

# Webasto ProCore Edge Warranty Policy

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## 1 – SCOPE AND PURPOSE

1.1 – The purpose of this manual is to provide specific “how-to-proceed” instructions for product defects within the Webasto products limited warranty period. This manual provides the policies and procedures to follow for warranty claims and reimbursement. Use the appendices to reference specific documentation needed to properly complete a warranty claim.

1.2 – The purpose of this policy is to provide an overview of the basics and handling of warranty cases between the Webasto Customer and the Webasto Dealer.

1.3 – Webasto warrants charging products manufactured or supplied by Webasto Thermo & Comfort North America, Inc., subject to qualifications indicated. Webasto warrants these products for the period set forth below to be free from defects in workmanship and material, provided such products are installed, operated and maintained in accordance with Webasto’s specific written instructions.

IMPLIED WARRANTIES INCLUDING THAT OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WARRANTY. WEBASTO DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

SOME STATES AND CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY AMONG STATES AND CANADIAN PROVINCES.

WEBASTO RETAINS THE RIGHT TO MODIFY THESE WARRANTY TERMS WITHOUT NOTICE IN ORDER TO COMPLY WITH POLICY OR LAWS GOVERNING WARRANTY ISSUES IN STATES OR COUNTRIES HAVING SPECIFIC REMEDIES DIFFERING OR ADDITIONAL TO THOSE DESCRIBED WITHIN THIS DOCUMENT.

## 2 – DEFINITION, LEGAL BASIS

2.1 – A product designed, manufactured and provided by Webasto shall be considered defective if it does not meet the agreed-to quality under the agreed-to contracts, or if a quality requirement was not agreed to, if it is not suitable for the intended use as agreed to by both parties (“Defect”). A product is considered free from defect if such product is manufactured in accordance with the specification as agreed to within the contracts, and has successfully completed the quality acceptance test pursuant to the contracts.

2.2 – The Webasto Dealer’s obligation to inspect and report defects in the products delivered by Webasto applies to the agreed contracts in Terms and conditions, MSA, QW1.

2.3 – Claims under this warranty shall only be valid if a defect is discovered within the warranty period which is agreed to between the Webasto Customer and Webasto. Unless otherwise agreed to between the Webasto Customer and Webasto, the warranty periods set forth in Item 6 of this policy apply. Webasto shall be liable within these warranty periods for defects in the products.

## 3 – PRODUCT LIABILITY CASES, SAFETY RISKS

3.1 – A product liability case exists if the defect has resulted in property damage or personal injury caused by a fault of the product.

3.2 – If Webasto becomes aware of such a product liability case, Webasto shall inform the Webasto Customer immediately via their responsible Purchasing & Quality contact with the Webasto Customer. Webasto is responsible to inform business partners and/or authorities and/or to initiate field actions, including recalls. The basic requirements in such a situation includes production dates, batches, serial numbers, details about process changes and clean points.

#### **4 – PROCEDURE WHEN A SERVICE OR WARRANTY CASE OCCURS**

4.1 – In the event of a defect of the product, the Webasto Customer will first confirm if the problem is related to the operation or installation, or to the product itself, and the Webasto Customer shall provide Webasto with a report which shows failure description, model number and the quantity of the defect units, and Webasto shall take the following steps.

4.1.1 – Webasto shall review the report given by the Webasto Customer and verify the problems as being major or minor within five (5) business days upon receipt of the report.

4.1.2 – Webasto may dispatch a person to the Webasto Customer's facilities to verify the problems directly with the Webasto Customer's representative. If the defects are verified by Webasto to be Webasto's fault and the defects are minor, Webasto may ask the Webasto Customer to rework them in the Webasto Customer's facilities, and then be charged for the rework at a rate agreed to by Webasto and the Webasto Customer.

4.1.3 – If the defects are verified by Webasto to be Webasto's fault and the defects are major, Webasto shall issue a Return Material Authorization (RMA) number. The RMA number shall be shown on the shipping carton and all shipping documents. The invoices for returned products with RMA numbers shall be of no commercial value. Webasto will have a grace period of 30-60 days to complete the investigation over the returned claimed warranty which had reached the Webasto factory, and financial settlements shall be based on the results. For exceptions in which 90 days are not suitable, Webasto has the responsibility to inform the Webasto Customer in advance of a new time slot within five (5) working days before the 60-day grace period is reached.

4.1.4 – Webasto's repair or replacement of the products after the Warranty Period shall be at the Webasto Customer's cost and expenses following Webasto's standard RMA process in effect at that time.

4.1.5 – Webasto provides no warranty for products for any of the following circumstances:

- A) Abuse, misuse, neglect, repair, alteration, or modification of the products by the Webasto Customer;
- B) Improper transportation of returned warrantied products, installation, operation, testing, storage or maintenance, unusual deterioration or degradation of a product, parts or materials thereof due to physical environmental conditions outside the requirements of the product specification;
- C) Force majeure – Webasto will not be liable for any incidental or consequential damages, losses or expenses arising from installation, use or any other causes. There are no express or implied warranties, including merchantability or fitness for a particular purpose which extend beyond those warranties described to referred to in this limited warranty;
- D) The design and requirement by the Webasto Customer;
- E) Damage to product in transit – all claims must be filed with the carrier;
- F) Improper installation, which is not in accordance with valid, supplied installation instructions or approved OEM applications;
- G) Deterioration due to normal wear, corrosion, abuse, damage, accident, improper storage or operation, lack of reasonable and necessary maintenance;
- H) Modification of the product by alteration, use of non-genuine parts or repair by unauthorized personnel;
- I) Economic loss for expenses related to travel, vehicle disability, personal injury or other incidental or consequential damages arising from any breach of this expressed warranty.

4.2 – Customer-paid product-related training to enable the Webasto Customer to first confirm if a warranty case has occurred needs to be carried out by Webasto. Information about installation, environmental influencers, and specific technical details of product handling must be provided in the product training.

4.4 – In case of the existence of a warranty case or about its remedy, the Webasto Customer will submit a warranty claim and diagnostic form to Webasto for review and consideration, and Webasto will take action pursuant to Item 4.1. In order to avoid delays in processing, the Webasto Customer will supply the affected product data (item and serial number), detailed error description and investigation results pursuant to Item 4.1.

## 5 – HANDLING OF SERVICE AND WARRANTY CASES

5.1 – Webasto will assure direct or indirect technical support on the field and the service for the Webasto Customer's warranty claim, utilizing new or reconditioned products.

5.2 – Webasto Dealers should purchase and stock parts to eliminate the need of multiple trips related to a proceeding warranty case for the same failure.

5.3 – Webasto will create and share concepts for problem solving with the Webasto Customer, such as how to proceed and repair a defect in the correct way, and to ensure proper validation for the activities that will be executed by the Webasto Customer directly or indirectly.

5.4 – The concept will include repair instructions, disassembly instructions, a time study calculation for the mentioned operations and validation methods. Also to be included in the instructions are the correct tools needed to perform any operation or repair/rework pursuant to paragraph 4.5.

## 6 – WARRANTY PERIOD

6.1 – The Webasto ProCore Edge Charger includes **sixty (60) months** of warranty coverage.

- The 60 months of warranty coverage begins from the date of sale from Webasto and may not exceed 66 months from the date of manufacture.

6.2 – Spare/Replacement Parts

- Warranty coverage for all spare parts, including modules, may not exceed 24 months.

6.3 – Allowable Labor Time Guide

PART / PROCEDURE	ALLOWABLE LABOR TIME
Diagnosis	30 min
Door removal & installation	30 min
Module removal & installation	30 min
Output cable removal & installation	30 min
PCBA removal & installation	30 min
Spare user interface kit removal & installation	30 min

**IMPORTANT:**

Individual purchase and service contracts made by Webasto dealers for specific customers may include some variance in the length (duration) of the warranty coverage, as well as warranty coverage of components and workmanship. If you are unclear about any of the provisions in your warranty coverage, please contact Webasto Customer Support at 1-866-757-4242 or by email at [IPCService@webasto.com](mailto:IPCService@webasto.com). Please have your ProCore Edge serial number available when calling.

**7 – COMPENSATION, REJECTION**

7.1 – Compensation or rejection of a warranty claim shall be made by Webasto stating the reason(s) in writing.

7.2 – If the defects are verified by Webasto pursuant to Item 4 in this policy, Webasto will be responsible for the costs or expenses resulting from action taken by the Webasto Dealer.

7.3 – Webasto shall reimburse the Webasto Customer for any reasonable costs and expenses resulting from the transportation, de-installation, re-installation, and commissioning in connection with the performance of Webasto's warranty obligations. The Webasto Customer will also inform Webasto up-front about such costs and expenses.

**APPENDIX**

Webasto shall at its option ship the new replacement parts or repaired parts.


The following categories are defined for a clear understanding:

- A) Repaired parts – after repair, six (6) months of warranty is offered, independent of the remaining initial warranty coverage.
- B) New parts – after a warranty claim is accepted and it is determined that it is not possible to repair or replace the warranted part.
- C) Refurbished parts – Using refurbished modules to correct any failure, regardless of the root cause, should such a case arise.

## 8 – EQUIPMENT SERVICE FORM

The Equipment Service Form is illustrated below – use the hyperlink below to download the form from TechWebasto.com.

### [Equipment Service Form](#)



## EQUIPMENT SERVICE

CLEAR FORM
PRINT FORM

SERVICE REQUEST #   
 DATE

SERVICE PROVIDER				SITE INFORMATION			
Company: <input style="width: 90%;" type="text"/>				Company: <input style="width: 90%;" type="text"/>			
Address: <input style="width: 90%;" type="text"/>				Address: <input style="width: 90%;" type="text"/>			
City: <input style="width: 40%;" type="text"/>		State: <input style="width: 20%;" type="text"/>		City: <input style="width: 40%;" type="text"/>		State: <input style="width: 20%;" type="text"/>	
Zip: <input style="width: 20%;" type="text"/>				Zip: <input style="width: 20%;" type="text"/>			
Service Technician: <input style="width: 40%;" type="text"/>		Phone: <input style="width: 40%;" type="text"/>		Contact Name: <input style="width: 40%;" type="text"/>		Phone: <input style="width: 40%;" type="text"/>	

**REASON FOR SERVICE**

MODEL NUMBER:

SYMPTOMS:

FAULT CODES:

**AND / OR TRAVEL**

SERIAL NUMBER:

ORIGINAL INSTALLATION DATE:  ☐ WARRANTY ☐ NON-WARRANTY ☐ UNKNOWN

PARTS USED				
QTY	PART #	DESCRIPTION	COST	SUBTOTAL
<b>TOTAL:</b>				<b>\$ 0.00</b>

LABOR					
DATE	TECHNICIAN	LEVEL	TIME IN	TIME OUT	TOTAL HOURS
LABOR RATE = \$ <input style="width: 100px;" type="text"/>					TOTAL HOURS = <input style="width: 100px;" type="text"/>

**For more information or to follow-up, please contact:**

PosiCharge.....	ipcservice@webasto.com	Phone 888-767-4242
P3 Test Systems.....	p3service@webasto.com	Phone 888-767-4242
EV Solutions.....	evscs@webasto.com	Phone 888-833-2148

**Select a box below to indicate the status of the service equipment.**

The equipment service is complete and the unit working. ☐

The equipment service is not complete and requires an additional trip to repair. ☐

Technician Name:

Customer Name:

Signature:

Signature:

Date:

Date:

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