



Got a problem?

Run a Check

Not all problems are caused by faulty fuel

COMMON PROBLEMS	POSSIBLE REPAIR
Experiencing hesitation, rough running, stumbling or poor idling	Engine tuning
Engine is experiencing power loss	Fuel filter replacement
Engine is backfiring or misfiring	Spark plug, ignition lead or oxygen sensor replacement
High fuel consumption	Retune of management system or unblocking of the air filter

These require fixing by a mechanic and are not caused by faulty fuel.

Do You Need Further Technical Advice?

Please call the BP Lubricants & Fuels Technical Helpline **1300 139 700** at the cost of a local call.

This guarantee is issued by BP Australia Pty Ltd (ABN 53 004 085 616) of Level 17, 717 Bourke Street, Docklands, VIC, 3008 and may be withdrawn by BP immediately, at any time, without notice.



The
BP fuel guarantee

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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.

This fuel guarantee does not limit any rights you may have under consumer protection legislation.

BP's fuel guarantee applies to those customers who purchase BP Guaranteed Products from BP service stations and the BP Guaranteed Products comply with the terms of the BP fuel guarantee stated below.

2. BP Products covered

BP's fuel guarantee only applies to BP branded motor spirit grades, diesel and LPG (BP Guaranteed Products) that are purchased from BP branded service stations that are painted with BP's colours and prominently display BP's marks (Helios) within Australia (BP Service Stations).

Restrictions:

BP's fuel guarantee does not apply:

- if the BP Service Station is selling non-BP products, as per the WA Petroleum Retailers Rights and Liabilities Act 1982 (50/50 laws), or in any other circumstances;
- to problems caused by climate conditions outside the scope of the fuel's specification. e.g. using summer diesel in winter months or during very cold weather occurring in other seasons;
- to BP's lubricants, (these have a separate guarantee) or
- when the BP Guaranteed Product is poured into any intermediary container (e.g. a jerry can) before being poured into the fuel tank of your vehicle or equipment.

3. Conditions to be met before claims are accepted

- (i) Suitable for purpose
Unless specified otherwise on BP's website (www.bp.com.au), the BP Guaranteed Product used must have the fuel specification properties recommended by your vehicle or equipment manufacturer for use in your vehicle or equipment and the BP Guaranteed Product must not be in your vehicle or equipment's fuel tank for more than 30 days from the date of purchase.
- (ii) Additives
The BP Guaranteed Product must not contain any additives, except for those additives approved by BP, that are referenced in BP publications and which are used in accordance with the instructions of your vehicle or equipment manufacturer and the additive manufacturer.

- (iii) Vehicle / equipment maintenance
Your vehicle must be well maintained with a reasonable service history. BP fuel guarantee does not cover parts that are subject to wear and tear or age and would be regarded as items requiring attention during normal maintenance. A vehicle or equipment's seals, filters and hoses are not covered by the BP fuel guarantee. The BP fuel guarantee does not cover components that are not part of your vehicle's / equipment's fuels system.
- (iv) Timing
A claim must be made within 30 days of purchase of the BP Guaranteed Product.
- (v) Proof of purchase
You must be able to prove that the BP Guaranteed Product was purchased from a BP Service Station by producing a receipt.
- (vi) How to contact BP
If you believe you have a problem with the BP Guaranteed Product you have purchased, please contact 1300 1300 27 to register details of the claim.

You will be required to provide proof of purchase and will be expected to organise a mechanic to arrange repairs and provide a quote for the cost of repair or an invoice on completion of the repair.

4. What BP will pay:

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

- (i) replace the BP Guaranteed Product free of charge; and
- (ii) pay for the parts of your vehicle's / equipment's fuel system that are affected by the BP Guaranteed Product, requiring replacement.

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.

6. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.