

## SCOPE

This instruction is applicable for: Solenoids.

## INTRODUCTION

In order to implement an efficient warranty process, it is important to involve WABCO customers and Service Partners in filtering out obvious rejection cases after visual inspection of claimed devices. This document provides inspection criteria as well as specific examples of such cases.

Thanks to this approach we will be able to simplify the process by eliminating unnecessary handling, including packing, transportation, physical inspection at WABCO, and return shipment. What's more, you we will be able to significantly reduce claim response time for the end user.

## VISUAL INSPECTION CRITERIA

Please check if the claimed device is still on warranty. The warranty period is defined in the contractual terms agreed between WABCO and its respective direct customer, including (without limitation) the region specific General Terms and Conditions of Sale and Delivery.

The warranty period starts on the day of delivery to WABCO customers. In case the delivery date can not be proven (e.g. by invoice or delivery note) by the customer, the warranty period starts from the manufacturing week indicated on WABCO nameplate.

Please perform a visual inspection of the device and check for traces of an incorrect usage of the product. Frequent reasons to reject warranty requests include the following:

- Damage to the product or its component parts caused by incorrect use or installation.
- Damage to the product or its component parts caused by incorrect operation out of approved conditions.
- Damage to the product or its component parts caused by lack of maintenance.
- Any unauthorized disassembling of the product or its component parts.
- Malfunction of the product due to internal contamination coming from the vehicle system.
- Missing WABCO nameplate.

Please check the table below for further claim examples that should be rejected by you without physical inspection at WABCO.

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Device or component is damaged / mechanical issue (solenoid loose)</p>		
<p>Damaged thread in pneumatic port</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p><b>Oil contamination in the exhaust</b></p>		
<p><b>Sand contamination in the exhaust</b></p>		
<p><b>Valve damaged, broken pneumatic port</b></p>		