

Consumer Warranty for Filter Products under \$15.00 (retail price)

FRAM filters are warranted against defects in design, materials and workmanship. New vehicle warranties remain in effect when FRAM filters are installed according to directions on FRAM filter packaging and replaced at least as often as vehicle manufacturer's recommended change intervals. Other than the liability set forth in the express warranty above, Fram Group shall not be liable for consequential or incidental damages resulting from or caused by the use, operation, failure, malfunction or defect of any FRAM filter product.

Information Regarding Vehicle Manufacturers' Warranties

Consumer purchasers of automotive filters are sometimes told by an automobile dealer's service representative or mechanic that a brand of replacement filter cannot be used in the consumer's vehicle during the warranty period. The claim is made that use of the brand will "void the warranty" with the implication that only the original equipment brand of filters may be used. This, of course, tends to cast doubt on the quality of the replacement filter.

That claim is simply not true. If confronted with such a claim, consumers should ask for the statement in writing. They will not receive it as no such written statement would be provided. Nevertheless, the consumer may feel uneasy about using replacement filters that are not original equipment. With the large number of consumers who prefer to use FRAM filters, this misleading claim should be corrected.

Unless specifically waived in writing by the Federal Trade Commission, under the Magnuson-Moss Warranty Improvement Act, a manufacturer may not make its vehicle warranty conditional on the use of any brand of filter unless the manufacturer provides the filter free of charge.

So if the consumer is told that only the original equipment filter will not void the warranty, he should request that the OE filter be supplied free of charge. If he is charged for the filter, the manufacturer may be violating Federal law.

FRAM Product Commercial Warranty

Fram Group warrants to its commercial customers that its FRAM filter products will be free from defects in material and workmanship under normal use and service, provided said products are changed within intervals recommended by the manufacturer of the engine on which the FRAM filter product is installed, and provided said products are properly installed according to original equipment manufacturer instructions. In the event any FRAM filter product is found by Fram Group to be defective within the manufacturer's recommended change intervals, Fram Group's sole obligation under this warranty shall be to repair any such defective article or engine which is damaged as a direct and sole result of a defective FRAM filter product.

This warranty is in lieu of all other warranties or implied including the implied warranty of merchantability and fitness for a particular purpose which are herewith expressly excluded. Other than the liability set forth in the express warranty above, Fram Group shall not be liable for consequential or incidental damages resulting from or caused by the use, operation, failure, malfunction or defect of any FRAM filter product.