

WARRANTY HANDBOOK

1219



GUIDELINE FOR WARRANTY CLAIM PROCEDURE

***THE POLICIES AND PROCEDURES ARE INTENDED TO BE GUIDELINES
AND ARE SUGGESTED PROCEDURES TO BE FOLLOWED.***

***ASPÖCK RESERVES THE RIGHT TO CHANGE OR SUPPLEMENT
GUIDELINES AT ANY TIME WITHOUT NOTICE.***

***THIS POLICY IS NOT INTENDED AS A GUARANTEE OF WARRANTY
APPROVAL.***

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INTRODUCTION

This manual defines and explains the Warranty Policy and Procedures to be applied to Aspöck products by Aspöck authorised dealers.

Aspöck warranty policies have been formulated to ensure that users of Aspöck products are able to have warranty repairs carried out with minimal inconvenience, and that Aspöck authorised dealers are able to recover expenses incurred in accordance with procedures detailed in this manual.

The responsibility for the correct implementation of the Aspöck warranty handling policies is assigned to Aspöck authorised dealers who must ensure all appropriate staff are fully aware of the requirements of Aspöck Warrant Policy and Procedures.

For ease of use, this manual is divided into individual sections by subject. From time to time the manual may be re-issued or updated by Aspöck.



GENERAL TERMS AND CONDITIONS OF WARRANTY FOR ASPÖCK SYSTEMS GESMBH

1. In general we only accept warranty which is in accordance with the following terms and conditions. All warranty claims regarding our complete range of products must be notified to us in writing within two years of delivery, however, no later than within one year of the vehicle being registered. Any claims raised after the said period shall be excluded. It is essential for all claims that assembly was carried out properly, according to the assembly instructions and by an Aspoeck certified company.
2. Any kind of mechanical damage such as breakage of lenses shall be excluded from warranty. Claims related to natural wear and tear of parts, such as bulbs, the cost of repair of the same or claims which are attributable to such wear and tear are excluded. Furthermore, claims in connection with defects due to material fatigue, for example the effects and consequences resulting from hazardous substances for instance acids, alkalis and leaking cargo shall be excluded
3. Claims related to defective parts, which we have purchased ourselves, such as plugs and sockets ISO 1185/3731 may only be raised if there is a justified claim with our suppliers. In such an event we will not be held liable and will assign all valid claims to our suppliers.
4. In addition, no claims may be raised if our components are combined with third-party parts or if third parties interfere with our systems.
5. No claims may also be raised:
 - If the product labelling is missing.
 - If the requirements of the company are not complied with.
 - If the repair instruction written on service total is not complied.
6. Any repair work must be done in an Aspöck authorised garage otherwise any warranty claims will not be authorised. The cost of labour incurred if a decision is made in favour of repair shall be reimbursed but shall not exceed what is usually paid. Labour costs shall be paid in accordance with the Aspöck time table on page 9. The hourly rate shall be defined yearly according to each individual country.
7. Claims exceeding those stated in these General Terms and Conditions of Warrant, in particular claims for damages, e.g. loss of use, lost profit, consequential damage or damage to property of any kind, shall in no event be reimbursed. Rights of recourse pursuant to Section 933b ABGB (Austrian General Civil Code) shall be excluded.
8. Warranty claims of any kind may only be raised if the defective parts are returned. Only upon receipt and examination of those parts will we make a decision.

WARRANTY EXCLUSIONS

The product warranty will not apply in the event of:

1. The product or any part having been subject to accident, alteration, misuse or abuse.
2. Damage caused by external factors including but not limited to mechanical damage (e.g. breakage of lenses).
3. The original model and serial number having been altered, defaced or removed.
4. Where a repair or service other than a routine service as described in the “Service Total” user guide has been performed by a non Aspöck approved service provider.
5. Where there is evidence that the product has not been maintained in accordance with the “Service Total” user guide.
6. Damage incurred during shipment of the product by the customer.



OPENING AN APPLICATION FOR SUPPORT UNDER WARRANTY



Examine and find the origin of the problem.



Check whether the claim is justified by reviewing the production date of the product (label) and/or the 1st registration date of the vehicle. If in doubt contact the technical department of your local Aspöck agency.



Repair and/or replace the defective unit with a genuine Aspöck manufactured product.



In the event a replacement part is sent by Aspöck, before the defective part has been appraised, this can be done only on receipt of a firm order from the dealer who shall be charged at the applicable discounted list price.



Use Warranty Claim standard form QW 171.180 and fill out the requested information (template available on the last page of this manual). Reference added to the form below.



Please complete all information on the document so that the processing of the application is simplified. Even for basic failures please describe the claim situation in detail including the nature of the failure and any corrective action taken. Please ensure the best possible accuracy when describing the problem found. Photos are very much appreciated.



Ship the warranted unit with the warranty tag and a copy of the claim form enclosed to the appropriate return location, the warranty tag is very important. It should be completed and attached to each unit returned. If the claim and the unit become separated, this could make the treatment of the warranty claim difficult and delay the answer. For field claim, a copy of the 1st vehicle registration certificate must be provided.



All defective parts must be returned by freight at the expense of the sender within 5 days after repair.



Results of Investigation for the warranty claim form QW 171.181



If warranty is accepted by Aspöck, we will credit the product at the national defined change costs.



Upon examination of the defective parts, unless specifically stated not to return the parts, Aspöck will determine if warranty is accepted and will issue a credit according to the agreed time and labour. Expenses other than unit cost, repair and normal handling allowances are not covered under normal warranty.



In the event of any complaint, the customer must refer to the Warranty claim number in all correspondence.

RESULT OF INVESTIGATIONS

Warranty REJECTED

An appraisal report shall be communicated to the applicant with the reference: REJECTED
Each report will make reference to:

- Number of the warranty claim (Customer & Aspöck numbers)
- Date of the original request.
- Date of the answer.
- Explanation of the cause(s) of the failure(s) and the reason(s) for the rejection.

If the warranty is rejected it remains the property of the applicant party, however, Aspöck will not assume any liability.

On specific request, the defect product may be returned to the applicant at his own expense. After a period of 15 days after shipment of the report, the product will be destroyed without notice.

In case the product is fully functional, it remains the property of the applicant party. The product will be returned to the applicant party 15 days after shipment of the report and at their own cost.

Warranty ACCEPTED

An appraisal report shall be communicated to the applicant with the reference: ACCEPTED
Each report will make reference to:

- Number of the warranty claim (Customer & Aspöck numbers)
- Date of the original request.
- Date of the answer.
- Explanation of the cause(s) of the failure(s) and the reason(s) for the acceptance.

When warranty is accepted the product becomes the property of Aspöck.

In case there is a cost associated, Aspöck should pay according to the conditions previously established under the warranty Terms and Conditions (Time table & labour cost).



LABELLING OF ASPÖCK PRODUCTS

Labels on Aspöck Systems parts can be found on either the cables or on the housing.



production date (d/m/y)

packaging code

part number

- On these labels you will find the number of the part without the packaging code.
- Furthermore, the year and month of production, the controlling code and the production number is printed on the labels.
- Please state all the below data in case of warranty.
- Please only state the 8-digit order number when reordering spare parts.
- The labels are waterproof and highly durable.

OVERVIEW TIME – REPAIR LIST 12V

Change / rework product max repair time per part:

Repair time

Rear lamps		
All types with connector	→	30 min
All types without connector	→	30 min
Single function lamp		
With connector	→	15 min
With DC	→	15 min
With open-end	→	15 min
With grommet	→	15 min
Electronic accesories		
LED insert	→	15 min
LCG	→	30 min
Connector or sockets		
< 7 pin	→	15 min
> 7 pin	→	30 min
Cables & harnesses		
Main cable without DC cables	→	30 min
Main cable with DC cables	→	45 min
DC flatcable		
Change of DC flatcable (per side)	→	15 min
Repair of DC flatcable (with Aspöck repair set)	→	15 min
Any other specific products		
Interior lamp	→	15 min
Working lamp	→	15 min
Beacon	→	15 min
Any other specific case	→	On demand

OVERVIEW TIME – REPAIR LIST 24V

Change / rework product max repair time per part:

Repair time		Repair time	
Rear lamp		P&R flatcable and ASS3 3 pin loom	
All types with connector (ASS or AMP)	→ 30 min	Change of P&R flatcable (per side)	→ 60 min
All types without connector	→ 45 min	Repair of P&R flatcable (with Aspöck repair set)	→ 15 min
Single function lamp		Change of complete lightning set	
With connector	→ 15 min	Semi-trailer	→ 300 min
With P&R connector	→ 15 min	Full-trailer	→ 240 min
With open-end	→ 15 min	Junction boxes	
With grommet	→ 15 min	Front junction box with 3 sockets	→ 30 min
Electronic accesories		Junction box ASS1	→ 30 min
LED insert	→ 15 min	RDC	
SMCG relay	→ 15 min	RDC - distribution box	→ 45 min
Reverse alarm (relay)	→ 15 min	RDC - sensor	→ 30 min
LCG1 or LCG2	→ 30 min	EBS - connector cable	→ 30 min
ERD or SMCG	→ 30 min	Connector cable	→ 30 min
Connector or sockets		Reversing beeper	→ 30 min
7 pin	→ 15 min	Any other specific products	
15 pin	→ 30 min	Interior lamp	→ 15 min
Cables & harnesses		Working lamp	→ 15 min
Main cable	→ 90 min	Beacon	→ 15 min
Change of one ASS3 3 pin harnesses	→ 90 min	Any other specific case	→ On demand
Cable with 17 pin ASS3 connector	→ 45 min		
Rear supply cable	→ 45 min		

WARRANTY CLAIM

Gewährleistungsantrag



www.aspoeck.com

Customer Reference

Kundenreferenz

Customer Name

Kundenname

Aspöck Reference

Aspöck Referenznummer

Vehicle Make

Fahrzeugmarke

Type of Vehicle

Fahrzeugart

Mileage of the Vehicle

Fahrleistung

Chassis Number

Fahrgestellnummer

Quantity

Anzahl

Product Part Number

Produkt Nummer

Date of Production

Produktionsdatum

Date of first Registration

Datum der Erstzulassung

Company:

Firma

Contact Person

Ansprechpartner

Telephone

Telefon

Email

E-mail

Description of the Problem Identified

Fehlerbeschreibung

Date
Datum

Aspöck Systems GmbH

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Registriert beim Landesgericht Wels | FN 108270x | Gesellschaftssitz: Steegen | UID-Nr. ATU22348500

Court of registry Wels | Aspöck Systems GmbH | registration: 108270x | registered seat: Steegen | VAT-registration number: ATU22348500

Creator: Christoph Wolfschluckner
Date: 13.05.2015

approved: Franck Bordes
Date: 13.05.2015

Released: Markus Mayr
Date: 13.05.2015

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Version 3

RESULT OF THE INVESTIGATION

Ergebnis der Untersuchung



www.aspoeck.com

Customer Reference

Kundenreferenz

Aspöck Reference

Aspöck Referenznummer

Vehicle Make

Fahrzeugmarke

Result of the Investigation:

Ergebnis der Untersuchung

Decision

Entscheidung

Accepted

Akzeptiert

Rejected

Abgelehnt

Goodwill

Kulanz

Name

Name

Date

Datum

Aspöck Systems GmbH

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Released: Markus Mayr
Date: 13.05.2015

QW 171.181
Version 3

NOTES

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WARRANTY HANDBOOK

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