

VEHICLE DIAGNOSTIC SERVICE AGREEMENT

These Terms and Conditions govern all electronic OBD scans, fault code readings, multi-system diagnostics, and advanced electrical investigations provided by J.S Vehicle Solutions. By commissioning a diagnostic service, the Customer agrees to these terms.

1. DIAGNOSTIC SCOPE & NATURE OF SERVICE

- **Scope of Diagnostic Scan:** A standard diagnostic session involves connecting specialized electronic diagnostic tools to the vehicle's On-Board Diagnostics (OBD-II) port to read fault codes (DTCs), evaluate live engine data, and perform basic component actuation tests.
- **Diagnostic vs. Repair:** The diagnostic fee covers the time, expertise, and equipment required to identify error codes and pinpoint underlying fault causes. It **does not** include the cost of replacement parts, subsequent repair labor, or physical component teardown unless explicitly quoted.
- **Intermittent Faults:** Some vehicle faults are intermittent or environment-dependent. While every effort will be made to isolate the issue, J.S Vehicle Solutions cannot guarantee that intermittent faults will trigger a code or manifest during a single diagnostic session.

2. COMPLEX & MULTI-STAGE FAULT FINDING

- **Secondary & Underlying Faults:** Vehicle electronic control units (ECUs) often register secondary codes caused by a primary root fault. Clearing or fixing one error may reveal previously masked secondary faults, requiring further diagnostic testing.
- **Advanced Testing Authorizations:** If deep-level wiring tests, oscilloscope testing, or physical disassembly are necessary to confirm a root cause, additional labor charges will be discussed and authorized by the Customer prior to proceeding.

3. FAULT CODE CLEARING & ECU RESETS

- **Code Clearing Policy:** Fault codes will only be cleared after full recording and client consultation. Clearing codes does not fix underlying physical defects; if the fault persists, warning lights (e.g., Check Engine, ABS, Airbag) will re-illuminate upon vehicle operation.
- **Pre-Existing ECU Alterations:** J.S Vehicle Solutions accepts no liability for ECU locking, bricking, or unexpected software behavior resulting from pre-existing unauthorized remapping, tuning, chip modification, or corrupted vehicle software.

4. FEES & PAYMENT TERMS

- **Diagnostic Call-Out & Scan Fee:** The agreed initial diagnostic fee is payable immediately upon completion of the diagnostic assessment, regardless of whether the Customer chooses to proceed with recommended repairs.
- **Payment Methods:** Payments can be made via cash, credit/debit card, or direct bank transfer upon delivery of the diagnostic summary report.

Important Technical Note: Electronic diagnostic tools indicate which circuit, sensor, or system is registering an abnormal value — they do not always replace physical mechanical inspection. A fault code for a sensor does not

automatically mean the sensor itself is faulty; it may indicate wiring damage, vacuum leaks, or mechanical engine failure.

CUSTOMER DIAGNOSTIC AUTHORIZATION SIGN-OFF

I confirm that I have read, understood, and accept the Terms and Conditions for vehicle diagnostic services provided by J.S Vehicle Solutions.

Vehicle Reg: _____

Date: 12th September 2026

Customer Name: _____

Signature: _____