

Full warranty conditions

Standard warranty

Gearboxes, transfer cases and differentials

- 2-year warranty on factory refurbished and used units
- Warranty covers labor costs.
- Warranty covers shipping damage and lost goods.
- We guarantee that the part is ready for installation upon delivery and that the electronics of the part fit the vehicle (programming and adaptation may be required after installation).

2-year warranty

The warranty is valid 2 years after the invoice date and the vehicle must have driven no more than a maximum of 40,000 km during the warranty period. The warranty period and mileage limitation apply to both refurbished and used products unless otherwise stated¹. For some products, special requirements are set for the warranty to apply. Additional conditions appear on the written order acknowledgment and on the invoice.

Mechatronics (unit sold separately, without gearbox)

- 1-year warranty on factory new, factory refurbished, and used units.
- Warranty covers labor costs.
- Warranty covers shipping damage and lost goods.
- We guarantee that the part is ready for installation upon delivery and that the electronics of the part fit the vehicle (programming and adaptation may be required after installation).

Turbos

- 1-year warranty on factory new, factory refurbished and used units
- Warranty covers labor costs.
- Warranty covers shipping damage and lost goods.
- We guarantee that the part is ready for installation upon delivery and that the electronics of the part fit the vehicle (programming and adaptation may be required after installation).

Other products (e.g. converters, drive shafts and coupling products)

- 1-year warranty on factory refurbished and used units
- Warranty covers shipping damage and lost goods.

1-year warranty

The warranty is valid 1 year after the invoice date and the vehicle must have driven no more than a maximum of 40,000 km during the warranty period. The warranty period and mileage limitation apply to both refurbished and used products unless otherwise stated¹. For some products, special requirements are set for the warranty to apply. Additional conditions appear on the written order acknowledgment and on the invoice.

Additional warranty terms

For some products there are additional terms for the warranty to apply. For example, for some automatic gearboxes, it is extra important that the oil cooler is replaced (cleaning of the oil cooler is not enough) during installation. Additional conditions appear on the written order acknowledgment and on the invoice.

The warranty must be activated

The warranty is activated when the meter reading (at installation) and a detailed description of the original fault are submitted to Hellsten Gears AB. The information can be submitted when placing the order or afterwards by phone (+46 300 742 20) or e-mail (sales@hellstengears.com), but no later than 14 days after installation.

Warranty covers shipping damage and lost goods

Products sent with a carrier from Hellsten Gears AB can be damaged or lost during transport. We offer a unique warranty which means that if the product has been damaged or disappeared during transport another equivalent replacement product, if possible, will be sent. If it is not possible to supply another equivalent replacement product, the order will be cancelled free of charge.

The carrier may need time to track lost goods and we await the carrier's response before the warranty is activated. Delays caused by the carrier are outside our shipping warranty.

Delivery of goods is done in consultation between the recipient and carrier. It is the recipient's responsibility to carefully check the goods upon delivery and to report freight damage to the carrier at the time of delivery.

Warranty covers labour costs (installation grant)

Compensation will only be paid for measures that have been approved in advance by Hellsten Gears AB. Compensation for measures, such as troubleshooting and solving problems, after a product has been deemed defect will be paid by Hellsten Gears AB.

- Hellsten Gears AB provides oil when a product needs to be replaced. Consumables are included in the workshop's labour cost.
- The workshop data program Autodata from Autometric AB is used to determine the time required for work if a disagreement arises between the workshop and Hellsten Gears AB.
- No compensation is paid for a vehicle kept on the lift while a defective product is being repaired.
- If the customer and Hellsten Gears AB, as a solution to a warranty case, agree to cancel the purchase, no compensation linked to the warranty case will be paid.

Warranty protects against programming issues

Products are delivered adapted and ready to be installed according to instructions from the car manufacturer and Hellsten Gears AB. This means that products with built-in electronic or computer components are prepared for installation in a workshop. With the designated equipment, the workshop must therefore be able to perform the steps that are instructed, for example coding, programming, activation of anti-theft (immobilizer), basic setting etc. If the delivered product is in any way incorrectly prepared so that the installation steps according to instructions cannot be carried out, the warranty applies. Hellsten Gears AB has the ambition as a service to, at the time of purchase, inform of a product's special requirements in concern to the installer's equipment. Installation is expected to be carried out by a professional mechanic (with access to instructions and necessary equipment). Not receiving information of a product's special requirements does not mean that warranty compensation will be paid to hire another professional mechanic with the necessary knowledge and equipment.

Error report

After a complete error report has been filed, the case is registered as a complaint.

- Vehicles with suspected problems must immediately be taken out of service. Consequential faults that occur due to continued driving are not covered by the warranty.
- An error report must be filed as soon as possible, by telephone (+46 300 - 742 20) or through form on the website (www.hellstengears.com/felanmalan). You need to have the following information available:
 - Order or invoice number
 - Registration number
 - Meter reading
- After a registered error report has been filed an appropriate action plan will be set up by Hellsten Gears AB. Hellsten Gears AB decides which measures are to be carried out.
- The customer/workshop must provide supplementary information that Hellsten Gears AB requests, for example detailed fault description and complete reading of fault codes from the gearbox and the entire vehicle. The information is part of the central decision basis for how the case is to be handled and if additional information is delayed, incorrect or not received at all, Hellsten Gears AB may be unable to continue the complaints process and reject the complaint.
- If Hellsten Gears AB deems that the vehicle can be driven without the risk of consequential damage, the vehicle is to be driven at its own expense to primarily Hellsten Gears AB, or to the workshop that installed the product, for further action. The customer can also, after agreement with Hellsten Gears AB, drive the vehicle to another workshop.

Warranty measures

After an error report has been filed, Hellsten Gears AB decides which measures are to be performed and in which order. If measures are not carried out in accordance with instructions from Hellsten Gears AB, the warranty may be revoked. The warranty refers to the original gearbox and is not affected by any

warranty action, for example in the form of a replacement gearbox.

The measure may, for example, involve:

- The customer/workshop in collaboration with Hellsten Gears AB checks issues and performs measures to fix problems.
- The product is taken out of the vehicle and sent to Hellsten Gears AB for further action.
- Replacement gearbox is sent to customer/workshop.
- The customer/workshop submits the car for further action to a designated workshop.

The warranty does not apply

- The warranty does not cover troubleshooting performed before the error report was filed or for work/fixes that has not in advanced been approved by Hellsten Gears AB.
- The warranty does not apply if the vehicle has been modified from the basic version, for example with bodywork, trimming or engine optimization.
- The warranty does not apply if the product has been damaged by incorrect installation.
- The warranty does not apply if the product is not professionally assembled/installed.
- Professionally means that the mechanic has knowledge of and equipment necessary to perform actions instructed by car manufacturers and Hellsten Gears AB. The work must be carried out correctly, Hellsten Gears AB determines whether the product has been installed correctly or not.
- The warranty does not apply to vehicles with other issues and/or faults that affect the product's function. Examples of such faults are engine faults or clutch faults. Such problems need to be remedied before the warranty can be enforced. If such errors are not remedied, the warranty will be rejected.

Loss of income / downtime compensation

Compensation for loss of income and downtime compensation are not included in the warranty.

Submission of claims for compensation

Claims for compensation needs to be submitted in writing to Hellsten Gears AB together with references stating complaint number and order number (our order or invoice number and the car's registration number). Attach documents such as receipts and invoices.

Extended warranty

Optional Security Package

Extended warranty, known as *Security package*, covers costs for salvage and rental car. The optional Safety Package is available when purchasing gearboxes, transfer cases, differentials and turbos and is ordered with the part. The additional warranty option is noted on the invoice.

Salvage

If the vehicle is deemed incapable of driving a salvage company will be hired for transport of the vehicle

to the workshop or to Hellsten Gears AB. If the distance is longer than 150 km, the car can, in agreement with Hellsten Gears AB, be salvaged to a closer workshop (Controlled car workshop and marked with "Green dot" - see list at www.kbv.nu). The compensation is a reasonable salvage costs (maximum distance: 150 km), maximum + 10% of a recognized reference salvage company². A correct salvage receipt with registration number needs to be available³. The customer must contact Hellsten Gears AB before hiring a salvage company. Hellsten Gears AB has the right to specify where the car is to be salvaged for action. If salvage is needed at a time when Hellsten Gears AB is closed, the customer can subsequently demand compensation for salvage in accordance with the conditions above.

Rental car

Compensation is paid from the day a written error report is received by Hellsten Gears AB up to, and including a maximum of two working days after, Hellsten Gears AB to the workshop has delivered a replacement part or provided instructions on measures to perform. The rental car must correspond to class A at Avis. The cost may not exceed Avis's cost by more than 10%. The cost for the entire period with a rental car may not exceed SEK 10,000 including VAT. If the end customer feels that the corresponding class A car is not enough but chooses another category, the customer pays the difference between class A and the chosen class. If a class A car is not available for rent, the warranty will cover a class B car if a the rental company can certify that class A is not available. In the event of incorrect delivery, compensation for rental car is paid no earlier than two days (weekdays) after Hellsten Gears AB has been notified of the incorrect delivery. Receipt for rental car is submitted as a basis for compensation payment. The customer and the customer's workshop are expected to be helpful in the best way so that the time for troubleshooting and warranty measures is not unnecessarily extended. If a rental car needs to be rented for an extra long time due to the customer being difficult to reach, does not perform agreed measures, is closed (for other than national weekends) or the like, the customer must bear these extra days. If the car owner can manage without a rental car, SEK 250/day is paid instead, incl. VAT without deductible for the period when car rental compensation would otherwise have been paid.

¹ If a product is exempt from our standard warranty terms, the information will be clearly communicated to the customer..

² Reference salvation: Assistancekåren

³ Receipt stating the hourly rate and the car's registration number must be available.

Fact box

Definition of professionalism during installation

- Have access to and knowledge how to follow instructions from the car manufacturer.
- Have access to and knowledge how to follow instructions from Hellsten Gears AB.
- Have access to the right tools and knowledge of how to use these.
 - Have the right mechanical tools and knowledge of how to use these correctly.
 - Have diagnostic tools for error code reading and, if necessary, have the knowledge to handle, for example, basic settings, programming, and built-in anti-theft protection correctly.
- Have knowledge of which oil is required and knowledge of how it is replenished and level regulated.
- Have the knowledge and ability to repair other parts of the vehicle that are defective, or are suspected to be defective, and that affect the function of the gearbox. Some examples of such parts are: engine steering, clutch, flywheel, ABS system and tire size.
- Have knowledge of how a correct test drive should be performed, the possibility to carry out a test drive and knowledge of how events during a test drive are correctly documented.
- Have knowledge of how work performed is documented and continuously document the work.