INTERNATIONAL WARRANTY PROCEDURE

Protocol Number: AT/P/175/2026

Revision: 06

Date: 12/11/2026

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1. PURPOSE AND SCOPE

This procedure defines the AUTOCLIMA international warranty conditions and how Authorised Service Centres request, document and carry out warranty interventions on "Autoclima" and "Denver" air-conditioning and refrigerating systems.

It applies to the AUTOCLIMA Technical Assistance department, to the network of Authorised Service Centres and to Customers, in Italy and abroad. It is part of the customer communication, post-delivery activities and nonconforming output processes of the Integrated Management System (ISO 9001 § 8.2, 8.5.5, 8.7, 10.2). Returned materials not accepted under warranty, if scrapped, are managed as waste according to the company environmental instructions (ISO 14001 § 8.1).

Technical Assistance contacts: AUTOCLIMA S.p.A. a socio unico, Via Cavalieri di Vittorio Veneto 15, 10020 Cambiano (TO) – Italy – Tel. +39 011 9443.288 – customercare@autoclima.com – www.autoclima.com

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2. GENERAL CONDITIONS

The Warranty conditions are printed on every "Warranty Certificate" and are summarised as follows.

2.1 Duration

The warranty period lasts **24 months** from the date of installation on the vehicle, as proven by the Warranty Certificate, and for a maximum of **27 months** from the date of delivery by Autoclima S.p.A., with a limit of 100,000 km (or 1,600 operating hours).

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.

Failure to fill in, or incomplete filling in of, the Warranty Certificate will automatically void the Warranty.

2.2 Method of application

a) The warranty intervention on "Autoclima" and "Denver" air-conditioning / refrigerating systems

must be carried out **EXCLUSIVELY** by Autoclima S.p.A. or by any 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) The warranty intervention does not alter the start and duration of the original warranty period.

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

2.3 Exclusions from warranty

a) Any kind of reimbursement for costs for the recovery of the immobilised vehicle or hire of a replacement vehicle.

b) Any kind of reimbursement regarding interventions carried out by personnel not included in the list of "Authorised Service Centres".

c) Travel expenses for staff involved in the repair intervention.

d) Liability of any kind for claims for damages to persons, things and animals, transported or not, directly or indirectly attributable to material and/or manufacturing defects (including strict liability and negligence) occurring as a result of the installation or use of the air-conditioning / refrigerating 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.

2.4 Recognition of the warranty right

To use the Autoclima Warranty service, the user of the vehicle in which the faulty air-conditioning / refrigerating 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 forfeited 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.

2.5 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 / refrigerating system has not been altered. The return to Autoclima of parts which have been tampered 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.).

2.6 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 above-mentioned parts in compliance with the time schedules printed in the Autoclima Time Schedule Booklet TP-03-15 (Annex 4).

b) The **USER IS RESPONSIBLE FOR:**

- replacing consumable materials;
- topping up the refrigerant;
- 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 2.5.

2.7 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 and 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-03-15 (Annex 4).

3. DOCUMENTATION ON THE WARRANTY STRUCTURE

The forms related to the Warranty procedure are the following:

a) Warranty Certificate (ref. Annex 3.1), inserted in every system together with the instruction manual. The form is split into three parts: the first must be returned to Autoclima S.p.A., the second is kept by the vendor and the third is given to the Customer. All three parts must be filled in and signed by both the vendor and the customer.

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

c) Service Form (Annex 2; copies can be made or downloaded from www.autoclima.com). It 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 Service Form makes it possible to:

- initiate the 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 correctness of the operation and of the details filled in on the form;
- have feedback on the behaviour of Autoclima or Denver air-conditioning / refrigerating systems through the returned Service Forms.

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

Section of the Service Form	How to fill it in
Warranty / out of warranty service	Indicate if the service is a warranty or an out of warranty service
Service stamp	The Service Centre applies its stamp bearing company name, address, etc. (clear and legible)
Date of the service	Indicate the date when the intervention was carried out
Final user	Write the details of the Customer / User requesting the intervention
Air-conditioning / refrigerating system	Write the data of the system concerned; warranty certificate number and date as per Annex 3.1 (Area B)
Vehicle	Write the data of the vehicle in which the system is installed
Notes about fault(s) found	Tick the fault(s) found; if necessary, add notes in complete and legible writing
Used material – Defect code	Indicate the (statistical) code of the fault found, using the table in Annex 3.2 as reference
Used material – Part name	Indicate the name of the part(s) used for the operation
Used material – Part code	Indicate the Autoclima code of the part(s) used
Used material – Quantity	Indicate the quantity of pieces used
Used material – Notes	Space for notes

Section of the Service Form	How to fill it in
Used material – Time	Indicate the time required for the operation according to the Autoclima Time Schedule Booklet TP-03-15 (Annex 4)

NOTE: the remaining part of the form is reserved to AUTOCLIMA S.p.A.

d) Fault code statistic card (ref. Annex 3.2).

e) Time Schedule Booklet TP-03-15. Divided by type of vehicle and of air-conditioning / refrigerating system, it gives the standard operating times set by Autoclima S.p.A. for the replacement of faulty components. The relevant manpower amount must be calculated on the hourly rate in force.

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4. OPERATING PROCEDURE FOR INTERVENTION UNDER WARRANTY

a) Correctly fill in the Warranty Application and send it to Autoclima S.p.A. by e-mail to **customercare@autoclima.com**. Also attach copies of the documents (delivery notes or invoices) proving the purchase, from Autoclima S.p.A. or its commercial network, of the material replaced during the intervention.

b) Wait for the authorisation to return the part(s) from the Autoclima S.p.A. Technical Assistance department. **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. a socio unico – Customer Care – Via Cavalieri di Vittorio Veneto 15 – 10020 Cambiano (TO) – Italy**, clearly indicating the type of fault(s) found. A completed copy of the Warranty Application must be included inside every package.

- The shipping agents carrying the goods must be **EXCLUSIVELY** those indicated on the document authorising the shipment of the return, form 119 – Authorisation for return (ref. Annex 3.3).
- The return of the goods must be requested to Autoclima S.p.A. through form AT/M/174/2026 – Request for Returning Goods Authorization (ref. Annex 3.4).
- 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, Autoclima S.p.A. informs the Customer that the rejected goods will remain at his disposal in the warehouse for 15 days, after which they will be scrapped. If the Customer wants the goods back, he must request it in writing within 15 days; Autoclima S.p.A. will then return the material carriage forward.

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6. REVISIONS

Version	Date	Author	Change
REV. 00	01/02/2005	—	First issue
REV. 01	10/07/2008	—	Second revision
REV. 02	04/09/2014	—	Second revision
REV. 03	20/03/2015	—	Third revision – Service points – PRELIMINARY
REV. 04	01/07/2019	—	Fourth revision – Warranty period
REV. 05	01/10/2020	—	Fifth revision – Warranty conditions.
REV. 06	12/11/2026	Alberto Gianotti	Re-coded from PG-01-05 to AT/P/175/2026 and aligned to the IMS template

7. APPROVALS

Role	*Name*	*Date*	*Signature*
Quality Manager/RSGI	Andrea Purista	12/11/2026	
Technical Assistance Manager	Alberto Gianotti	12/11/2026	
General Manager	Davide Sibona	12/11/2026	