STARTERS AND ALTERNATORS

USED PARTS MANAGEMENT
HELLA USED PARTS MANAGEMENT: PROFESSIONAL AND COMPETENT

When it comes to starters and alternators, HELLA supplies a wide product range with high market coverage for vehicles of almost all ages. Over 15,000 vehicle applications for passenger cars and more than 10,000 for commercial vehicles are clear testament to this.

Within the range, remanufactured parts are of particular importance – as demand for repairs appropriate to the age of the vehicle is rising among final consumers. Thanks to HELLA’s sophisticated used parts management, the aftermarket and garages can deal with these requirements professionally.

KNOW-HOW AND QUALITY

The same high standards as for OE new parts are applied to remanufactured starters and alternators. HELLA has set up a center of competence for starters and alternators that operates across borders to ensure continuous optimization of quality and processes, and therefore the best possible range of remanufactured products.

Specifically that means:

➔ Product qualification with thorough component analysis
➔ The use of high-quality components compliant with OE specifications
➔ Quality testing in accordance with OE specifications
➔ Simplified management of used parts (see p. 4/5)

As well as uncomplicated processes and high availability of parts, the aftermarket and garages benefit from further improvements in quality management.

As a result, HELLA, wholesalers and garages work hand in hand throughout the used part reconditioning process.

AND REMEMBER

Not only those participating directly in the used part management process benefit when it is successful: recycling raw materials and using our resources with eco-awareness make a valuable contribution to the environment.

Easy identification: re-manufactured starters and alternators from HELLA are clearly labelled with the Remanufactured logo.
AT A GLANCE –
STARTERS AND ALTERNATORS ONLINE:

Detailed information on the range of starters and alternators is available 24/7 at www.hella.com/startersalternators:

→ Online database for used part identification
→ Range information
→ Technical information
→ Starter and alternator catalog
HELLA USED PARTS MANAGEMENT PROCESS

HELLA offers a customer-friendly used part management system with easy returns and rapid deposit processing. The aftermarket and garages benefit: in addition to an extended return option, rejected units are also documented in detail.

- In addition to the goods value, wholesalers pay a deposit of between €25 and €100.
- The value of the deposits is determined by the market price of the used part.
- The customer is given the option to return a corresponding used part.

Purchase of a remanufactured starter or alternator

- The used part must be returned in original HELLA packaging to prevent it being damaged.
- The return form (download from www.hella.com/startersalternators) is filled out and included in the box.
- The return option is available over a term of 21 months.

Return of a used part

- The used part is identified on the basis of the manufacturer’s OE number, which is used to determine the HELLA part number (code conversion).
- The used part must be in the current HELLA used parts return list, available to view in the online database at www.hella.com/startersalternators.
- The used part is technically inspected using the HELLA return criteria (p. 6/7).

Identification and technical inspection
There is a return option for wholesalers

Return of full deposit

Over delivery quantity up to 20%

Over delivery quantity over 20%

Reimbursement of €5 for each used part*

No returns option for wholesaler

Unit is rejected

Unit accepted

Rejection for technical reasons

The used part is rejected if at least one of the technical reasons for rejection applies (see p. 6/7).

The reason for rejection is noted on the reimbursement document.

Depending on what the customer prefers, the used part can be taken back for a €5 credit or sent back for a charge.

The customer’s return option is not affected.

Rejection due to missing OE number

Not possible to reference using OE number.

* Up to an over delivery quantity of 100% per article.
USED PART RETURN CRITERIA

Certain criteria must be met for a used part to be eligible for remanufacturing. A used part can therefore only be accepted and reconditioned by HELLA if the following technical criteria are fulfilled.

STARTERS

- **Identifiability**
  - The manufacturer’s OE label is present or the engraved OE number on the starter is legible/identifiable.
  - The OE number can be checked using the online database (www.hella.com/startersalternators).
  - There is NO reimbursement for starters which cannot be identified.

- **Extent of damage / blue shaft**
  - Beading of the relay housing is not damaged.
  - Damage to the plastic part of the starter solenoid.
  - The shaft is heavily discoloured due to overloading (e.g. a blue colour due to overheating).

- **Corrosion**
  - The starter was removed recently and has no corrosion damage.
  - Heavily corroded starters.

- **Completeness of the starter**
  - The starter is complete and assembled.
  - Disassembled or incomplete starter.
The manufacturer’s OE label is present or the engraved OE number on the alternator is legible/identifiable.

The OE number can be checked using the online database (www.hella.com/startersalternators).

There is NO reimbursement for alternators which cannot be identified.

Damage to the plastic cap.
A missing rib on the front and/or rear end fitting.
Connector broken before the seal.
Two missing ribs on the front and/or rear end fitting.
Connector broken to below the seal.

The alternator was removed recently and has no corrosion damage on the pulley.

The alternator is complete (incl. cap) and assembled.

The alternator is complete (incl. cap) and assembled.

Disassembled or incomplete alternators.

ALTERNATORS