

## HELLA Australia Pty Ltd

### Statement of Warranty – Independent Aftermarket Products – December 2011

HELLA Australia Pty Ltd warrants all products from the date of purchase to an end-user for the first time and covers defects in materials and/or workmanship only and provided that the product is installed in accordance with our mounting instructions and by suitable qualified personnel.

The goods are supplied strictly on the terms that the Buyer has satisfied itself of their suitability for its intended purposes.

The warranty is in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates; and

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Information supplied and printed in catalogues, specifications or other details on the product shall not constitute guarantees for condition or durability.

### Warranty periods

1. HELLA automotive products are covered by a three (3) year warranty covering faults in material components or workmanship, except for automotive globes, fuses and sealed beams, which are on fitment.
2. Any HELLA product used in mining applications is warranted for one (1) year only.
3. LED lamps are covered by a five (5) year warranty.
4. Optilux products are covered by a one (1) year warranty.
5. HELLA Mining products are covered by a one (1) year warranty which covers faults in material or workmanship only and provided that the product is used for its intended purpose. All HELLA Mining LED products are covered by a five (5) year warranty on light output, excluding environmental and physical damage.
6. HELLA marine products
  - All LED lighting products manufactured by HELLA marine carry a five (5) year (NaviLED TRIO Tri Colour LED navigation lamps seven (7) year) warranty.
  - HELLA marine manufactured by Underwater Lights USA in HID (xenon), LED or Halogen based technology carry a two (2) year warranty.
  - HELLA marine HID (xenon) and halogen deck floodlights, globe interior and exterior lamps, and products listed in the Accessories section of the HELLA marine Australia products Catalogue carry a one (1) year warranty.
7. Thermal Management
  - HELLA Australia Pty Ltd warrants the goods to be free from defects solely from faulty material or workmanship and that the goods shall correspond to their specification. The warranty period commences from the date of fitment to vehicle (by a qualified trade specialist) for the period described in the Thermal Management Warranty Table of this policy.
  - A limited warranty – one (1) year free from defects in materials and workmanship (commencing from the date of fitting to the vehicle) exists for parts that are installed in vehicles involved in commercial applications.

- Should the product or part of the product be replaced or repaired during the warranty period, the warranty period for the replaced or repaired product shall be for the period remaining from when the original product was purchased by the Buyer.
- The vehicle Thermal Management system, cooling system and air conditioning must be inspected and serviced 12 months/ 25000km whichever occurs first from the date of the original installation and in accordance with the vehicle manufacturers' requirements by an authorised trade repair specialist centre.
- The service schedule, coolant, oils and refrigerant must meet the standard requirements of the vehicle manufacturer.
- The cooling system must be tested for stray current prior to the removal of the old radiator and rechecked after installation of Behr HELLA Service products. The cooling system must function correctly to manufacturers specification without any detrimental influences that may adversely interfere with any part of the Thermal Management system.
- A claim number shall be supplied prior to any work being carried out by a Repairer.

#### THERMAL MANAGEMENT WARRANTY TABLE

ITEM CLASS	PRODUCT	WARRANTY PERIOD	DETAILS
<i>Air Conditioning Components</i>			
AC	Air Conditioning Parts/systems	24 Months / 25,000km	Whichever occurs first
AC	Air Conditioning components used for off road, farming, earth moving equipment and marine applications	6 Months or 1,000 operating hours	Whichever occurs first
AC	Reconditioned compressors	6 Months or 12,500km	Whichever occurs first
<i>Engine Cooling Components</i>			
E/C	Radiator	24 Months / 50,000km	Whichever occurs first
E/C	Charge air coolers (intercoolers)	12 Months / 25,000km	Whichever occurs first
E/C	Oil coolers	12 Months / 25,000km	Whichever occurs first

#### Limitation of Liability

HELLA Australia Pty Ltd liability is limited to repair or settle by credit note at HELLA Australia Pty Ltd discretion.

#### This warranty does not cover:

- Any labor costs incurred in diagnosis, troubleshooting, removal or reinstallation of the product and failures related to installation nor does it cover any consequential damage, indirect or special loss (whether for loss of profit or otherwise) and damage or injury of any kind.
- Any expenses associated with the handling of claims.
- Claims that are attributable to the non-compliance of the vehicle manufacturer's production specifications, maintenance and or service policies.
- Claims as a result of any modifications and alterations to the product in any shape or form.

- Claims as a result of non-compliance of the assembly, service and operating instructions and/or any unfit or improper use, and /or wrong or negligent treatment, and /or normal wear and tear, contamination, results from accidents, insufficient or excessive electrical supply, subject to undue environmental conditions, accident or improper application.
- Railway applications
- Products that are damaged in transit, incorrectly packaged or missing parts are not subject to warranty.
- Internal or external corrosion.
- Product and/or component dismantled, modified and/or tampered with in any manner prior to being returned to HELLA Australia Pty Ltd.
- Refrigerant or oil loss involved in the replacement of parts

## Claims Submission

When a HELLA product is suspected to be defective the end-user should as a first point of contact return the product where first purchased, the HELLA distributor should submit the claim to their HELLA Australia Pty Ltd state office/representative for verification. The original HELLA invoice and copy of the end-user purchase invoice must accompany the claim product.

The HELLA Australia Pty Ltd state office /representative should physically inspect the product, request full failure history including life cycle information and the original HELLA invoice and the end-user proof of purchase.

State offices will then create a return material advice and send the claim documents with the product to HELLA Australia Pty Ltd head office for final approval or rejection.

State office and HELLA Australia Pty Ltd contact details are listed on the Intranet in the HELLA telephone listing:

[http://www.hella.com/produktion/Intranet/WebSite/Intranet\\_en/International/Asia\\_Pacific/HA/HA.jsp](http://www.hella.com/produktion/Intranet/WebSite/Intranet_en/International/Asia_Pacific/HA/HA.jsp)

[http://www.hella.com/produktion/HELLAAU/WebSite/Channels/Company/HELLA\\_Australia\\_Pty/Contact/Contact.jsp](http://www.hella.com/produktion/HELLAAU/WebSite/Channels/Company/HELLA_Australia_Pty/Contact/Contact.jsp)

The warranty is provided by HELLA Australia Pty Ltd, 54-76 Southern Rd, Mentone VIC 3194, Australia.  
Phone: +61 3 9581 9333 or Customer Service toll free 1800 061 729 or email [custservice@ha.hella.com](mailto:custservice@ha.hella.com)