

Distributor Diesel Particulate Filter (DPF) Refurbishing Request

Date:

Please send original document with the DPF
Please keep a copy in the branch

Distributor Branch Details & Checks

Distributor Name

Telephone Number

Branch Location & Number

Order Number

No rattles when DPF is shaken

Tick

I have taped up the ports and inlet / outlet of the DPF

Tick

Customer has removed all sensors

Tick

No major damage to DPF

DPF does not have black soot deposits at both ends

No oil is leaking from the DPF

Distributor Customer Information

Customer Name

Account Number

Notes

Vehicle Details

Reg Number

Make

Model

Year

Engine Size

Mileage

Service Required

Passenger Car / LCV

Tick

Truck / Bus / Industrial

Tick

Important Information

We aim to provide our customers with an outstanding service and will make every effort to clean your filter. The success rates for cleaning DPFs using the 'Xpurge®' technology are extremely high. We can usually clean more than 99% of all filters we receive. However, we cannot guarantee that we will be able to clean your filter successfully. Passenger cars only – please remove all sensors & pipes. Ceramex and its distributors cannot be held responsible if these are lost or damaged. **Filters that should not be cleaned: Filters coated in oil, leaking fluids, filters with severe damage to the casing or pipes, filters with soot at both ends, filters that have melted or cracked during use. If in doubt please call Ceramex on 01753 501970**

Terms & Conditions – Please make Customer aware of T & C's

By signing above you agree with the information above and authorise the above filter(s) to be cleaned using the 'Xpurge®' system. Your filter(s) will be subject to a visual inspection prior to cleaning and should any problems with the filter(s) become apparent you will be notified and supplied with an inspection report to explain the issues. You will be charged a nominal fee for this service. Once your filter(s) have passed the visual inspection they will be cleaned using the 'Xpurge®' system. Once this process is complete your filter(s) will be tested and you will be issued with a condition report showing flow rate and weight reduction. This process may identify internal faults with your filter(s) that were not apparent when visually inspected. You will still be charged for the cleaning process. If a DPF becomes clogged as a result of inadequate cleaning by Ceramex within 12 months or 12,000 miles (whichever comes sooner), then Ceramex will carry out a further clean on this part free of charge. This will include collection and delivery of the DPF but not removal and refitting of the DPF. By signing above you agree with our Terms and Conditions – your statutory rights are not affected.

The courier may refuse to handle the consignment if the DPF is inadequately packaged. For Collection call Ceramex on 01753 501970

Ceramex Date Cleaned

Ceramex Invoice Number

Ceramex Notes