

CUSTOMER GUIDE



European general warranty terms and conditions



Innovative Vehicle Solutions

Table of contents

Introduction	4
Warranty periods	4
Haldex products in general	4
Automatic brake adjusters - AA1 & S-ABA	4
ADB	4
Specific terms	4
Opening of a warranty - Claim n°	5
Part advance for repairs	5
Claim authorisation	5
Return of the faulty part to Haldex	6
Intervention invoice to Haldex	6
Part investigation	6
Result of investigation	7
Warranty rejected	7
Warranty accepted	7
Part replacement following warranty acceptance	7
Payment of labour costs	7
Appendix A: identification of Haldex components	8
Appendix B: warranty claim form	10

Introduction

This procedure has been developed to provide a reference document for everyone involved in the processing of Haldex warranty. At the same time, your usual Haldex contacts remain at your disposal for any additional help which may be required.

Warranty periods

Haldex products in general

18 months from the date of manufacture or 12 months from the date of the 1st registration of the vehicle or 12 months from the date of the sale of the product (documentary evidence required – see below) (1) (2).
The guarantee expires when any of the three dates is reached.

Automatic brake adjusters: AA1 and S-ABA

For city buses:

18 months from the date of manufacture or 12 months from the date of the 1st registration of the vehicle as attested (1) or 12 months from the date of the sale of the product (2). The guarantee expires when any of the three dates is reached.

For tourist coaches, trucks and trailers:

36 months from the date of manufacture or 30 months from the date of the 1st registration of the vehicle as attested (1) or 30 months from the date of the sale of the product (2). The guarantee expires when any of the three dates is reached.

ADB

Disc brakes:

24 months from date of vehicle entry into service or 30 months from date of brake manufacturer, whichever ends first. If the vehicle is off-road type or used off road then 12 months.

Specific terms

For all customers who claim to have been granted special terms, please get in touch with your usual Haldex contact to check the details.

(1) Supply a copy of the vehicle registration certificate.

(2) Supply a copy of the sales invoice.

Opening of a warranty file - Claim n°...

Whenever a part needs to be returned to Haldex as a warranty claim or a part is to be advanced for repairs under the warranty, a file has to be opened and a claim n° has to be allocated to follow up the work and improve processing. The customer must first complete the warranty claim form (see appendix B) and submit to Haldex, to obtain a claim number.

This is the link between the alleged faulty part and the various documents relating to the claim (claim authorisation, delivery note, invoice, etc.). In the event of any complaint or further correspondence, the customer must refer to the claim number in all communication.

Part advance for repairs

All part advances shall require written confirmation from the repairer or manufacturer and shall be charged at the applicable discounted list price.

The invoice shall be made out:

- › To the repairer when the manufacturer is not involved in the matter and the warranty is being processed by Haldex and its network.
- › To the manufacturer when the repairer is not a member of the Haldex network, only at the request of the manufacturer.

The claim n° will be stated on the Haldex delivery note and invoice.

Claim authorisation

The claim authorisation is a commitment from Haldex towards the repairer regarding the payment of the cost of the repairs, following investigation and acceptance by Haldex of the validity of the warranty claim

Before preparing the document, your Haldex contact will make sure that the affected product and vehicle are covered by the warranty. To that end, substantiating documents are to be given to Haldex (vehicle registration certificate, date of manufacture of the part etc.). The claim authorisation shall clearly define the terms and conditions of the repairs (labour time, hourly rate etc.), as agreed jointly with the repairer. It shall use the claim n° as file reference.

Return of the faulty part to Haldex

Parts under a warranty request shall be received by Haldex carriage paid no later than a month after the repairs. All such parts must be accompanied by the completed warranty claim form (see appendix B) and the claim number. The claim number must also be clearly marked on the outside of the packaging.

All warranty requests that the warranty department finds incorrectly or incompletely prepared shall be automatically returned to the sender for more information (all the information required in the form is indispensable for managing the file). The warranty department shall only take the warranty claims into consideration after it has received all the required documents, duly completed.

Any return without an attached warranty claim form shall be returned automatically at the cost of the sender.

Intervention invoice to Haldex

For an intervention invoice to be taken into account, it must necessarily be accompanied by the claim authorisation prepared by your Haldex contact and a copy of the relevant documentary evidence relating to the vehicle. Any invoice that does not state the claim n° or is not accompanied by its claim authorisation or has not been consented beforehand in writing by Haldex shall be rejected by our accounting department and returned to the sender.

Haldex does not authorize any party to make repairs in its own name and charge them to Haldex.

Part investigation

All warranty requests for parts that are incomplete, opened or where the manufacturing plate is missing shall be rejected systematically without an examination of the product by the warranty department.

Warranty requests for parts that are in a poor condition that does not allow a check shall be rejected outright.

If it is impossible to identify the warranty period on the basis of documents (registration certificate, invoice, delivery slip etc.), the warranty period applied shall be determined by the product manufacturing date (see appendix A), following the conditions defined in the section "warranty periods" (page 4).

Result of investigation

Warranty rejected

A written response shall be sent back to the requester with the words «Haldex Decision : deny », the part number, the customer file number (if stated) and the exact reason for the rejection.

There are two possible cases:

- › Part out of order without Haldex liability
Parts where the warranty is rejected and Haldex has no liability remain the property of the requester. The parts will be kept at the disposal of the requester for one month following the date of publication of Haldex warranty report. After that time, the parts will be destroyed without further notice.
- › Part fully functional
Parts where the warranty is rejected because they are fully functional shall remain the property of the requester. They will be returned in a separate parcel at the cost of the requester. **If any equipment has been advanced, the invoice must be paid in full by the requester.**

Warranty accepted

A written response shall be sent back to the requester with the words «Haldex Decision : accept », the part number, the customer file number (if stated) and the defect found. Parts where the warranty has been accepted shall become the property of Haldex.

Part replacement following warranty acceptance

The acceptance of the warranty may not lead to any claim for a benefit of any nature; as a result, the device or parts shall be replaced. If any replacement part(s) has/have been advanced, a credit note will be made out in keeping with the invoice.

Payment of labour costs

Labour costs shall be paid on the basis of a time schedule (available on request), where the hourly rate shall be defined every year by Haldex.

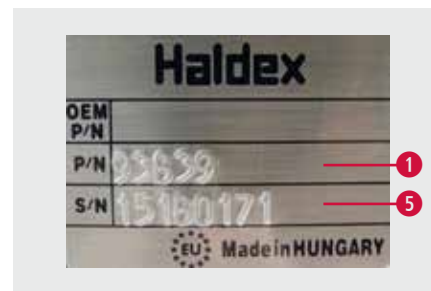
Appendix A: identification of Haldex components



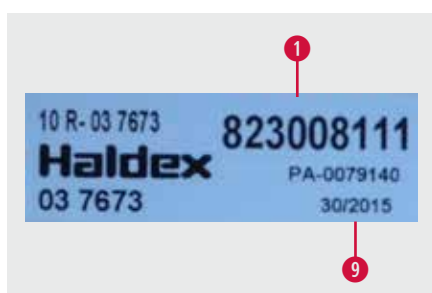
ABA - AA1 and S-ABA



MBA - Manual brake adjuster



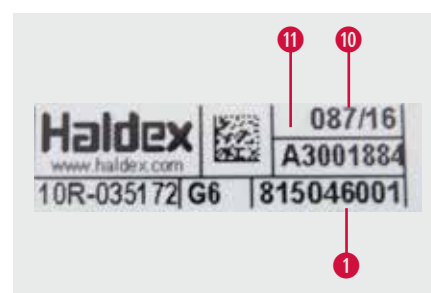
ADB - Air disc brakes



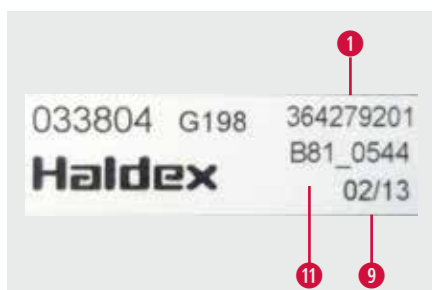
EBS - EB+ Gen3



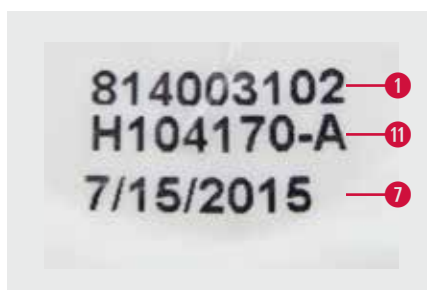
EBS - EB+ Gen3



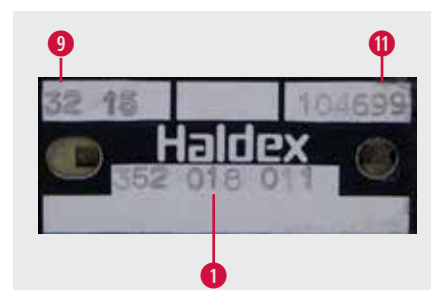
EBS - EB+ Info Centre



ABS - MODAL et MODULAR



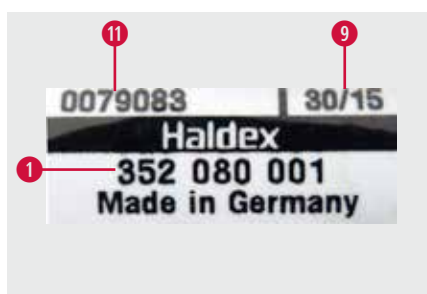
ABS and EBS cables



Braking and suspension valves



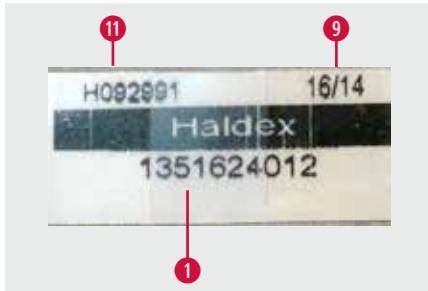
Braking and suspension valves



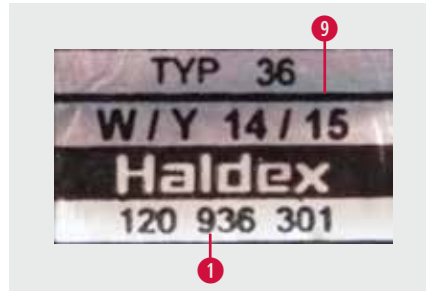
Braking and suspension valves



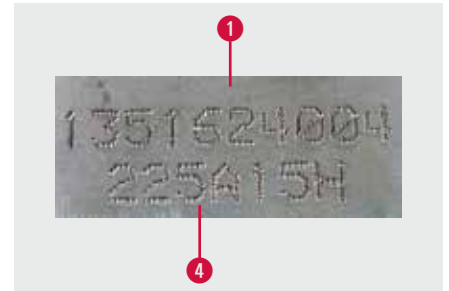
Braking and suspension valves



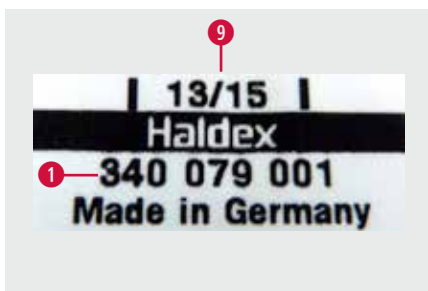
Actuator - Spring brake chamber



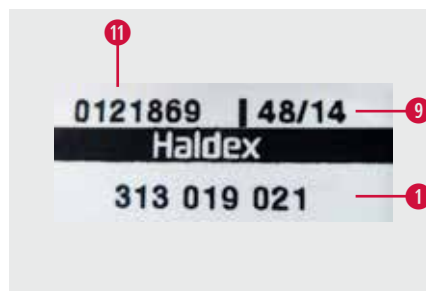
Actuator - Brake chamber



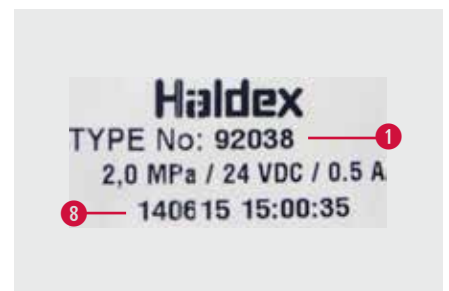
Actuator - Spring brake chamber



Actuator - Cylinder



Air Treatment



Air Treatment - Consep



Air Treatment - Air dryer

- ① Haldex part number
- ② Serial number including the date of manufacture e.g. 343060 (3 = year = 2013; 43 = week)
- ③ Serial number including the date of manufacture e.g. 523-26971 (5 = year = 2015; 23 = week)
- ④ Serial number including the date of manufacture e.g. 225A15H (225 = day; 15 = year = 2015)
- ⑤ Serial number including the date of manufacture e.g. 15160171 (15 = year = 2015; 16 = week)
- ⑥ Date of manufacture: year/month e.g. NJ (N = year = 2014; J = month = October)
- ⑦ Date of manufacture: day/month/year
- ⑧ Date of manufacture: year/month/day
- ⑨ Date of manufacture: week/year
- ⑩ Date of manufacture: day/year
- ⑪ Serial number

Appendix B: warranty claim form

To obtain a copy of this form please refer to your normal sales contact.

WARRANTY CLAIM FORM



Claim No:

(Haldex use only)

Dear Customer

Please complete and return this form to enable us to process your warranty claim as fast as possible by fax or by e-mail

Tel number:

E-mail:

Include a copy of this warranty claim form with your return shipment. Indicate clearly the word 'WARRANTY' on the packaging

Important:

Each returned part needs a separate warranty claim form. To avoid confusion each returned part must be clearly identified, e.g. with your own warranty number. Your own warranty number should also be completed in the corresponding line below

Customer details	
Customer name:	Contact Name:
City:	Country:
Phone:	Fax:
E-mail :	
Customer warranty claim number:	
Haldex item specification	
Haldex part number:	
Customer part number (if relevant):	Serial number:
Production date (on label):	Quantity:
Clear warranty claim description: (Failure/fault description, detected when, how and by whom)	
Claims cannot be processed unless a description of the fault is provided	
Vehicle	
Vehicle manufacturer:	
Vehicle Type:	Date of fitting:
Vehicle serial number (chassis no):	Date of first registration*:
Registration number:	Total Km:
Kilometres since part was fitted:	

Warranty claims will not be processed unless the documents listed below are supplied (additional proof of purchase may be required for a service part claim) :

- * Copy of Vehicle Registration Certificate
- "Haldex EB+ DTC report" for EB+ warranty claims
- At least 3 pictures of the part: 1x overview, 1x damage and 1x type plate

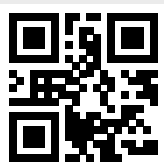
Customer name, signature, date and stamp

www.haldex.com

HEU_POP.212

Haldex develops and provides reliable and innovative solutions focused on brake and air suspension products to the global commercial vehicle industry.

Over 130 years of innovation have provided Haldex with competitive expertise in brake and air suspension systems for commercial vehicles. Haldex is a long-term partner to manufacturers of heavy trucks, trailers and buses, as well as to axle manufacturers.



Australia

Haldex Brake Products Pty Ltd
Victoria
Tel.: +61 3 9579 7070
+61 418 170 879

Belgium

Haldex N.V.
E-Mail: info.be@haldex.com

Brazil

Haldex do Brasil Ind. E Com. Ltda
São José dos Campos
Tel.: +55 12 3935 4000
E-Mail: info.brasil@haldex.com

Canada

Haldex Ltd
Cambridge, Ontario
Tel.: +1 519 621 6722
Fax: +1 519 621 3924

China

Haldex Vehicle Products Co. Ltd.
Suzhou
Tel.: +86 512 8885 5301
Fax: +86 512 8765 6066
E-Mail: info.cn@haldex.com

France

Haldex Europe SAS
Weyersheim
Tel.: +33 3 88 68 22 00
Fax: +33 3 88 68 22 09
E-Mail: info.eur@haldex.com

Germany

Haldex GmbH
Heidelberg
Tel.: +49 6 221 7030
Fax: +49 6 221 703400
E-Mail: info.de@haldex.com

Hungary

Haldex Hungary Kft
Szentlőrincváta
Tel.: +36 29 631 400
Fax: +36 29 631 401
E-Mail: info.hu.eu@haldex.com

India

Haldex India Private limited
Nashik
Tel.: +91 253 66 99 501
Fax: +91 253 23 80 729



Italy

Haldex Italia Srl./ SAF HOLLAND
Concorezzo
Tel.: +39 039 47 17 02
Fax: +39 039 27 54 309
E-Mail: info.it@haldex.com

Korea

Haldex Korea Ltd.
Seoul
Tel.: +82 2 2636 7545
Fax: +82 2 2636 7548

Mexico

Haldex de Mexico S.A. De C.V.
Monterrey
Tel.: +52 81 8156 9500

Poland

Haldex Sp. z o.o.
Praszka
Tel.: +48 34 350 11 00
Fax: +48 34 350 11 11
E-Mail: info.pl@haldex.com

Spain

Haldex España, S.A. / SAF HOLLAND
Barcelona
Tel.: +34 93 84 07 239
E-Mail: info.es@haldex.com

Sweden

Haldex AB
Landskrona
Tel.: +46 418 47 60 00
Fax: +46 418 47 60 01
E-Mail: info.se@haldex.com

United Kingdom

Haldex Ltd c/o SAF Holland Group
Leicestershire
Tel.: +44 1325 311 234
E-Mail: info.gbay@haldex.com

Haldex Brake Products Ltd.
MIRA Technology Park
Tel.: +44 2476 400 300
E-Mail: info.gb@haldex.com

USA

Haldex Brake Products Corp.
Kansas City
Tel.: +1 816 891 2470
Fax: +1 816 891 9447
E-Mail: info.us@haldex.com

