



WARRANTY MANUAL FOR AFTERMARKET PRODUCTS



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CHAPTER 1

Warranty Policy

The warranty as defined here specifies that if a purchased Öhlins product encounters a problem which is evidently Öhlins fault, the Öhlins retailer will take prompt and proper action through his network to correct the problem to enable the purchaser to have his complaint settled to his satisfaction, and that Öhlins will duly compensate the retailer for performing the work required for the above action in accordance with the conditions of compensation stipulated in the warranty agreement separately concluded.

Any person in a position of responsibility or the person in charge of warranty work at the retailers is requested to be familiar with the contents of this manual and endeavor to ensure the correct and flexible application of the warranty to suit a particular market situation in accordance with the retailer's own policy. With the conclusion of a warranty agreement between the retailer and Öhlins, compensation procedures between Öhlins and the retailer will come into effect in accordance with this warranty manual and the concluded warranty agreement.

CHAPTER 2

Warranty Responsibility of the Distributor, Service Center and Customer

A. Distributor/Service Center's Responsibilities

The Retailer/Service Center is required to maintain a service department which meets Öhlins minimum service standard, and has all the basic and special tools necessary for setting up, service, and repair of the Öhlins products for which the retailer/service center is authorized.

The personnel in the service department must have the experience and training required to perform diagnosis, service, and repair work on said Öhlins products.

The Retailer/Service Center is responsible for seeing that proper and complete set-up, service, diagnosis, and repair work is done in their service department or in any outside facility which they contracts to perform such operations as set-up of suspension or other repair work.

Warranty repairs must be performed in accordance with standard procedures, as well as procedures detailed in service manuals and other Öhlins service publications. Any repeated warranty work resulting from incomplete, improper, or incompetent service or repairs is also the retailer/service center's responsibility.

Öhlins will refuse all warranty for such repeated work. While parts are on order for repair, a unit should never be returned to service with a defective part if the unit's operation, performance or safety could be affected in any way.

In case the service is done by a service center, the retailer will reimburse his service center for parts and labour costs for repair problems that Öhlins judges to be factory defects in material and workmanship during the stated warranty period. Öhlins reserves the right to make such final judgments.

Öhlins assumes no responsibility for loss of time or use, transportation charges, inconvenience, incidental damages, or consequential losses. In addition, Öhlins is not responsible for modifying or updating previously manufactured units in accordance with subsequent changes in design or manufacture.

The customer must be given an appropriate Owner's Manual.

The warranty terms must be fully explained to the customer at the time of sale by a written notice.

CHAPTER 2

Warranty Responsibility of the Distributor, Service Center and Customer

B. Distributor/Service Center's Responsibilities

During the period of warranty, the customer's suspension units can be repaired or replaced at any Öhlins retailer/service center, free of charge, with regard to any part adjudged defective by Öhlins due to faulty workmanship or material from the factory.

- B.1** The customer must present the failure problem to the dealer as soon the problem appears, together with the form showing date of purchase.
- B.2** The customer is responsible for seeing that his units are properly operated and maintained in accordance with the instructions and guidelines in the Owner's Manual for the product.
- B.3** The customer must bear the cost of regular service and maintenance, as well as replacement costs of normal wear items.
- B.4** Failures and damage caused by abuse, neglect and accidents are also the responsibility of the customer, as are incidental and consequential costs.
- B.5** If a defect is suspected, the customer must present the unit to an Öhlins retailer/service center within 10 days after the defect is first suspected.
- B.6** The customer is also responsible for tear-down and/or inspection costs for a suspected warranty problem that proves not to be warrantable.
- B.7** The customer is responsible for subsequent repairs that are not covered by warranty.

C. Extent of Warranty Coverage

Öhlins will compensate its retailer for his warranty work under the warranty agreement separately specified for Öhlins products only if all of the following requirements are met.

- C.1** A fault has resulted from the factory design, workmanship and/or material.
- C.2** Warranty application meets all the provisions stipulated in the warranty agreement separately concluded.
- C.3** Such an application is not invalidated by the "Exclusions from warranty" provided later.
- C.4** A fault has occurred to the product involved even though it has duly had the inspection and servicing items performed as prescribed by Öhlins.

CHAPTER 2

Warranty Responsibility of the Distributor, Service Center and Customer

D. Exclusions from Warranty

Any failures resulting from the following shall not be compensated by Öhlins:

- D.1** Non normal service.
- D.2** Replacement of parts and lubricants due to normal wear or routine maintenance.
- D.3** Damage that results from the passage of time (natural fading of sealing surfaces, plated surfaces and other deterioration)
- D.4** Aesthetic phenomena that do not influence performance or function.
- D.5** Damage due to accident, collision or act of God.
- D.6** Damage that has been caused by misuse.
- D.7** Damage that has been caused by neglect.
- D.8** Units having modifications which may have contributed to the problem.

E. Warranty Transfer

If certain models are resold while still within the warranty period, the remaining warranty may be transferred from the original purchaser to the subsequent purchaser and should be followed by the original receipt.

CHAPTER 3

Warranty Conditions for Aftermarket Products Manufactured by Öhlins Racing AB (Rev 2015-03-20)

A. Applicability

These Warranty Conditions apply to all products delivered by Öhlins Racing AB to its retailers for use within the aftermarket. If any regulation in these Warranty Condition is in contradiction to Öhlins Racings General Conditions for Supply the Warranty Conditions shall prevail.

B. Quality Standard

This product is in accordance with the quality standard set by Öhlins Racing AB. Öhlins Racing AB is certified according to ISO 9001.

C. Complaints

If the retailer wants to file a complaint, Öhlins Racing AB must be notified within reasonable time, normally fourteen (14) days after the defect has been discovered. Complaints shall be made in the form prescribed by Öhlins Racing AB.

CHAPTER 3

Warranty Conditions for Aftermarket Products Manufactured by Öhlins Racing AB (Rev 2015-03-20)

D. Warranty

D.1 Öhlins Racing AB warrants that all products are free from defects in material, workmanship and/or design during a period of five (5) years from the date the product was produced at Öhlins Racing AB with the exceptions set out D.4 below. The products must only be used on the application/vehicle for which it is intended. Service intervals for maintenance must be followed and the Products must be adjusted according to the Öhlins Owner's Manual.

For road and track products for cars (defined as road and track products on Öhlins website, www.ohlins.com/our-products/automotive/road-and-track, the warranty is limited to two (2) years.

Warranty towards the end-user needs to be acquired by the retailer in accordance to the laws in each country.

D.2 If a defect, which is covered by the warranty at the time of delivery or during the time of warranty, occurs, Öhlins Racing AB will, free of charge, correct the defect by repair or replacement. Öhlins Racing AB decide at its own discretion what action is needed to be taken due to the type of defect, extent, complexity to define the defect, supply of spare parts and service capacity.

Costs for dismantling, installation, transportation etc. shall be borne by the Retailer.

D.3 If the defect is not corrected within three (3) months – either due to the fact that it is not possible to correct the defect or the action necessary to correct the defect is not in proportion with the defect as such – the distributor, is entitled to claim either a new product or reduction of the purchase price.

D.4 The warranty does not extend to defects caused by circumstances occurring after the risk for the products has passed to the distributor, such as, for example, inadequate maintenance, improper installation, improper repair, alterations performed without Öhlins written consent, use for a purpose which the product was not intended or normal wear, tear and deterioration.

E. Limitation of Liability

E.1 The retailer is not entitled to any other or any kind of compensation than what is stipulated above and consequently no compensation shall be paid for personal injury, financial damage including but not limited to loss of profit or revenue, or damage on other property than the product itself.

E.2 If Öhlins Racing AB's services are used inappropriately, Öhlins Racing AB will invoice the retailer for the costs incurred.

E.3 Repair or exchange of spare parts do not prolong the time of warranty or set a new time of the warranty. The retailer is obliged to provide reasonable assistance if a defect has been notified.

F. Transportation Damages

Damages due to transportation of the product (transportation damages) must be notified to the carrier when the product is delivered to the retailer or seven (7) days after delivery at the latest. Öhlins terms are Ex Works.

CHAPTER 3

Warranty conditions for aftermarket products manufactured by Öhlins Racing AB (Rev 2015-03-20)

G. Dispute

The parties undertake to try to solve any dispute, controversy or claim arising out of or in connection with these conditions, or the breach, termination or invalidity thereof by negotiations between the parties. If the parties cannot come to an agreement the dispute shall finally be settled in accordance with the Rules for Expedited Arbitrations of the Arbitration Institute of the Stockholm Chamber of Commerce.

CHAPTER 4

Proper Procedures

A. Applicant

A person of responsibility in the retailer's warranty or service section must apply to Öhlins for warranty.

B. Time for Application

The same person must check the dealer's warranty claims submitted to the retailer in the previous month and send them to Öhlins once every month without fail.

C. Period for Application

The retailer must submit his warranty claims to Öhlins within 3 months after completion of repair at a dealer. If not, his warranty claims will be refused.

D. Application Form

Warranty application must be made, using a "Warranty / Failure report form" previously supplied by Öhlins, with all the necessary items completed. These forms must be typed up in English and bear the signature of the retailer's warranty official and of the service centers.

NOTES

- 1)** If Öhlins receives forms that are illegibly hand-written and/or without the signature of the retailer's warranty official and of the service centers, these forms will be returned to the retailer for resubmission.
- 2)** Should circumstances compel the retailer to make his own warranty claim form rather than one supplied by Öhlins, he must present the reason(s) to Öhlins, and he will be able to use this form provided that Öhlins finds it acceptable.

CHAPTER 4

Proper Procedures

E. Decision

The warranty claim forms submitted from dealers should be checked with regard to the following matters:

E.1 Key factors in making a decision

- E.1.1** Are the product no. and the manufacturing code no. correctly entered?
- E.1.2** Are the dates of sale and the date on which the trouble occurred entered correctly? Were they within the warranty period?
- E.1.3** Are the name of the owner and dealer entered correctly?
- E.1.4** Is it detailed how the trouble occurred? What was the cause of the trouble?
- E.1.5** Have the replacement parts been properly selected with relation to the claim? Have any unnecessary parts been replaced?

E.2 Items not covered by the warranty

The retailer must check what items are not covered by the warranty by referring to the Warranty Manual before making a decision on a warranty claim.

F. Objection to Öhlins Judgment

If the retailer is dissatisfied with Öhlins decision on its warranty claims and therefore feels it necessary to request Öhlins further consideration, it may file an objection in writing with Öhlins Service Department providing the grounds for such an objection within three (3) months from the date entered on the Öhlins settlement involved. Upon receipt of this objection Öhlins will review the claims concerned in the light of the contents of the objection and take action to reimburse the retailer if the claims are found to be covered by the specified warranty.

G. Retaining Claim Parts for Öhlins Inspection

The retailer must instruct his dealers to retain the claim parts with claim tags attached to them stating the product and manufacturing code, date of repair, and other necessary items for 90 days following the date of the same retailer's warranty application to Öhlins so that these parts can be readily presented to Öhlins for inspection on request.

CHAPTER 5

Processing of Applications for Special Modification Campaign

When it is envisaged that trouble may be caused by inferior machining, improper design or faulty materials and cause damage to the user, the retailer will be notified by Öhlins in an Action Report or letter which will include special modification number, affected units and details of the action required by the retailer.

The retailer is required to modify the affected units in stock, as well as customer-owned units, and to make every effort to see that all units are modified according to the campaign procedure.

The warranty claim form is required to provide the following information, which will be notified by Öhlins before the campaign starts.

CHAPTER 5

Processing of Applications for Special Modification Campaign

A. Primary failed part.

Enter the part number designated by Öhlins on the line Description of failure.

B. A full description of the problem written on the same line.

C. Labour time designated by Öhlins.

The warranty claim form can be filled in the same manner as normal claims except for the above.

To submit the special modification claim, indicate the special modification number on the warranty claim statement/settlement and separate from the normal claim statement/settlement.

CHAPTER 6

Pictures of Typical Accepted Warranty Claims:

A. Painting failure on springs



B. Damaged chrome surface on innertubes



CHAPTER 6

C. Damage in handling or packing



D. Damaged coating on front fork inner tubes



Pictures of a Typical Non-Accepted Warranty Claims:

E. Red grease





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