

SCOPE

This instruction is applicable for: Car products.

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.


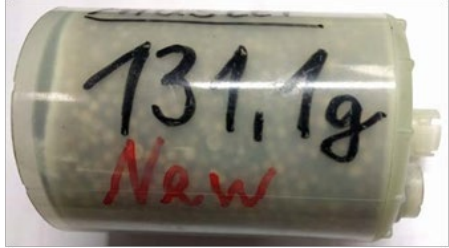
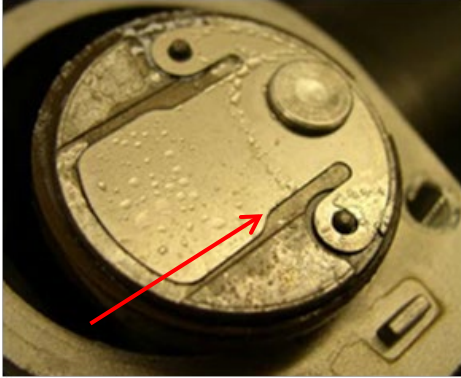



Please check the table below for further claim examples that should be rejected by you without physical inspection at WABCO.


REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>No original WABCO part</p>		
<p>Component is missing</p>		
<p>Electrical power terminal is missing</p>		
<p>Device is disassembled / opened or shows traces of having been opened</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Label is missing</p>		
<p>Device / components damaged</p>		
<p>Yellowing of the label</p>		
<p>Electrical burnt smell</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Sticking relay:</p> <p>This is the main cause for most of the overheated devices.</p> <p>It is recommended to always change the electrical relay when changing the compressor</p>		
<p>Tube melted</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Signs of overheating when opening the device</p>		
<p>Corrosion due to water ingress</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Cartridge soaked: From an additional weight of 30g a cartridge is soaked and no longer able to regenerate properly</p>		
<p>Water in the compressor due to a system leakage</p>		
<p>Ball missing from bearing in crankcase</p>		
<p>Motor jammed due to a ball found inside the compressor</p>		

REASON TO REJECT THE CLAIM	PART UNACCEPTABLE	PART ACCEPTABLE
<p>Ball from bearing does not come from WABCO process and has more likely entered the compressor following a previous repair in the vehicle</p>		
<p>Functional test on L1 test bench is good</p>	