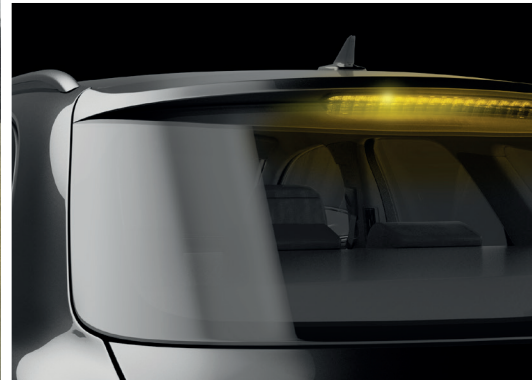


# WARRANTY HANDBOOK

0115





# 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 SUP-  
PLEMENT 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.



# OVER VIEW TIME – REPAIR LIST

Change / rework product max repair time per part:

Side marker light (SML)		
incl. P&R	→	15 min
incl. ASS2 and ASS3	→	15 min
only SML lense	→	15 min

Position lights		
incl. P&R	→	15 min
incl. ASS2 and ASS3	→	15 min
only Lense white / red	→	15 min

Outline marker		
change rear outline marker (per unit) incl. P&R	→	15 min
incl. ASS2 and ASS3	→	15 min

Number plate lights and number plate holder LED		
number plate light incl. P&R	→	15 min
only number plate light	→	15 min
number plate with ASS2	→	15 min
number plate holder LED P&R	→	15 min
number plate holder LED ASS2	→	15 min

Rear lights		
with 7 pin connector	→	30 min
with 7 pin and 2 pin connector	→	30 min
with PG - connector	→	30 min
3-chamber light with PG	→	30 min
3-chamber light with Bayonet	→	30 min
Miniled	→	30 min

Plugs and sockets		
7 pin ISO 3731 or 1185	→	15 min
15 pin ISO 12098	→	30 min

P&R flatcable and ASS3 3 pin loom		
P&R flatcable total 2 pcs (left and right)	→	60 min
repair of P&R flatcable with repair set	→	15 min
change of one ASS3 3pin loom	→	90 min

Change connectors on cables		
Bayonet- or system ASS1 + ASS2 + ASS3 (2 pin)	→	15 min
Bayonet- or system ASS1 (7 pin) →	→	30 min
Bayonet (15 pin) - or ASS3 (17 pin)	→	45 min

Junction boxes		
3socket front junction box	→	30 min
rear junction box	→	30 min

Change of complete lightning set		
semi trailer	→	5-6 h
trailer	→	4-5 h

Special / options		
LED interior light with P&R	→	15 min
reverse light with ASS2	→	15 min
LCG	→	45 min
change main cable	→	90 min
RDC - sensor	→	30 min
RDC - junction box	→	45 min
rear supply cable	→	45 min
led insert	→	9 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

Enzing 4 | 4722 Peuerbach | AUSTRIA | Phone.: +43 72 76 / 26 70-0 | Fax: DW 1199 E-Mail: office@aspoeck.at

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

QW 171.180  
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

Enzing 4 | 4722 Peuerbach | AUSTRIA | Phone.: +43 72 76 / 26 70-0 | Fax: DW 1199 E-Mail: office@aspoeck.at

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  
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approved: Franck Bordes  
Date: 13.05.2015

Released: Markus Mayr  
Date: 13.05.2015

QW 171.181  
Version 3



# WARRANTY HANDBOOK

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