

Addendum A

WARRANTY CONDITIONS

Page A1. WARRANTY CLAIM / REPAIR REQUEST TERMS

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Page A5. WARRANTY CARD

Warranty Claim / Repair Request Terms:

1. Terms of warranty are TWO years from the date of installation of the Retarder and components.
2. Warranty card must be sent to the HDKLAM within 20 days of the date of installation. If the warranty card is not received by that time, any warranty claims will be denied.
3. Protocol for Filing a Claim:
 - A. Submit a fully filled Warranty Claim/Failure Report form (page A4) along with a copy of original purchase invoice, and photos, if applicable, of damaged parts.
 - B. For Small Parts -
 - i. HDKLAM will provide a shipping label and Customer will send part for testing
 - ii. Once received, HDKLAM will test part to determine failure

Warranty Honored →	- Replacement Part sent to customer via ground shipping only, customer is responsible for expedited shipping costs
Warranty Denied →	- Original Part is sent back to Customer and Customer is sent an Invoice for shipping costs and testing time.
 - C. For Larger Parts and Whole Retarders -
 - i. Once Warranty Repair Request is received, arrangements will be made for repairs.
4. Defective parts under warranty must be returned within 15 working days to the HDKLAM Headquarters, a return label will be supplied. Failure to comply will result in a voided warranty claim. An invoice for the purchase price of the replacement part will be sent to the customer and payment will be due.
5. All Warranty Repairs must be approved by HDKLAM before work is done. We will not reimburse for unauthorized repairs.
6. Maximum allotted cost per repair claim is \$1,200.00 to include towing if needed. Refer to Warranty Repair Timetable for allotted repair times (page A3).
7. Travel time allotted at half of the published labor rate, not to exceed \$95.00 per hour. Meaning the max allowed for traveling not to exceed \$47.50. Travel time not to exceed one hour.
8. Travel miles at 35 cents per mile limited to 50 miles each way.
9. Cost of towing is limited to a maximum of \$250.00. Will not be included for failures where the truck can be driven to the shop, or failures unrelated to retarder.

11. After repair service invoice is submitted and approved by HDKLAM payment will be sent to repairer within 30 working days.
12. Warranty Claim for side loader truck with hydraulic tubes installed under retarder must be approved by HDKLAM in advance.
13. All Warranty General Terms not included in this document will be applied.

General Terms From Manufacturer

Industrias Zelu, S.L. warranty on the electromagnetic retarders and spare-parts sold will apply on following conditions, provided the PURCHASER has fulfilled his payments obligations:

- The electro magnetic retarder is warranted to be free of any defects in construction and operation under normal use and service. There are no warranties that extend beyond the description on face hereof.
- Original electromagnetic retarders, spare-parts and components are warranted as indicated on the original HDKLAM invoice and from date of installation. (generally 24 months or 150,000 miles). Except by special agreement with the PURCHASER.
- Industrias Zelu,S.L. will arrange for repair of the electro magnetic retarders and spare-parts in accordance with its own diagnosis, provided the PURCHASER notifies HDKLAM immediately of the alleged defects in writing. The cost of replacement parts, the repair, or replacement of the parts which are considered defective under the warranty shall be carried by HDKLAM and the involved freight cost.
- Improper installation or application of electromagnetic retarders or replacement of spare-parts not supplied or approved by Industrias Zelu, S.L. will void any warranty claims. Industrias Zelu,S.L. shall not be liable for any consequential loss or damages, either direct or indirect, incurred as a result of improper installation, application or replacement of spare-parts.
- This warranty will not apply to any parts or components which have been altered or repaired without Industrias Zelu,S.L. approval nor to parts which have been subjected to misuse, abuse, neglect in the carrying out regular maintenance as indicated in the vehicle manual or accident, nor to spare- parts which have been improperly used or installed.
- The same provisions shall govern the warranty of the repaired and / or replaced electro magnetic retarders, components and spare parts. The specific warranty period for replacement is limited to 6 months or at least until the expiry of the original warranty.
- Claims which do not comply with the above conditions cannot be accepted by Industrias Zelu,S.L.
- Unless otherwise agreed by the parties, any disputes concerning the electromagnetic retarders or spare-parts sold and commercial relations with the purchaser shall be under the jurisdiction of Newark, NJ. Notwithstanding any contrary clauses.
- All orders placed will automatically imply the acceptance by the PURCHASER of our general conditions of sales and warranty.



Produced by
Industrias Zelu, S.L.

CFK KLAM RETARDER SERIES: WARRANTY REIMBURSEMENT TIMETABLE

REPAIR CODE	JOB DESCRIPTION	TIME REQUIRED	TOTAL
RC 001	GENERAL FAILURE INSPECTION + TESTING	30 min.	1/2h
RC 002	REPLACEMENT OF HAND CONTROL	15 min.	RC1+RC2= 45'(3/4h)
RC 003	REPLACEMENT OF THE PRESSURE TRANSMITTER	15 min.	RC1+RC3=45'(3/4h)
RC 004	REPLACEMENT OF THE ECS BOX	30 min.	RC1+RC4= 60'(1h)
RC 005	ADJUSTMENT OF RETARDER AIRGAP	30 min.	RC1+RC5+RC6+RC10=330' (5,5h)
RC 006	REPLACEMENT OF THE ROTORS	30 min.	RC1+RC5+RC6+RC10=330'(5,5h)
RC 007	REPLACEMENT OF THE POLE PLATES (A SIDE) REPLACEMENT OF THE POLE PLATES (BOTH SIDES)	45 min. 60 min.	RC1+RC6+RC7+RC10=345' (5,75h)
RC 008	REPLACEMENT OF THE BEARINGS HOUSE	45 min.	RC1+RC5+RC6+RC8+RC10=375'(6,25h)
RC 009	REPLACEMENT OF A COIL REPLACEMENT OF SEVERAL COILS	45 min. 10 min. more each one	RC1+RC5+RC6+RC7+RC9+RC10= 420' (7h)
RC 010	TO REMOVE AND TO RE-INSTALL THE RETARDER	240 min.	4 h.

HOUR RATE: \$ 95 . 00

February 2014

Please ask first for side loader with tube close to the retarder
 Maximum admitted cost per claim \$1,200
 Every warranty job needs to be approved first
 Please see General Warranty conditions first

WARRANTY CLAIM/FAILURE REPORT

Please fax or email completed form along with a copy of your original invoice, and photos of damage.

Request Date	
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Customer	Installer
Address	Address
Contact Number	Contact Number

Purchase Date	Installation Date
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Vehicle Type	Vehicle VIN
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Device Type	Serial Number
Retarder Model:	
ECS	
EPM-ECM	
Relay Box	
Pressure Transmitter	
Other	

Power Supply Voltage: 12V 24V

Failure Description:

Warranty Requestor	
Email	Contact Number



The **warranty card** is supplied with every retarder manufactured by Industrias Zelu,S.L. and needs to be returned after the installation of the unit.

The **warranty card** has to be filled out by the installer of the unit. Please follow the procedure.

This page is separated from the leftside and to be returned to - **HDKLAM : POBox 1148**
Kearyn, NJ 07032
 Please fill in all available data on the front and rear.

CONDICIONES DE GARANTIA
WARRANTY TERMS

Todos los aparatos están garantizados por un periodo de un año, contado desde la fecha de su montaje contra todo vicio de fabricación o cualquier que sea derivado de defectos de los componentes de serie de INDUSTRIAS ZELU, S.L.

Queda expresamente convenido que la garantía INDUSTRIAS ZELU, S.L. se limita a la reparación de los partes desmontadas o desmonte a partes según a INDUSTRIAS ZELU, S.L.

Como los gastos de mano de obra ocasionados por montar, desmontar y poner a punto los aparatos serán exclusivamente a cargo del cliente.

La sustitución de los componentes de serie de INDUSTRIAS ZELU, S.L. no puede dar lugar a una prolongación del plazo de la garantía.

No se otorgará en garantía los defectos que provengan de:

- 1) Montaje de nuestros aparatos en vehículos de gran tonelaje en carga, sujeción al pavimento en condiciones de viento.
- 2) Montajes realizados en condiciones que no sean las prescritas.
- 3) Daños por choques por uso normal.
- 4) Cuando se obtiene parte de material de serie desmontado, modificada sin autorización de fábrica o cuando las partes programadas hayan sido sustituidas por otras, cualquiera que sea su origen.
- 5) Cuando las partes sean manipuladas por defecto de montaje, negligencia del usuario o modificaciones no autorizadas.

Industrias Zelu, S.L. warranty on the electric magnetic retarders and spare parts will apply in following conditions, provided the PURCHASER has fulfilled his obligations in particular the payments.

The electric magnetic retarder is warranted to be free of any defects in construction and operation under normal use and service. There are no warranties which extend beyond the description on these terms.

Original electric magnetic retarder, spare parts and components are warranted as follows: (in the original Industrias Zelu, S.L. version and from date of installation, (approx 12 months (12 x 145.80 kms)

Industrias Zelu, S.L. will arrange for repair of the electric magnetic retarder and spare parts in accordance with its instructions, provided the PURCHASER notifies Industrias Zelu, S.L. immediately of the alleged defect in writing. The cost of the repair or replacement of the parts which are considered defective shall be covered by the PURCHASER, unless a distributor excluding the normal freight cost. All parts and components in case of a warranty will be covered by Industrias Zelu, S.L.

Improper installation or application of electric magnetic retarder, or replacement of spare parts not supplied or approved by Industrias Zelu, S.L. will void any warranty claims. Industrias Zelu, S.L. shall not be liable for any consequential loss or damages, either direct or indirect, incurred as a result of improper installation, application or replacement of spare parts.

This warranty will not apply to any parts or components which have been altered or repaired without Industrias Zelu, S.L. approval or by parts which have been subjected to misuse, abuse, neglect in the carrying out regular maintenance as indicated in the vehicle manual or accident, or to spare parts which have been improperly used or installed.

INDUSTRIAS ZELU, S. L.
TARJETA DE GARANTIA
WARRANTY CARD

Fecha de instalación
 Installation date

Propietario del vehículo
 Vehicle owner

Instalado por
 Installed by

Devolver a: **INDUSTRIAS ZELU, S. L.**
 Ctra. de Irún, Km. 6,5

This page stays with the customer, which shows on the front the serialnumber of the retarder and on the back the conditions and warranty terms.

INDUSTRIAS ZELU, S. L.
TARJETA DE GARANTIA
WARRANTY CARD

Nº de freno
 Retarder number

Modelo de vehículo
 Vehicle type

Nº de chasis
 Chassis number

Kilómetros del vehículo
 KM/mileage

Notas
 Notes

Devolver esta parte de la tarjeta a fábrica

INDUSTRIAS ZELU, S. L.
FRENOS ELECTRICOS
POR EXPERTOS
PARA PROFESIONALES
ELECTRO MAGNETIC RETARDER
BY EXPERTS
FOR PROFESSIONALS

Nº _____

INDUSTRIAS ZELU, S. L.
 Ctra. de Irún, Km. 6,5
 Phone ++ (34) 948 33 11 01
 Fax ++ (34) 948 33 11 51

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