



# Got a problem?

## Run a Check

Should you experience a fuel system problem check the following fuel system components for a possible cause.

| FUEL SYSTEM COMPONENTS                | FUNCTION   | COMMON PROBLEMS  |
|---------------------------------------|--|--|
| Fuel Line<br>Fuel pump<br>Fuel filter | Delivers fuel from tank to carburettor/fuel injectors. | Loss of power and poor starts caused by dirt and rust particles in fuel filter |
| Carburettor/<br>fuel injection system | Delivers fuel to the engine, intake system.            | Stalling, rough running engine caused by dirt and deposits in carburettor/fuel |

## Problem Persisting?

If you need to investigate fuel system trouble having used BP fuels call

**1300 139 700**

BP Lubricants & Fuels Technical Helpline  
at the cost of a local call.



The  
**BP fuel guarantee**

April 2010

## Customers using BP Service Stations

### 1. Guarantee

BP guarantees that its fuels are clean, and assuming all the criteria below are met, will not cause fuel system problems. For service station customers only, the terms of the guarantee are defined below:

### 2. BP Products covered

BP's fuel guarantee applies to all BP branded motor spirit grades, diesel and LPG purchased from BP branded service stations painted in BP's colours and where BP's marks (helios) are prominently displayed.

*Restrictions:* The BP guarantee only applies to BP branded service stations as defined above. BP's fuel guarantee does not apply if the retail service station is selling non-BP products, under the WA Petroleum Retailers Rights and Liabilities Act 1982 (50/50 laws), or in any other circumstances. The BP guarantee does not apply to problems caused by climate conditions outside the scope of the fuel's specification eg using summer diesel in winter and very cold weather occurring in other seasons. Finally, this BP fuel guarantee does not apply to lubricants, which have a separate guarantee.

### 3. Conditions to be met before claims are accepted

- (i) (i) Suitable for purpose  
Unless specified otherwise on it's website ([www.bp.com.au](http://www.bp.com.au)) the fuel must have fuel specification properties recommended by the manufacturer for use in your vehicle and have been in your fuel tank for less than one month.
- (ii) Additives  
The fuel must not contain additives except for additives approved by BP and referenced in BP publications and which are used in accordance with the manufacturer's instructions. Examples (as at the date of this publication) of additives approved are Rox Diesel (cold flow improver) and Fuel Treat BC250(biocide).
- (iii) Vehicle / Equipment Maintenance  
Your vehicle must be well maintained. BP fuels guarantee does not cover parts that are subject

to wear or age and would be regarded as items requiring attention during normal maintenance.

- (iv) Proof of Purchase  
You must be able to prove that the fuel in question was purchased from a BP branded service station.
- (v) Timing  
A claim must be made within 30 days of purchase of the fuel and at the first reasonable opportunity after a fault is believed to have occurred. A sample of fuel must be retained from your vehicle to allow a claim to be processed.
- (vi) Confirmation Process for any Fault  
If required by BP, a sample from the fuel in your tank must be tested and the results of the tests must show the same problem as the problem shown to be in the fuel in the service station.
- (vii) Service Station / Distributor Fault  
The fault in the fuel may not be a manufacturing fault – it may have been caused by the service station operator or the distributor. In these circumstances, BP will claim the cost back from the operator or distributor and will want you to transfer over to BP your rights against the operator.

### 4. What BP will pay:

If the results of BP's investigations show that the BP fuel you have purchased has caused a problem with a component of your fuel system, BP will:

- (i) replace the product free of charge; and
- (ii) pay to have the affected parts replaced.

BP may, at its discretion and depending on the circumstances, reimburse other costs that you have incurred.

### 5. Other Contracts

If you have a written agreement with BP or your distributor, which includes terms that deal with fuel quality, that agreement will take precedence over this guarantee and this guarantee will not apply.