

Warranty Policies & Procedures

Over-The-Counter (OTC) Addendum

(For Distributors & Dealers Only)

Policy No: BW1795D

Effective Date: April 22, 2016

Supersedes: BW1795D dated Dec. 01, 2004

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1. Over-The-Counter (OTC) Warranty Program

- 1.1. The Over-The-Counter (OTC) warranty program is only available to Bendix authorized distributors and dealers. OTC is applicable only for the first year or 100,000 miles (160,000 Km), whichever occurs first. OTC coverage is for certain parts only and there is no labor allowance or payment for this program. If the OTC coverage period is exceeded, then the claim must be submitted as a Standard Warranty. Refer to Section 3 for OTC program restrictions and exclusions.
- 1.2. Using their expertise and considering restrictions noted under Section 3, the distributor completes a visual inspection and makes an on-the-spot judgment that the part did fail within the warranty coverage period. The part is then replaced without charge to the user making the claim.
- 1.3. Bendix makes the final determination as to whether the product is covered under the terms of this warranty. When a warranty claim is accepted, Bendix's responsibility is limited, at its' option, to repair, replace, or credit the defective product with a remanufactured exchange unit or service unit, if a remanufactured unit is not offered. The replacement is warranted for the remaining time period, mileage, or hours of the original warranty.

2. Processing Instructions for Over-The-Counter Warranty

- 2.1. Claims should be made and submitted within thirty (30) days after the date any problem is first discovered via **www.Bendix.biz**. Print the completed warranty claim form from either the website or the attachment in the email confirmation. Retain one copy, enclose another in an envelope, and attach the envelope to the returned part. Ship the part pre-paid to the **Warranty Inspection Center**. (Note: If the OTC box is not selected on the claim form, the claim will be treated as a Standard Warranty.)
- 2.2. Upon receipt of the part and the warranty claim, Bendix will issue a credit for the material plus a handling mark-up where applicable. No labor is paid against OTC claims. The credit information will be included on the credit memorandum along with the Warranty Claim Number.

For devices that can be remanufactured, material credits will equal the distributor's exchange price (outright price less applicable good core allowance). Based on the condition of the core, the distributor's core bank will be credited with the applicable core allowance. The core credit and associated credit memorandum number will appear on the core report. For devices that are not remanufactured, material credits will be equal to distributor service net price.

3. OTC Program Restrictions

- 3.1. The claim may not involve other damages or expenses. Payment under the OTC program does not constitute acceptance of additional costs, whether submitted with the claim or if requested later after the credit is issued.
- 3.2. Before handling an alleged defective component under the OTC program, take the following steps:
 - **Verify the device is a genuine Bendix new or Remanufactured part.**
 - **Confirm the part has not exceeded the allowance OTC warranty period (one year or 100,000 miles/160,000 Km, whichever occurs first).**
 - **Confirm the part qualifies for the OTC program (see 3.3 exclusion points).**
- 3.3. Inspect the part and consider the following bullet points. If any one of these particulars applies, then the claim is ineligible for the OTC warranty program. A standard warranty claim may be filed instead.

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3.3.1. General OTC Exclusions

- **Is the part a hydraulic, climate control, electrical, or electronic device?**

None of these categories is eligible because special equipment and procedures are required to inspect these devices.

- **Has the nameplate or date tag been deliberately removed or altered?**
- **Is there any breakage with impact marks from hammer blows, dropping, etc?**
- **Is there damage that may be due to improper installation or handling, such as: cracked ports, stripped threads, heavy vise marks on the body, or over-torqued bolts?**
- **Did the customer make a field repair or disassemble the device?**

Non-serviceable part field repairs or disassembly, unless authorized, voids the warranty because once a device is opened and/or repaired; there is no way to determine if the condition was originally due to a manufacturing defect.

- **Does the nameplate state that someone rebuilt the part other than Bendix?**

Words like "Bendix-Westinghouse Rebuilt Compressor" or a brand name such as "BEPCO" or "Like-Nu" are not accepted.

3.3.2. Compressor OTC Exclusions

- **Is either compressor crankshaft end broken off?**

This failure is generally associated with use of a heavy-duty air impact wrench with impact marks on the crankshaft nut. When the crankshaft end is broken, please return the broken section of the crankshaft with the nut for examination.

- **Did the customer reuse the existing drive gear, which was possibly worn or misaligned?**
- **If the claim involves an open bottom compressor, is the piston aluminum?**

Excluding the Bendix® BX-2150™ compressor model, use of aluminum pistons is a sure sign of a non-Bendix rebuild. Bendix does not use aluminum pistons on any 2-piston compressor.

3.3.3. Valve OTC Exclusions

- **If the claim involves a valve, is there obvious contamination in the supply port?**

Large amounts of rust chips, dirt, or oil suggests an air system problem rather than a valve issue. The use of thread sealing tape is not recommended, evidence of thread tape in the threaded ports may indicate internal contamination.

4. OTC Program Denials

4.2 If the claim is submitted as an OTC warranty, but is rejected for items listed in point 3 above, then only the appropriate salvage value will be given for the device. If the device has no core value, then the part will be scrapped and not returned.

4.2 Abuse of the OTC warranty program will convert all future warranties to the standard warranty procedures.

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