

# CUSTOMER GUIDE



European general warranty terms and conditions



Innovative Vehicle Solutions

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## 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.

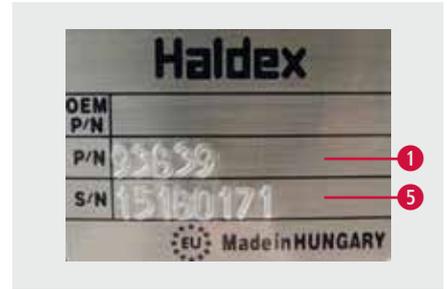
# Appendix A: identification of Haldex components



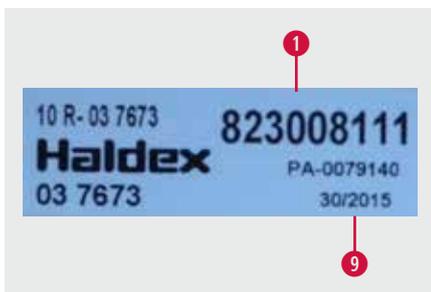
ABA - AA1 and S-ABA



MBA - Manual brake adjuster



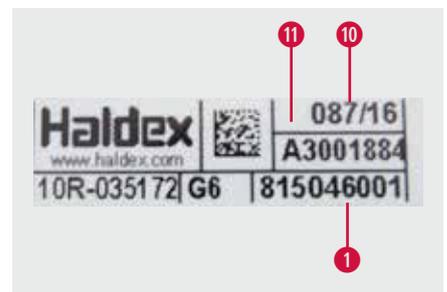
ADB - Air disc brakes



EBS - EB+ Gen3



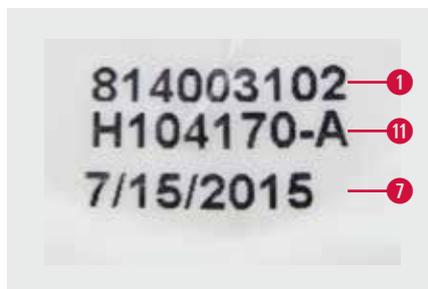
EBS - EB+ Gen3



EBS - EB+ Info Centre



ABS - MODAL et MODULAR



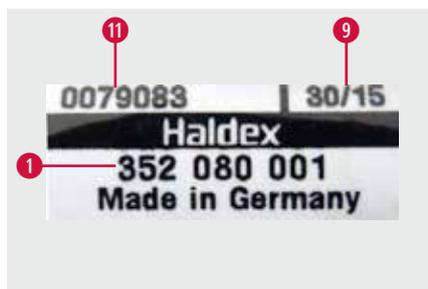
ABS and EBS cables



Braking and suspension valves



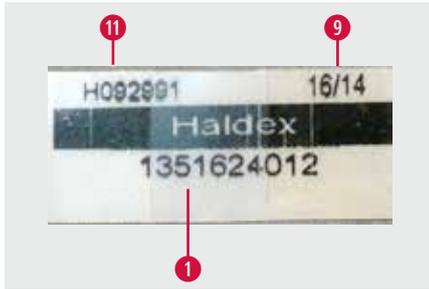
Braking and suspension valves



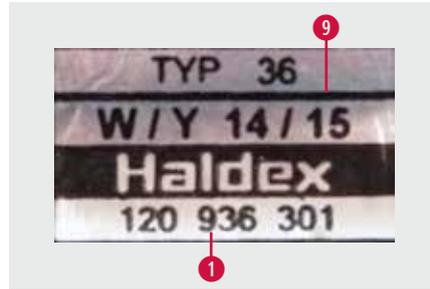
Braking and suspension valves



Braking and suspension valves



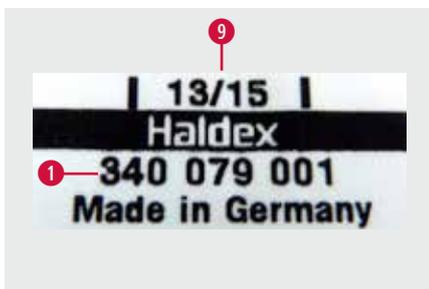
Actuator - Spring brake chamber



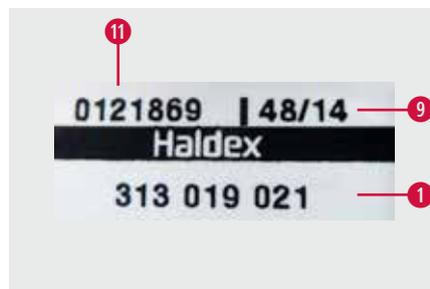
Actuator - Brake chamber



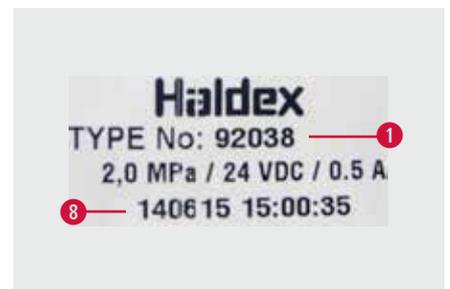
Actuator - Spring brake chamber



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

Fax number: E-mail:

Tel number:

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)	
<b>Claims cannot be processed unless a description of the fault is provided</b>	

Vehicle	
Vehicle manufacturer:	
Vehicle Type:	
Vehicle serial number (chassis no):	Date of fitting:
Registration number:	Date of first registration*:
Kilometres since part was fitted:	Total Km:

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

\_\_\_\_\_

Customer name, signature, date and stamp

[www.haldex.com](http://www.haldex.com)

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Haldex develops and provides reliable and innovative solutions focused on brake and air suspension products to the global commercial vehicle industry. In 2015, the company had net sales of approximately 4.8 million SEK and employed a workforce of 2,140 people.



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