

INTERNATIONAL WARRANTY PROCEDURE

AUTOCLIMA S.p.A.

PG-01-05

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0	01/02/05	First issue
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AUTOCLIMA S.p.A.

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INTERNATIONAL WARRANTY PROCEDURE AUTOCLIMA – PG-01-05**1) GENERAL CONDITIONS**

The Warranty conditions are printed on every “Warranty Certificate” and they do consider:

1.1) DURATION

The warranty period lasts **12 months** from the date of installation on the vehicle, as proven by the Warranty Certificate, and for a maximum of **15 months** from the date of delivery by Autoclima S.p.A.

If the customer is a private consumer, the warranty period will last 24 months from the date of installation on the vehicle and for a maximum of 27 months from the date of delivery by Autoclima S.p.A..

1.2) METHOD OF APPLICATION

- a) Intervention on “Autoclima” and “Denver” air-conditioning systems under warranty must be carried out **EXCLUSIVELY** by Autoclima S.p.A. or by an authorised service centre listed in the “Authorised Service Centres” booklet.
- b) Said intervention comprises the replacement and/or repair of the faulty part at the sole discretion of Autoclima S.p.A. and in compliance with the conditions printed on the Warranty Certificate.
- c) Intervention under warranty does not alter the start and duration of the original warranty period.

NOTE: repairs will be carried out if the overall cost of intervention, comprising the price of the spare part plus manpower, does not exceed the net price of the total subunit.
Should the cost be excessive the whole subunit will be replaced.

1.3) EXCLUSIONS FROM THE WARRANTY

- a) Any kind of reimbursement for costs for the recovery of the immobilised vehicle.
- b) Any kind of reimbursement regarding interventions carried out by personnel not included in the list of “Authorised Service Centres”.
- c) Transfer expenses for staff involved in the repair intervention.

- d) Any kind of responsibility for claims for damages to people, animals or property directly or indirectly attributable to material and/or manufacturing faults occurring following installation of the air-conditioning unit.
- e) In the event that a system has not been made entirely with Autoclima parts, no claims will be accepted for reimbursement of any kind for damages/faults in parts not supplied by Autoclima.

1.4) RECOGNITION OF THE WARRANTY RIGHT

To use the Autoclima Warranty service, the user of the vehicle in which the faulty air-conditioning system has been installed must go to an "AUTOCLIMA Authorised Service Centre" and register the warranty right, presenting the relative certificate. In absence of this certificate the warranty will not be acknowledged.

The right to warranty is forfeit when the "Warranty Application" document is incomplete or incorrectly filled in, or when it is sent to Autoclima S.p.a. after the final deadline of 15 days from the date of intervention.

NOTE: The fitter/vendor must hand over to the customer one copy of the "Autoclima Authorised Service Centres" booklet.

1.5) VALIDITY OF THE WARRANTY RIGHT

The warranty is acknowledged exclusively when there is a material and/or construction fault ascertained by Autoclima S.p.A. or by an "Authorised Service Centre", on condition that:

- a) The end user proves the right to intervention under warranty by presenting all the completed documentation.
- b) The air-conditioning system has not been altered. The arrival at Autoclima of parts which have been interfered with or are incomplete cancels the warranty right.
- c) The fault is not due to:
 - improper use;
 - lack of appropriate maintenance;
 - use other than that provided for by the Autoclima assembly manual;
 - causes due to incorrect operation of parts which do not regard the system;
 - inappropriate storage.

NOTE: Components subject to standard wear and tear will not be replaced under warranty (e.g.: belts, filters, bearings, etc.)

1.6) WARRANTY APPLICATION METHOD

- a) The following services are acknowledged:
- the replacement of unusable or inefficient parts ascertained as having material faults;
 - manpower for replacing or repairing the abovementioned parts in compliance with the time schedules printed in the Autoclima Time Schedule Booklet TP-01-05.
- b) The **USER IS RESPONSIBLE FOR:**
- replacing consumable materials;
 - topping up the coolant;
 - maintenance operations;
 - interventions due to wear, accidents and conditions which do not comply with Autoclima S.p.A. indications;
 - everything not expressly printed in paragraph **1.5**

1.7) SPARE PARTS WARRANTY

- **NO WARRANTY** is recognised on compressors sold individually;
- **NO WARRANTY** is recognised on electromechanical and electronic components sold individually, such as: electric fans, thermostats, pressure switches, electronic control units, etc.;
- For components such as: Evaporator, Condenser, Compressor, Compressor Adapter Kit and Motor Mounting Set, the warranty is recognised **EXCLUSIVELY** when they are fitted in a system encoded by Autoclima S.p.A., or when they are part of a system built by the customer previously authorised by the Autoclima S.p.A. Technical service.

NOTE: Regardless of the type and model of the vehicle, the times recognised for carrying out repairs and/or replacing faulty parts are those printed in the Autoclima Time Schedule Booklet TP-01-05.

2) DOCUMENTATION ON THE WARRANTY STRUCTURE

The forms related to the Warranty procedure are comprised as follows:

- a) **Warranty Certificate** which is inserted in the instruction manual which accompanies every system (ref. Annexe 1). This form is split into three parts, the first of which must be returned to

Autoclima S.p.A, the second kept by the vendor and the third given to the customer. All three parts must be filled in and signed by the vendor and the customer.

b) Labels bearing barcodes of every product and inserted inside the flap of every single box. Said labels must be applied by the fitter to the Warranty certificate, in the special spaces, in compliance with the detailed instructions on the same Certificate.

c) “Warranty Request” Form (Annexe 4, make copies by yourself or from www.autoclima.com) :
 This is the document that certifies the operations performed under Warranty by the “Authorised Service Centre” on systems with defective components, within the terms established by the Autoclima Warranty conditions.

The Warranty Request makes it possible to:

- Initiate the procedure of reimbursement of the Service Centre by Autoclima S.p.A. for the operations carried out (material and manpower used) when Autoclima S.p.A. recognises the correct nature of the operation and the details filled in on the aforementioned form.
- Discover the behaviour of the Autoclima or Denver through the returns of “Warranty Requests”.

Due to the particular importance of this form, a summarised guide to filling it in is printed below:

	 <small>Sistema di gestione certificato UNI EN ISO 9001 : 2000 Certificato n° 333</small>	 <small>Sistema di gestione certificato OHSAS 18001 : 1999 Certificato n° SAF 007</small>	 <small>Sistema di gestione certificato UNI EN ISO 14001 : 2004 Certificato n° AMB 183</small>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="background-color: #cccccc;">WARRENTY REQUEST</th> </tr> <tr> <td style="width: 70%;"> N. CERTIFICATO DI GARANZIA GUARANTEE CERTIF. N. CERTIF.GARANTIE N. GARANTIEZERTIFICAT N. CERTIF.GARANTIA N. </td> <td style="width: 30%; text-align: center; vertical-align: middle;"> <div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> A </div> </td> </tr> </table>	WARRENTY REQUEST		N. CERTIFICATO DI GARANZIA GUARANTEE CERTIF. N. CERTIF.GARANTIE N. GARANTIEZERTIFICAT N. CERTIF.GARANTIA N.	<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> A </div>
WARRENTY REQUEST								
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Punto di assistenza Service point Service d'assistance Servicestelle Punto de asistencia	B	Nazione Nation Pays Bundesstaat Pais	C
Data esecuzione intervento Repair data Date dereparation Reparatur datum Fecha de reparacion	D	Timbro punto di assistenza Service point stamp Cachet du service d'assistance Stempel servicestelle Sello punto de asistencia	E

- A:** Indicate the number of the warranty certificate as per **Annex 1 (See B Area)**
- B:** Service Centre: “Company name”
- C:** Nation of the Service Centre
- D:** indicate the date when the intervention was carried out
- E:** in this space the centre must apply the stamp bearing its company name (clearly and legible):

Utente finale <i>Final user</i> Client final Letzter kauffer Usuario final		Impianto di condizionamento <i>Conditioning System</i> Installation d'une climatisation Klimaanlage Instalacion acondicionadora		Veicolo <i>Vehicle</i> Vehicule Fahrzeug Vehiculo	
Signor Mr. Monsieur Herr/Frau Senor F		Codice A/C <i>System code</i> Code du produit Kode der anlage Codigo producto G		Modello <i>Model</i> Modele Model Modelo H	
Via Address Rue Strasse Calle F		Data installazione <i>Installation date</i> Date de l'installation Eibaudatum Fecha instalacion G		N. telaio o targa <i>Chassis or plate N.</i> N.dans la serie du Type Fahrgestellnr. Od. Nummernschila Num. Chasis o placa H	
Città Town Ville Stadt Ciudad F	Tel Tel. Tel. Tel. Tel. F			Km veicolo <i>Km / vehicle</i> Km / vehicule Km / fahrzeugstunder Km / vehicule H	

- F:** write the details of the Customer / User requesting intervention in the appropriate spaces
G: write the data related to the conditioning system in question in the appropriate spaces
H: write the data related to the vehicle in which the system is installed in the appropriate spaces

Note su difetto rilevato – <i>Note about defects</i> – <i>Remarque sur le defaut constate</i> - <i>Ammerkungen uber den festgestellten Defekt</i> - <i>Notas de los defectos</i>	
I	

- I:** add notes related to the fault(s) found (in complete and legible writing)

MATERIALE IMPIEGATO- MATERIAL - MATERIEL EMPLOYE - BENOTIGTES MATERIAL – MATERIAL					
Codice difetto <i>Failure</i> Code de la panne Kode Nr. Defekt Codigo averia	Denominazione <i>Part code</i> Code de la piège Kode Nr. Teil Codigo pieza	Codice Particolare <i>Part code</i> Code de la piège Kode Nr. Teil Còdigo pieza	Quantità <i>Quantity</i> Quantité Anzahl Candidad	Note <i>Notes</i> Note Anmerkungen Notas	Tempo <i>Time</i> Baréme Zeit Tiempo
L	M	N	O	P	Q

- L:** Indicate the code number (statistic) of the fault found, using the annexed table as reference (ref. Annexe 2);
- M:** indicate the denomination of the pieces used for the operation
- N:** indicate the Autoclima code number of the piece used for the operation
- O:** indicate the quantity of pieces used for the operation
- P:** space for use for writing notes
- Q:** indicate the time required for the operation (use the time schedules printed in Autoclima Time Schedule Booklet TP-01-05).

NOTE: The remaining part of the form is reserved for **AUTOCLIMA S.p.A.**

d) Fault code statistic card (ref. Annexe 2)

e) Time Schedule Booklet TP-01-05

The time schedule booklet, divided into types of vehicle and conditioning system, indicates the standard operating time schedules individuated by Autoclima S.p.A. for replacement of faulty components.

The relative amount of manpower emerging must be calculated on the hourly basis in force.

3) OPERATING PROCEDURE FOR INTERVENTION UNDER WARRANTY

a) Correctly complete the Warranty Application and send it to Autoclima S.p.A. via e-mail or fax to the following addresses:

tonino.mizzoni@autoclima.com, ivo.barbini@autoclima.com,

or to the following fax number: +39 0119443240

Also attach photocopies of the documents (Delivery Notes or Invoices) providing proof of purchase (from Autoclima S.p.A. or its Commercial Network) of the material replaced during intervention.

b) Await authorisation to return the part by the Autoclima S.p.A. Technical Assistance Dept.
Should authorisation be denied, the material will not be accepted.

c) All materials replaced under warranty must be sent with a delivery note to:

AUTOCLIMA S.p.A.
Accettazione e Collaudo
Via Cavalieri di Vittorio Veneto, 15
10020 Cambiano TORINO

clearly indicating the type of fault found.

A completed copy of the Warranty Application must be included inside every package.

- The shipping agents that carry the goods must be **EXCLUSIVELY** those indicated on the fax authorising the delivery of the return, form 119 – Authorisation for return (ref. Annexe 3).

- The invoice for reimbursement must be issued by the authorised service only after having received written approval from Autoclima S.p.A., stating the sum owed for the operation.

- If the warranty is not accepted, the customer will be informed that the rejected goods will remain at his disposal in the warehouse for 15 days, after which Autoclima S.p.A. will destroy them. If the customer would like the goods to be returned, he must issue written information to such effect within 15 days. Autoclima S.p.A. will then return the material carriage forward.

Annexe 1

<p>COPY FOR CUSTOMER</p> <p>CERTIFICATE OF WARRANTY N°</p> <p>N.B. ask the seller for the booklet of AUTOCLIMA S.p.A. authorised service workshops</p> <p>Vehicle brand _____ Chassis N. _____ Type _____ Working km / hours _____ Registration date _____ Installer _____ Address _____ Customer _____ Address _____</p> <p>Submit to acceptance about time and effect limitations and expiration conditions of the warranty described on the back.</p> <p>Customer's signature affixed in the presence of the Seller _____ Date _____</p> <p>SELLER'S STAMP AND SIGNATURE</p>		<p>CERTIFICATE OF WARRANTY</p> <p>1 Complete A/C</p> <p>2 Compressor</p> <p>3 A/K compressor brackets</p> <p>4 Evaporator</p> <p>4 Additional evaporator (if supplied)</p> <p>5 Condenser</p> <p>5 Additional condenser (if supplied)</p> <p>6 Assembly set</p> <p>6 Additional assembly set (if supplied)</p>	
<p>COPY FOR SELLER</p> <p>CERTIFICATE OF WARRANTY N°</p> <p>Compressor model _____ S/N _____ Vehicle brand _____ A/C Code _____ Type _____ Chassis N. _____ Registration date _____ Working km / hours _____ Installer _____ Address _____ Customer _____ Address _____</p> <p>Date of delivery to the Customer of installed system _____ Submit to acceptance about time and effect limitations and expiration conditions of the warranty described on the back.</p> <p>Customer's signature affixed in the presence of the Seller _____ Date _____</p> <p>SELLER'S STAMP AND SIGNATURE</p>		<p>COPY FOR AUTOCLIMA</p> <p>Compressor model _____ S/N _____ Vehicle brand _____ A/C Code _____ Type _____ Chassis N. _____ Registration date _____ Working km / hours _____ Installer _____ Address _____ Customer _____ Address _____</p> <p>Date of delivery to the Customer of installed system _____ Submit to acceptance about time and effect limitations and expiration conditions of the warranty described on the back.</p> <p>Customer's signature affixed in the presence of the Seller _____ Date _____</p> <p>SELLER'S STAMP AND SIGNATURE</p>	

LEGEND:

- A** copy for Autoclima S.p.A.
- B** Customer copy
- C** Vendor copy

FAULT STATISTIC CARD

EVAPORATOR

001 Damaged evaporator block (packing/transport)

003 Evaporator battery blocked

004 Evaporator battery damaged (packing)

005 Evaporator battery leaks coolant

006 Heating battery damaged (packing)

007 Heating battery leaks fluid

008 Expansion valve blocked

009 Expansion valve blocked

010 Expansion valve leaks fluid

013 Antifreeze thermostat failure

014 Antifreeze thermostat short-circuit

015 Electronic thermostat failure

016 Electronic thermostat short-circuit

017 Faulty probe

019 Evaporator fan failure

020 Evaporator fan blocked

021 Noisy evaporator fan

022 Evaporator fan short-circuit

025 Recirculation actuator failure

026 Recirculation actuator blocked

029 Button failure

030 Button short-circuit

COMPRESSOR

- 035 Damaged
- 036 Noisy
- 037 Seized up
- 038 Inefficient
- 039 Coolant leak
- 040 Compressor valve
- 041 Compressor joints
- 042 Compressor head
- 043 Clutch coil failure
- 044 Clutch coil short-circuit
- 045 Clutch damaged
- 046 Clutch pulley damaged
- 047 Noisy clutch
- 048 Imbalanced clutch pulley

AK (Adapter Kit)

- 051 Compressor bracket damaged
- 052 Faulty compressor bracket
- 053 Auxiliary bracket damaged
- 054 Faulty auxiliary bracket
- 055 Noisy belt stretcher pulley
- 056 Broken transmission belt
- 057 Damaged motor pulley

COOLING SYSTEM

- 060 Blocked condenser
- 061 Damaged condenser (packing)
- 062 Condenser leaking coolant
- 063 Damaged connection

- 066 Gas pipe with coolant leak
- 067 Gas pipe with damaged connection
- 068 Gas pipe with blocked service
- 069 Blocked gas pipe
- 070 Damaged water pipe
- 071 Damaged fan condenser

- 072 Interrupted condenser fan
- 073 Blocked condenser fan
- 074 Noisy condenser fan
- 075 Condenser fan short-circuit

- 078 Dehydrator filter with coolant leak
- 079 Dehydrator filter with damaged connections
- 080 Blocked dehydrator filter
- 081 Blocked/damaged oil separator
- 082 Interrupted manostat
- 083 Manostat leaking coolant

- 086 Imbalanced water thermostat

- 088 Interrupted water thermostat

- 090 Damaged water radiator
- 091 Leaking water radiator

ELECTRONIC CONTROL UNIT

- 094 Electronic control unit
- 095 Speed inverter
- 096 Sensor interrupted/short circuit

MISCELLANEOUS

- 099 Electric wiring
- 100 System installation problems
- 101 Insufficient air capacity
- 102 Insufficient system performance
- 103 Loss of condensed water
- 104 Unclear assembly instructions
- 105 Condensation discharge

- 107 Gas recovery unit
- 108 Generator
- 111 Faulty component
- 112 Incorrect component
- 113 Missing component
- 114 Non-conformant goods
- 115 Broken component

NOTE: **Always** indicate the code of the error found during diagnosis in the notes.

Annexe 3

 AUTOCLIMA QUALITY & COMFORT	 <small>Sistema di gestione certificato UNI EN ISO 9001 : 2000 Certificato n° 333</small>	 <small>Sistema di gestione certificato OHSAS 18001 : 1999 Certificato n° SAF 007</small>	 <small>Sistema di gestione certificato UNI EN ISO 14001 : 2004 Certificato n° AMB 163</small>	 DENVER AIR CONDITIONERS
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RETURNED GOODS AUTHORIZATION

N° / / – C.R. n°200 Date:

From: AUTOCLIMA S.p.A.		To:	
		Att.: Mr.	
Tel: + 39 011 9443251/2/3 (AT)	Fax: + 39 011 9443240 (AT/CO)	Phone:	Fax:
Customer ref.:			

Referring to your request of authorization for returning back goods dated .../ ... / ... we authorize you to send back following material:

Part No.	Description	Quantity

Authorization sign (AT / CE / RI)
Date:

Send to: AUTOCLIMA S.p.A. Via Cavalieri di Vittorio Veneto, 15 10020 – Cambiano (TO) - ITALY
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It is compulsory to describe exactly the defect of every component, including copy of transport document and Certificate of Warranty. Otherwise the material will be returned.

NOTICE
Rif. 22 - 23

Annexe 4

   	WARRENTY REQUEST	
	N. CERTIFICATO DI GARANZIA GUARANTEE CERTIF. N. CERTIF.GARANTIE N. GARANTIEZERTIFICAT N. CERTIF.GARANTIA N.	

Punto di assistenza <i>Service point</i> <i>Service d'assistance</i> <i>Servicestelle</i> <i>Punto de asistencia</i>	Nazione <i>Nation</i> <i>Pays</i> <i>Staat</i> <i>Pais</i>
Data esecuzione intervento <i>Repair data</i> <i>Date de reparation</i> <i>Reparatur datum</i> <i>Fecha de reparacion</i>	Timbro punto di assistenza <i>Service point stamp</i> <i>Cachet du service d'assistance</i> <i>Stempel servicestelle</i> <i>Sello punto de asistencia</i>

Utente finale <i>Final user</i> <i>Client final</i> <i>Letzter Käufer</i> <i>Usuario final</i>	Impianto di condizionamento <i>Conditioning System</i> <i>Installation d'une climatisation</i> <i>Klimaanlage</i> <i>Instalacion acondicionadora</i>	Veicolo <i>Vehicle</i> <i>Vehicule</i> <i>Fahrzeug</i> <i>Vehiculo</i>
Signor <i>Mr.</i> <i>Monsieur</i> <i>Herr/Frau</i> <i>Senor</i>	Codice A/C <i>System code</i> <i>Code du produit</i> <i>Kode der anlage</i> <i>Codigo producto</i>	Modello <i>Model</i> <i>Modele</i> <i>Model</i> <i>Modelo</i>
Via <i>Address</i> <i>Rue</i> <i>Strasse</i> <i>Calle</i>	Data installazione <i>Installation date</i> <i>Date de l'installation</i> <i>Eibaudatum</i> <i>Fecha instalacion</i>	N. telaio o targa <i>Chassis or plate N.</i> <i>N.dans la serie du Type</i> <i>Fahrgestellnr. Od. Nummernschild</i> <i>Num. Chasis o placa</i>
Città <i>Town</i> <i>Ville</i> <i>Stadt</i> <i>Ciudad</i>	Tel. <i>Tel.</i> <i>Tel.</i> <i>Tel.</i> <i>Tel.</i>	Km veicolo <i>Km / vehicle</i> <i>Km / vehicule</i> <i>Km / fahrzeugstunder</i> <i>Km / vehiculo</i>

Note su difetto rilevato – <i>Note about defects</i> – <i>Remarque sur le defaut constate</i> - <i>Ammerkungen uber den festgestellten Defekt</i> - <i>Notas de los defectos</i>

MATERIALE IMPIEGATO- MATERIAL - MATERIEL EMPLOYE - BENOTIGTES MATERIAL – MATERIAL					
Codice difetto <i>Failure</i> <i>Code de la panne</i> <i>Kode Nr. Defekt</i> <i>Codigo avaria</i>	Denominazione <i>Description</i> <i>Dénomination</i> <i>Bezeichnung</i> <i>Descricion</i>	Codice Particolare <i>Part code</i> <i>Code de la pièce</i> <i>Kode Nr. Teil</i> <i>Código pieza</i>	Quantità <i>Quantity</i> <i>Quantité</i> <i>Anzahl</i> <i>Candidad</i>	Note <i>Notes</i> <i>Note</i> <i>Anmerkungen</i> <i>Notas</i>	Tempo <i>Time</i> <i>Barème</i> <i>Zeit</i> <i>Tiempo</i>

RISERVATO AD AUTOCLIMA – RESERVED TO AUTOCLIMA – RESERVE A AUTOCLIMA – DIESES FELD FÜR AUTOCLIMA FREILASSEN – RESERVADO PARA AUTOCLIMA	
Controllo materiale all 'accettazione: SI <input type="checkbox"/> NO <input type="checkbox"/>	Convalida A.T.
Tipo spedizione: P. franco <input type="checkbox"/> P. assegnato <input type="checkbox"/>	Accordi con Convalida Garanzia
Osservazioni sul materiale pervenuto	
Controllo Accettazione visto	Assistenza Tecnica visto

Questa Richiesta di Garanzia è valida solo dopo la convalida **AUTOCLIMA**- This Guarantee Claim comes into force after **AUTOCLIMA** 's validation – Cette demande de garantie est valable seulement après autorisation de **AUTOCLIMA** – Die Gewährleistungsanfrage ist gültig nur nach der bestatigung von **AUTOCLIMA** – Este Pedido de garantia tiene vigencia despues de la Validacion de **AUTOCLIMA**.