



# WARRANTY BULLETIN

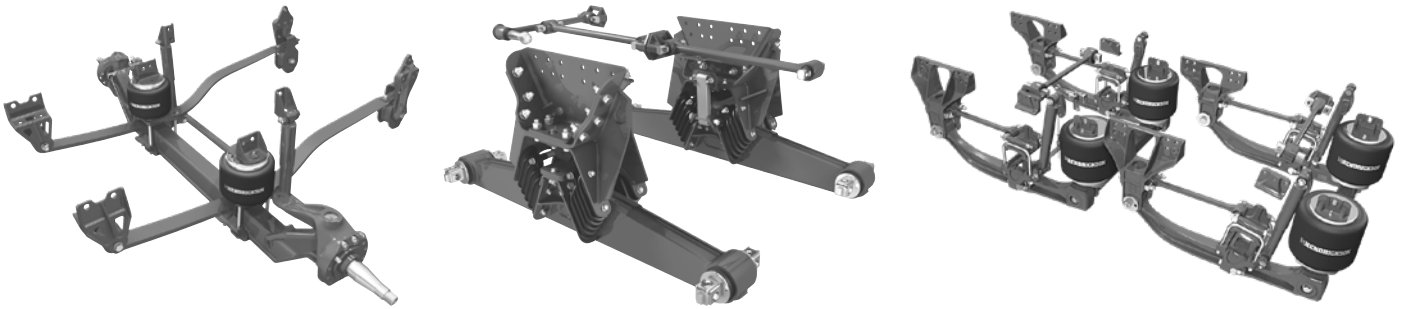
## TRUCK SUSPENSION SYSTEMS

Warranty Statement – Australia & New Zealand

LIT NO: 97117-106

DATE: January 2019

REVISION: N



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## **WARRANTY POLICY STATEMENT**

Hendrickson Asia Pacific Proprietary Limited warrants that all (Hendrickson) Truck and Trailer complete suspensions and Parts supplied by them shall be free of defects in material and/or workmanship.

This warranty coverage only applies to Hendrickson Asia Pacific suspensions and components that have been correctly assembled and installed by original equipment manufacturers / authorised installers and have been correctly maintained and used in the recommended application.

All non-recommended suspension applications must receive written approval from Hendrickson Asia Pacific in order to be covered under the Hendrickson Asia Pacific Warranty Policy.

This warranty is subject to the conditions, exclusions and limitations listed under WARRANTY LIMITATIONS.



## WARRANTY LIMITATIONS

Hendrickson Asia Pacific warranty is limited to and does not extend to any repair or replacement as a result of the following conditions:

- Accident, fire or other casualty.
- Misuse or negligence including, but not limited to, overloading.
- Lack of reasonable and proper maintenance.
- Repairs improperly performed or improperly installed.
- Use of component parts, replacement or otherwise, that are non-genuine or not distributed by Hendrickson Asia Pacific.
- Modifications not recommended or approved in writing by Hendrickson Asia Pacific.

The liability of Hendrickson Asia Pacific under this warranty is limited solely to the repair or replacement of defective material or workmanship by an authorised repairer.

Hendrickson Asia Pacific shall not be liable for repairs performed by any unauthorised repairer.

The Hendrickson Asia Pacific warranty does not include any expense of, or related to transportation of the vehicle to or from the place where the repair is to be performed, or compensation for inconvenience or loss of use while the suspension system is being repaired.

Hendrickson Asia Pacific shall not be liable for any expense, loss or damage (direct, incidental, consequential or exemplary – including, but not limited to, towing expenses, down time expenses, cargo damage, incidental charges or any other losses arising in connection with the sale, use or inability to use the suspension system) resulting from the warranty-covered part found to be defective.

No verbally expressed warranty is given by Hendrickson Asia Pacific with respect to its suspension system. All warranty must be referred to the Warranty Coverage table.

Any warranty implied by law, including any warranty of merchantability or fitness for a particular purpose, is limited to the expressed warranty term provided in this document.

Hendrickson will not accept the alleged defective component for return unless specifically requested. Only genuine Hendrickson parts, or parts sold through Hendrickson Asia Pacific, may be used to repair Hendrickson suspension systems.

Hendrickson Asia Pacific has the sole discretion and authority to accept or reject a warranty claim.



## COVERAGE

The Hendrickson Suspension Warranty coverage is firm and limited only to suspension systems supplied by Hendrickson Asia Pacific and begins when the vehicle is put into service. Refer to the Warranty Coverage Table for warranty periods applicable.

### Aftermarket Kit (Retrofit Kit)

The warranty period begins differently depending on who installs the aftermarket kit.

- *Kit installed by an Authorised Repairer*  
The date of invoice of the suspension kit to the customer.
- *Kit installed by an End User/Customer*  
The date of sale of the suspension kit to the end user/customer.

### Coverage Period

Aftermarket Kits are covered for a period of 12 months/Unlimited kilometres on parts and labour where fitted by an authorised installer. Parts only where fitted by a non-authorised installer. Refer to the Warranty Coverage Table.

## WARRANTY GUIDELINES

### Claim Submission

All Hendrickson Asia Pacific Warranty claims must be submitted within 30 days of the repair date. The repair date is determined by the last clock date by the technician on the repair order or the date the repair was completed where a clocking system is not utilised.

Claims received by Hendrickson Asia Pacific that exceed claim submission guidelines will be reviewed on a case-by-case basis to determine acceptability.

### Claim Payment

All Hendrickson Asia Pacific Warranty Claims will be processed within 30 working days from receipt of the claim. The only exception to this rule is where late receipt of relevant parts or information necessary for the adjudication of such claim causes delay in the claim process.



## Labour Reimbursement

Hendrickson Asia Pacific Warranty/Policy labour reimbursement rate is reviewed regularly. The rate remains firm until an updated warranty document is released. The effective date to determine the labour rate is the repair date, not invoice date or claim submission date.

This fixed rate will be applied in relation to the Hendrickson Standard Repair Times as listed in the latest revision of Technical Publication 97117-124, which contains times for most typical repairs. Contact the Hendrickson Asia Pacific Warranty Department to discuss allowances for any tasks not listed in the aforementioned Repair Times Bulletin.

### Standard Labour Reimbursement

The standard hourly labour rate for the period commencing 1 January 2019 is \$78.00.

## Parts Reimbursement

Hendrickson Asia Pacific Parts reimbursement rate is reviewed regularly. The rate remains firm until an updated warranty document is released.

### Standard Parts Reimbursement

The standard parts mark-up rate for the period commencing 1 January 2019 is Dealer Net Price plus 20%.

## Replacement Parts Warranty

Hendrickson Asia Pacific Replacement Parts Warranty coverage is firm and limited only to components supplied by the authorised Hendrickson Asia Pacific network and begins on the day of the purchase by the end user (purchase invoice date) and ends when the period of 12 months has elapsed.



## WARRANTY PARTS RETURN GUIDELINES

Hendrickson Asia Pacific, in all cases, will only accept the return of parts where requested. All parts requested for return by Hendrickson Asia Pacific must be accompanied by the WRN (Warranty Return Number), which will be provided on the parts return request and is only issued by the Hendrickson Warranty Coordinator. All returned parts must be accompanied by the relevant documentation.

Failure to adhere to the parts return guidelines will result in the parts being returned to the sender along with the freight charges.

Hendrickson Asia Pacific is unable to accept or be liable for any defective parts returned where these guidelines have not been met.

Claims cannot be accepted if either:

- Parts were not accompanied by an official Warranty Return Number
- Parts were returned and did not meet the parts return policy guidelines.
- Parts were tested and found to be within manufacturers' specifications.
- Upon inspection, it was determined that the cause of failure was due to contamination and/or outside influence.

### Freight

Freight for parts will only be covered if prior authority is given in writing and the nominated carrier, determined by Hendrickson Asia Pacific, is used.



## HENDRICKSON WARRANTY COVERAGE TABLE

The coverage periods show in this table apply when the suspension is used in the recommended application and within the rated capacities. Nevertheless, coverage may differ on some items used in applications for which special written approval was granted.

SUSPENSION SYSTEMS			
Warranty for the following truck suspension systems extends to unlimited kilometres and is limited by time only, as detailed in the table below.			
Item		Warranty Limitations	
OEM	AIRTEK™	2 Years	Up to 10% Off-Road
	HAS Series Suspension	2 Years	Up to 10% Off-Road
	HAULMAAX™ Series Suspension	2 Years	Up to 50% Off-Road
	HLM-2 Series Suspension	2 Years	Up to 10% Off-Road
	HLM-2 Series Suspension & Axle	2 Years	Up to 10% Off-Road
	HN® Series Suspension	2 Years	Up to 50% Off-Road
	PARASTEER™ Series Suspension	2 Years	100% on Sealed Roads
	PRIMAAX® EX Series Suspension	2 Years	Up to 50% Off-Road
	R1000-1500 Series	2 Years	
	ULTIMAAX® Series	2 Years	
Aftermarket Kits (Suspension/Axles)		12 Months	Parts only. Labour included if fitted by an authorised Hendrickson installer.
Replacement Parts		12 Months	Parts only. Labour included if fitted by an authorised Hendrickson installer.

**NOTE:** A listing of Hendrickson Asia Pacific Authorised Repairers is available from our website at [www.hendrickson.com.au](http://www.hendrickson.com.au).



## ENQUIRIES

If you have any questions or queries about the information contained herein, please contact the Hendrickson Asia Pacific Product Support on +61 3 8792 3600.

**NOTE:** This replaces all previous documents on this subject.

## REVISIONS TABLE

Date	Rev	Page	Description
Jan-12	Rev H	Page 2, 6	Add amendment record table. Update parts and labour reimbursement.
Jan-14	Rev I	Page 6	Revise labour and parts reimbursement dates from 2013 to 2014. Revised Standard Repair Time reference from 97117-124 August 2006 Rev E to March 2012 Rev F.
Feb-15	Rev J	Page 6	Revise labour and parts reimbursement dates from 2014 to 2016.
Feb-16	Rev K	All	Revise labour and parts reimbursement dates from 2015 to 2016.
Jan-17	Rev L	All	Remove MEGATEK reference. Update and revise for 2017.
Jan-18	Rev M	All	Update for 2018 and added ULTIMAAX.
Jan-19	Rev N	5	Update for 2019. Remove end date.

Need Help? Call **03 8792 3600, Option 5** or Email [auwarranty@hendrickson.com.au](mailto:auwarranty@hendrickson.com.au)



[www.hendrickson.com.au](http://www.hendrickson.com.au)

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