



# Warranty Certificate



High reliability and a long service life are the requirements for starters and alternators. HELLA focuses on the quality of these components.

HELLA'S "Core-Free" product range offers trusted quality, ease of use and, last but not least, an affordable price.

- Quality: All HELLA Core-Free references meet the high quality requirements set by the HELLA Competence Centre.
- Easy use: There is no core returns process required, it is not necessary to return used parts.
- Cost: Core-Free represents a Premium, but affordable brand for price-conscious customers.

Benefit from our rigorous quality requirements – now including a 3-year warranty on each core-free HELLA starter and alternator.

## The following rules apply to the warranty:

For you as professional workshop HELLA offers a 3-year warranty for core-free HELLA starters and alternators purchased by you from specialized dealers as of January 2018 valid from the date of fitment, subject to the warranty conditions found at [www.hella.com/startersalternators](http://www.hella.com/startersalternators).

Any legal rights from defects or product liability remain independent of this warranty. The warranty is processed along the supply chain of the purchased product.

## HELLA Limited

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## TO BE COMPLETED BY THE GARAGE

Certificate issued for customer:

\_\_\_\_\_  
(Name)

Date:  
\_\_\_\_\_

Garage stamp/signature:

# Warranty Conditions

## 3-year warranty for HELLA starters & alternators

### 1. Scope of the Warranty

The 3-year warranty applies to core-free HELLA starters & alternators that were purchased from a specialized dealer and installed by you as a professional workshop after 1st July 2018. Once the warranty takes effect, starters and alternators that have a mileage reading of more than 100,000 miles since their installation are exempt from the warranty.

### 2. Limits and Processing

If a claim has been made on a device within 36 months from the fitment date, it is processed based on the standard applicable warranty, meaning that if a fault occurs as the result of a material defect the claim will be approved, pending testing.

It is then processed as follows:

Following the customer claim, the device is sent from the garage where the product was purchased to the respective wholesaler, and from there it is forwarded to HELLA Ltd.

HELLA shall examine products that are the subject of claim to determine the cause of failure. The claim is then either approved or rejected as follows:

- Faulty devices for which a material defect is determined as the cause of failure fall under the warranty and are approved.
- Failures due to normal, function-related wear (e.g. carbon brushes, slip rings) do not fall under this warranty and are rejected.
- Failures due to improper handling (e.g. overloading) or external influences (e.g. ingress of water, oil or dirt) do not fall under this warranty and are rejected.

In cases of approval, the net purchase price of the product covered under the warranty shall be credited down the supply chain.

Inspected parts forming the subject of a claim will be retained by HELLA and scrapped in due course after a credit note has been issued.

This warranty shall exclude claims involving product liability and labour, which will be dealt with separately on the basis of the applicable legal provisions.

### 3. Term of the Warranty

HELLA has the authority to end this agreement with effect for the future at any time.

The warranty pledge for starters and alternators purchased during the period shall remain unaffected by this decision.

### 4. General

These conditions are subject to the laws of the country applicable to the HELLA company that sold the device. Jurisdiction for all complaints stemming from and in connection with these conditions is the head office of the HELLA company involved.