

HEPA Filtration Warranty Manual

(Webasto Dealer Policy)

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Purpose

The purpose of this manual is to provide the dealer with specific “how to proceed” instructions for product defects within the limited warranty period. This manual provides the policies and procedures to follow for warranty claims and reimbursement. Use the appendices to reference specific documentation needed to properly complete a warranty claim.

External Distribution

This manual is available via the Webasto Thermo & Comfort North America Inc. technical website. <http://www.techwebasto.com>. A dealer/distributor may request a copy of this document at any time using the following means of contact.

Webasto Thermo & Comfort North America Inc. (herein after referred to as Webasto)

| | |
|--------|--|
| Phone: | (800) 860-7866 |
| Email: | warranty-us@webasto.com |
| Mail: | Webasto Thermo & Comfort North America, Inc. ATTN: Technical Support 15083 North Rd. Fenton, MI 48430 |

Policies

Warranty Policy Overview

Webasto warrants HEPA filter products manufactured or supplied by Webasto Thermo & Comfort North America Inc., subject to qualifications indicated. Webasto warrants these products for the period set forth below, to be free from defects in workmanship and material, provided such products are installed, operated, and maintained in accordance with Webasto-specific written instructions.

THIS WARRANTY IS NON-TRANSFERABLE. IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WARRANTY. WEBASTO DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

SOME STATES AND CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY AMONG STATES AND CANADIAN PROVINCES.

WEBASTO RETAINS THE RIGHT TO MODIFY THESE WARRANTY TERMS WITHOUT NOTICE IN ORDER TO COMPLY WITH POLICY OR LAWS GOVERNING WARRANTY ISSUES IN STATES OR COUNTRIES HAVING SPECIFIC REMEDIES DIFFERING OR ADDITIONAL TO THOSE DESCRIBED WITHIN THIS DOCUMENT.

Warranty Period

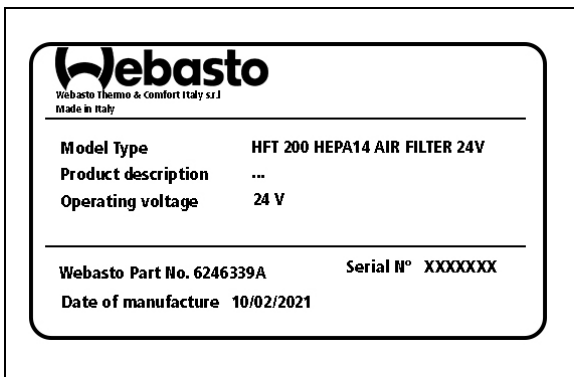
Webasto Thermo & Comfort North America, Inc. warrants their filtration products against defects in material and workmanship for two (2) years effective at the time of installation or vehicle registration date.

Replacement parts are covered for six (6) months or the remainder of the original warranty period, whichever is longer.

The intent of the Webasto warranty is to protect the original end-user of the product from defects and provide free repair and replacement of defective parts in the manner provided herein. During the warranty period, the exclusive remedy will be for Webasto, at their discretion, to repair or replace those parts, which are demonstrated to be defective in material or workmanship.

Identification Plate

The serial number and operating voltage can be found on the identification plate on the outside of the filter housing.



What IS covered by the warranty

Webasto covers the following items and procedures:

- Testing & Diagnosis as described in the flat rate labor time guide on page 10.
- Repair of product (per documented repairs procedures) and components as described in the Time Allowance Guide on page 10.
- All filter accessory parts accompanied by proof of purchase are eligible for a 6-month warranty.

What is NOT covered by the Warranty

Webasto specifically excludes and limits warranty from the following:

- Normal wear of service parts such as fuses and filter elements.
- Opened electrical parts (not sealed in original box).
- Damage caused by improper use. Please reference the product related installation manual for proper usage.
- Damage to product in transit. All claims must be filed with carrier.
- Improper installation, which is not in accordance with valid, supplied installation instructions or approved OEM applications.
- Deterioration due to normal wear, corrosion, abuse, damage, accident, improper storage or operation, lack of required maintenance.
- Modification of product by alteration, use of non-genuine parts or repair by unauthorized personnel.
- Economic loss for expenses related to travel, vehicle disability, personal injury or other incidental or consequential damages arising from any breach of this expressed warranty.
- Filter element(s).

The Webasto warranty applies to parts/systems that experience a failure while in service. If a “0-hour” or “out of the box” failure is experienced, contact Webasto at:

| | |
|--------|--|
| Phone: | (800) 860-7866 |
| Email: | warranty-us@webasto.com |

Owner Responsibilities

Servicing the filter as needed is required. While such maintenance may be performed by any company, Webasto recommends that the vehicle owner use only Webasto authorized dealer. Filters are not covered under warranty.

Product registration:

The product can be registered by visiting www.techwebasto.com. A proof of purchase is required for all products that are not registered.

This warranty gives the product owner specific legal rights and may also have other rights which vary by State or Province.

Procedure for Performing Warranty Work

Technical publications such as technical manuals, parts manuals, and service bulletins are available via the Webasto technical website (<http://www.techwebasto.com>). Newsletters are periodically sent out which also include informational product updates. It is important to maintain these publications and refer to them when needed for proper diagnosis and repair of Webasto products.

Once the product and installation have been examined and proper repair steps determined, the warranty work must be performed by a Webasto authorized dealer.

Repair Performance

- 1) A check of connectors, fuses, wiring, and battery integrity, where applicable, should be performed prior to conducting any diagnostic test procedure.
- 2) Using the appropriate service and repair manual, the technician should proceed to test and diagnose to isolate defective components.
- 3) Proceed with component removal and installation.
- 4) Perform post-repair operational testing.

Any part replaced under warranty must be tested to confirm that it is defective. Parts that should be tested are, but not limited to:

- Motors
- End seals

Claim Submission

Paper Claim Submission

Warranty claim forms (item # 907859) may be ordered through customer service. (800) 860-7866.

1. Complete Webasto Claim Form # 907859. (**FAXED** copies will not be accepted)
 - o White Copy - Submit to Webasto Thermo & Comfort North America, Inc.
 - o Canary Copy - Distributor Copy
 - o Pink Copy - Retain with Defective Parts
2. Warranty claims must be submitted within 90 business days from the date of service.
3. Submitted claims containing incomplete shaded fields will also be refused. Please ensure that all fault codes discovered during the diagnosis process as well as the associated test procedures performed should be noted in the problem description field.
4. Approved claims will be reimbursed by a Credit Memo to the associated distributor account.
5. Webasto will process approved claims or product returned for evaluation within one (1) month of receipt at WTNA.
6. Defective parts must be properly tagged and retained at the repair facility for 90 days from the date of service. See page 13 for an example of the defective parts tags.

IMPORTANT NOTICE: Webasto Thermo & Comfort North America Inc. must receive the warranty claim within 90 days of the service repair date. Claims submitted more than 90 days past the date of repair will be rejected.

Mail completed forms to: Webasto Thermo & Comfort North America, Inc.
ATTN: Warranty Administration
15083 North Road
Fenton, MI 48430

Zero Mile / Hour Defect Definition Statement

A zero mile / hour defect is defined as any failure that occurs on a new product prior to or during the time of installation and first operational test. A defect is defined as any problem that will not allow the product to function as designed to a predetermined standard of operation under conditions that the product has been tested. Other examples of zero mile defects include but are not limited to wrong part, missing or wrong paperwork or documentation, improper label.

Please contact the Webasto Technical department

Return Materials Authorization (RMA)

A Return Materials Authorization (RMA) is required from Webasto prior to returning any product. The Webasto warranty / returns department will provide the distributor with an RMA number and shipping instructions. The RMA number must be prominently displayed on the shipping container and referenced on all correspondence pertaining to the returned product.

To contact the Webasto warranty / returns department:

(800) 860-7866 or (810) 593-6000

Please have the following information available prior to calling for an RMA:

- Original sales invoice
- The reason for return.

IMPORTANT NOTICE: When any product is returned without an RMA, there will be a \$50.00 administration fee charged to the associated distributor account.

Claim Reimbursement:

Labor Times - Recovery is based on the applicable labor time guide starting on page 10.

Labor Rate - Recovery is based on the standard distributor service rate, which is a published / verifiable rate.

Parts - Recovery is based on component cost plus markup for shipping and handling.

Refused Claims:

In the event that a claim is refused or adjusted, the distributor will be properly notified outlining the reason for the adjustment or refusal.

Note: Maintenance components including filter elements are not covered. For a full list of non-covered components, refer to pages 4 and 5.

Flat Rate Labor Guide

Maximum allowable labor time is a combination of testing and diagnosis and one of the following operations:

1. Exterior component repair
2. Easily accessible component repair
3. Complete dismantling repair and reassemble.

Testing and Diagnosis

A functional test is required to isolate defective components.

Testing and diagnosis allowable time includes post repair operational testing.

Claims with labor times exceeding the times listed in this manual without approval, in writing, will be adjusted accordingly.

Return Materials Authorization (RMA)

A Return Materials Authorization (RMA) is required from Webasto prior to returning any product. The Webasto warranty / returns department will provide the distributor with an RMA number and shipping instructions. The RMA number must be prominently displayed on the shipping container and referenced on all correspondence pertaining to the returned product.

To contact the Webasto warranty / returns department:

(800) 860-7866 or (810) 593-6000

Please have the following information available prior to calling for an RMA:

- The serial number and/or original invoice number
- The reason for return.

IMPORTANT NOTICE: When any product is returned without an RMA, there will be a \$50.00 administration fee charged to the associated distributor account.

Claim Reimbursement:

Travel Times - Travel time is ONLY covered for marine heater claims. Must provide proof of purchase from a Webasto authorized marine product distributor.

Labor Times - Recovery is based on the applicable labor time guide starting on page 10.

Labor Rate - Recovery is based on the standard distributor service rate, which is a published / verifiable rate.

Parts - Recovery is based on component cost plus markup for shipping and handling.

Refused Claims:

In the event that a claim is refused or adjusted, the distributor will be properly notified outlining the reason for the adjustment or refusal.

Note: Maintenance components including: filters and fuses are not covered. For a full list of non-covered components refer to pages 4 and 5.

Flat Rate Labor Guide

Maximum allowable labor time is a combination of testing and diagnosis and one of the following operations:

4. Exterior component repair
5. Easily accessible component repair
6. Complete dismantling repair and reassemble.

Testing and Diagnosis

A functional test is required to isolate defective components.

Testing and diagnosis allowable time includes post repair operational testing.

Claims with labor times exceeding the times listed in this manual without approval, in writing, will be adjusted accordingly.

| | | | |
|---------------|--------------------------------|------------------|---------------------------------|
| Model: | HFT 200 | | |
| | HFT 300 | | |
| | HFT 600 | | |
| | Part Description | Operation | Time Allowance (minutes) |
| | Testing & Diagnosis | | 30 |
| | Unit - Replace | Replace | 30 |
| | ON/OFF switch (HFT 300) | Replace | 15 |
| | Fan | Replace | 15 |
| | Fan/motor assembly | Replace | 12 |
| | Power supply | Replace | 12 |
| | DC – DC converter | Replace | 12 |
| | Connector housing | Replace | 12 |

Appendices

Appendix A: Limited Non-Transferrable Warranty

LIMITED NON-TRANSFERABLE WARRANTY

Webasto Thermo & Comfort North America, Inc. (hereinafter referred to as Webasto) warrants their filtration products against defects in material and workmanship for two (2) years effective at the time of installation or vehicle registration date for original equipment installation (OEM). This warranty period may not exceed three (3) years from the original date of sale by Webasto. This warranty period may be superseded by written contractual agreements.

Replacement parts are covered for six (6) months or the remainder of the original warranty period, whichever is longer.

The intent of the Webasto warranty is to protect the original end-user of the product from defects and provide free repair and replacement of defective parts in the manner provided herein. During the warranty period, the exclusive remedy will be for Webasto, at their discretion, to repair or replace those parts, which are demonstrated to be defective in material or workmanship.

While warranty is provided to the "original end-user", it is to be administered and serviced through an authorized Webasto dealer (where applicable) in accordance with the Webasto warranty policy or contractual agreement between Webasto and a second party. To locate the nearest Webasto authorized dealer for warranty service, visit <http://www.webasto.com> or call (800) 860-7866 in USA, (800) 667-8900 in Canada.

Limitations: Webasto specifically excludes and limits warranty from the following:

- Improper installations.
- Normal wear of service parts: **(filters and fuses are not covered)**
- Damage to product in transit. All claims must be filed with carrier.
- Improper installation, which is not in accordance with valid, supplied installation instructions or approved OEM applications.
- Deterioration due to normal wear, corrosion, abuse, damage, accident, improper storage or operation, lack of reasonable and necessary maintenance.
- Modification of product by alteration, use of non-genuine parts or repair by unauthorized personnel.
- Economic loss for expenses related to travel, vehicle disability, personal injury or other incidental or consequential damages arising from any breach of this expressed warranty.

Product registration:

The product can be registered by visiting www.techwebasto.com. A proof of purchase is required for all products that are not registered.


THIS WARRANTY IS NON-TRANSFERABLE.

IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WARRANTY. WEBASTO DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

SOME STATES AND CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY AMONG STATES AND CANADIAN PROVINCES.

WEBASTO RETAINS THE RIGHT TO MODIFY THESE WARRANTY TERMS WITHOUT NOTICE IN ORDER TO COMPLY WITH POLICY OR LAWS GOVERNING WARRANTY ISSUES IN STATES OR COUNTRIES HAVING SPECIFIC REMEDIES DIFFERING OR ADDITIONAL TO THOSE DESCRIBED WITHIN THIS DOCUMENT.

Appendix D: Sample Defective Parts Tag



DEFECTIVE PARTS TAG

To: Webasto Thermo & Comfort N.A.
Inc.
15083 North Rd.
Easton, MI 48120

From:

Claim No. _____

Date: _____

Webasto P/N: _____

Part Description: _____

Heater Name: _____

Heater Part No.: _____

Serial No.: _____

Failure Code: _____

Hours of Operation: _____

Description of Defect: _____



Feel the Drive

Webasto Thermo & Comfort N.A., Inc.

15083 North Road

Fenton, MI 48430 USA

Phone: 810-593-6000

Fax: 810-593-6001

Email: info-us@webasto.com

Internet: <http://www.webasto.us>

<http://www.techwebasto.com>

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