



# INTERNATIONAL WARRANTY PROCEDURE

**AUTOCLIMA S.p.A.**

**PG-01-05**

Rev.	Rev. date	Description/summary of revision
0	01/02/2005	First issue.
1	10/07/2008	First revision.
2	04/09/2014	Second revision.
3	20/03/2015	Third revision - Service points - PRELIMINARY.
4	01/07/2019	Fourth revision – Warranty Period
5	01/10/2020	Fifth revision – Warranty Conditions.

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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 **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 1600 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 or incomplete completion of the warranty certificate will automatically lapse from the Guarantee itself.

**1.2) 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 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 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) Transfer 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.

#### **1.4) 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 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 / refrigerating system has not been altered. The return to 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 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 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 03-15 (Annex 4).

**2) DOCUMENTATION ON THE WARRANTY STRUCTURE**

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

a) **Warranty Certificate** (ref. Annex 3.1), which is inserted in every system together with the instruction manual. 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) **Service Form** (Annex 2, make copies by yourself or from [www.autoclima.com](http://www.autoclima.com)):  
This is the document that certifies the operations performed under Warranty by the “Authorised Service” on systems with defective components, within the terms established by the Autoclima Warranty conditions.

The “Service Form” 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.
- Have a feedback about the behaviour of Autoclima or Denver air-conditioning / refrigerating systems through the Service Forms’ returns.

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

		<p><b>SERVICE FORM</b></p>				
<input type="checkbox"/> OUT OF WARRANTY SERVICE <b>A</b>			<input type="checkbox"/> WARRANTY SERVICE <b>A</b>			
Service stamp <b>B</b>			Date of the service <b>C</b>			
<b>Final User</b>		<b>Air Conditioning / Refrigerating system</b>		<b>Vehicle</b>		
Mr. <b>D</b>		Air Conditioning / Refrigerator code <b>E</b>		Model <b>G</b>		
Address <b>D</b>		Warranty Certificate N° <b>F</b>		Chassis / Registration plate Nr. <b>G</b>		
City <b>D</b>	Tel <b>D</b>	Warranty Certificate Date <b>F</b>		Vehicle's mileage <b>G</b>		

**A:** Indicate if the service is a warranty / out of warranty service

- B:** In this space, the Service centre must apply the stamp bearing its company name, address, etc. (clearly and legible)
- C:** Indicate the date when the intervention was carried out
- D:** Write the details of the Customer / User requesting intervention in the appropriate spaces
- E:** Write the data related to the pertinent air conditioning / refrigerating system in the appropriate spaces
- F:** Indicate the warranty certificate's number and date as per **Annex 3.1. (See B Area)**
- G:** Write the data related to the vehicle in which the system is installed in the appropriate spaces

NOTES ABOUT FAULT(S) FOUND			
<input type="checkbox"/> Seized compressor	<input type="checkbox"/> Damaged Fitting	<input type="checkbox"/> Locked recirculation actuator	<input type="checkbox"/> Leaking pressure switch
<input type="checkbox"/> Noisy compressor	<input type="checkbox"/> Leaking hose	<input type="checkbox"/> Defective ECU	<input type="checkbox"/> Damaged sealing
<input type="checkbox"/> Inefficient compressor	<input type="checkbox"/> Clogged valve	<input type="checkbox"/> Damaged water hoses	<input type="checkbox"/> AC/Ref system installation issues
<input type="checkbox"/> Damaged compressor bracket	<input type="checkbox"/> Leaking valve	<input type="checkbox"/> Leaking water circuit	<input type="checkbox"/> Condensation water leakage
<input type="checkbox"/> Defective belt tensioner pulley	<input type="checkbox"/> Belt tearing	<input type="checkbox"/> Leaking water radiator	<input type="checkbox"/> Water infiltrations
<input type="checkbox"/> Leaking evaporator	<input type="checkbox"/> Damaged thermostat	<input type="checkbox"/> Leaking receiver drier	<input type="checkbox"/> Defective wiring
<input type="checkbox"/> Clogged condenser	<input type="checkbox"/> Noisy fan	<input type="checkbox"/> Clogged receiver drier	<input type="checkbox"/> Defective water pump
<input type="checkbox"/> Leaking condenser	<input type="checkbox"/> Short circuit fan	<input type="checkbox"/> Interrupted pressure switch	
<input type="checkbox"/> Other:			

- H:** Tick the fault(s) found.  
If necessary, add notes in complete and legible writing.

USED MATERIAL					
Defect Code	Used Part Name	Part Code	Quantity	Notes	Time
<b>I</b>	<b>J</b>	<b>K</b>	<b>L</b>	<b>M</b>	<b>N</b>

- I:** Indicate the code number (statistic) of the fault found, using the annexed table as a reference (ref. Annex 3.2.)
- J:** Indicate the denomination of the part(s) used for the operation
- K:** Indicate the Autoclima code number of the part(s) used for the operation
- L:** Indicate the quantity of pieces used for the operation
- M:** Space for writing notes
- N:** Indicate the time required for the operation (use the time schedules printed in 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 (ref. Annex 4.)**

The Time Schedule Booklet, divided into types of vehicle and conditioning / refrigerating 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 fill in the Warranty Application and send it to Autoclima S.p.A. via e-mail to the following address [customercare@autoclima.com](mailto:customercare@autoclima.com) or to the following fax number: +39 011.944.3240.

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 for authorisation to return the part(s) by 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. 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 that carry the goods must be **EXCLUSIVELY** those indicated on the document authorising the delivery of the return, form 119 - Authorisation for return (ref. Annex 3.3.).
- The goods' return must be required to Autoclima S.p.A. through form 118 - 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, 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.