9454 2496	E wadmin@airrads.com.au	Jo Carter

SOUTH AUSTRALIA / NORTHERN TERRITORY



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Wingfield	Breakaway Radiators 344 Hanson Road, 5013	P (08) 8347 2350	E ind-rads@bigpond.net.au	Peter Ware
Alice Springs	S.M.H.Mechanical Service 3/7 George Crescent, 0870	P +61 409 300 925	E: admin@smhgroupnt.com.au	Stephen Hines
Berrimah	Berrimah Radiators 49 Berrimah Road, 0828	P (08) 8984 3160	E berrirad@bigpond.net.au	Basil

TASMANIA



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Burnie	Burnie Radiator, Muffler, Tyre & Brake 13 Devon Street, 7320	P (03) 6431 8766	E admin@brmtb.com.au	Jamie Alderson
Launceston	IKINS Radiators 27-29 Frederik Street, 7250	P (03) 6331 5911 F (03) 6334 1419	E ikinsradiators@bigpond.com.au	Daniel Bonice
Lindisfarne	Eastern Shore Radiator Repairs 312 East Derwent Highway, 7015	P (03) 6243 6000	E tb_rogers@hotmail.com	Workshop Manager

NEW ZEALAND



TOWN	COMPANY NAME & ADDRESS	PHONE / FAX	EMAIL	CONTACT
Auckland (North)	National Radiators T/As Adrad National Radiators 35-41 Walls Road Penrose 1061	P 0011 64 9579 2604	E phillip@radiators.co.nz	Phil Hancock
Hamilton (North)	Coombes & Rennie Radiator Ltd 68 Lake Road, 3240	P 0011 64 7847 4939	E coombes.rennie@xtra.co.nz	Dion Rennie
Te Puke (North)	Bay of Plenty Radiators 259 Jellicoe Street, 3119	P 0011 64 7573 9109	E sales@bopradiatorspecialists.co.nz	Workshop Manager
Gore (South)	Muir Radiators 30 Gorton Street, 9710	P 0011 64 3208 7746	E muirradiators@gmail.com	Malcolm
Hornby (South)	Hornby Radiators 8 Smarts Road, 8042	P 0011 64 3349 5289	E hornbyradiatorshop@xtra.co.nz	Workshop Manager
Timaru (South)	Timaru Radiator Repairs 12 Woollcombe Street Timaru, 7910	P 0011 64 3684 5233	E timaruradiators@yahoo.co.nz	Workshop Manager