



MATERIAL HANDLING TIRES **CLAIM POLICY**

1. GENERAL CLAIM POLICY AND ADJUSTMENTS

1.1. OEM claims

Any occasional rejection of tires and wheels decided by the quality-control at the purchase department will be adjusted directly by Camsotech European R&D Centre NV, the European Technical Centre working for Camso Inc. Camsotech European R&D Centre NV is acting as the only warranty agent for all Camso tires and wheels.

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Procedure:

- OEM informs Camsotech European R&D Centre NV about rejection. Full details are appreciated:
 - tire or wheel size
 - tire or wheel serial number
 - reason for rejection
 - if possible a picture
- Camsotech European R&D Centre NV will instruct the financial department of the Camso entity that sold the product to make an immediate adjustment via credit note.
- If needed Camsotech European R&D Centre NV will ask to arrange shipment of claim tires or wheels to Belgium for a detailed examination or an on-site visit will be arranged.
- All claims are recorded for follow-up and statistics.

1.2. End user adjustment policy

- All eventual claims in the field on tires and wheels will be adjusted through the worldwide Camso dealer network, which assures a fast and efficient way to resolve customers' problems.
- The local Camso dealer will collect the necessary information and inform Camsotech European R&D Centre NV immediately through the Intranet based claim system.
Requested information (see also the relevant claim form on the Intranet):
 - tire or wheel size
 - serial number
 - type of vehicle
 - front or rear
 - application and working circumstances (working cycle and loadings)
 - failure description
 - wear or life time
 - clear pictures
- After checking and approval by the Warranty team, Camsotech European R&D Centre NV will instruct the the financial department of the Camso entity that sold the product to make the adjustment via credit note.
- Depending on the claim, a visit by a Camsotech European R&D Centre NV engineer in the field may be needed to examine the application and to advise on the type of replacement tire or wheel.
- The financial department of the Solideal entity that sold the product handles all financial settlements. The Intranet based claim system can be consulted on a day to day basis to know the exact status of the settlement.
- All claims are recorded for follow-up and statistics.

2. WARRANTY CLAUSE FOR TIRES

2.1. General standards

All Camso tires are designed and manufactured to carry the loads at the appropriate speeds given in the ETRTO-standards.
An overview per size is given in the Camso leaflets.
Special attention should be paid to the footnotes, regarding mounting, speeds and usage

2.1.1. Mounting

- Sizes of tire and rim should correspond to each other.
- The sizes of the rim should correspond to the ETRTO-standards and tolerances, the type should be flat base or split wheel for solid resilient tires.
- The rim and the rings should be in good shape, without cracks, deformations or excessive rust. Deformed or damaged parts should be replaced.
- The rim load capacity should be equal to or exceed the tire load capacity.
- All rings making part of the rim should be used.
- Only trained people, using the right tooling, working in line with the general and local safety regulations should do tire-fitting, according to the Camso mounting recommendations

2.1.2. Speeds

2.1.2.1. *Maximum speeds*

The maximum speed of the vehicle should not exceed the ETRTO values. They are given for the unloaded vehicle.

2.1.2.2. *Average speeds*

As industrial tires are designed for intermittent service only and limited running distances, the working day average speed (WDAS) should not exceed 5 km/h at an average load of 75 % of the maximum ETRTO load, this at an ambient temperature of 20°C, for solid tires. For pneumatic tires the maximum continuous average speed (WDAS) should not exceed 10 km/h at an average load of 75 % of the maximum ETRTO-load.

For average loads, average speeds and ambient temperatures exceeding the indicated values and for distances longer than 2 km per journey, the application has to be investigated in detail by Camsotech European R&D Centre NV in order to check whether the tire working temperature remains within acceptable and safe limits.

2.1.3. Usage

Normal and moderate use is considered as long as no foreign materials are destroying the tire and as long as braking, accelerating and steering forces are within the normal driving-conditions.

2.1.4. Ambient temperature

Solideal tires can operate at ambient temperatures from -30°C up to +50°C. Higher ambient temperatures can however be allowed after a technical review and a written acceptance of the application by Camsotech European R&D Centre NV. Tire parameters, such as deformation and rolling resistance might be influenced accordingly.

2.1.5. Storage

Solideal tires have to be stored in a protected environment (a dark and dry place, away from ozone), as specified in the ETRTO Recommendations.

2.1.6. Tire-fill

The warranty will become void for all tire-wheel assemblies filled with tire-fill, unless the material and filling process have been approved by Camsotech European R&D Centre NV and the filling has been done in line with the filling specifications from the tire-fill supplier.

One should also consider that stresses on wheels and impacts on carcasses will be intensified for tire-filled tires.

2.2. Warranty clause

All Camso tires are guaranteed to be free from defects due to materials or workmanship. This warranty remains valid for 5 years from the date of manufacturing.

The validity of this guarantee depends on the tire type and on the conditions described in the general standards:

- a) for solid resilients: as long as the safety line, marked on the sidewall of the tire by "60 J" is not reached.
- b) for press-on solid tires: as long as one third of the total rubber height has not been worn off (in other words, as long as 2/3rd of the rubber section height is still available).
- c) for pneumatic tires: as long as tread lugs are available in the center part of the tire.

If the customer finds a failure to a tire, a demand for warranty claim adjustment should be applied through the Intranet claim system, in order to make examination by Camsotech European R&D Centre NV or a Camso affiliate possible.

Thermal explosions due to a WDAS above 2.5 km/h on budget solid tires (Ecomatic and Ecomatic B2B) and 5 km/h on budget pneumatic tires (Solideal ED) are not considered a manufacturing defect and are therefore not warrantable.

If our analysis shows a tire has failed under this guarantee we will make an allowance against the current list price towards the purchase of a new Camso tire relative to the unused portion of the tread on the defective tire.

The cost of transportation, service and sales tax, already paid will be borne by the owner of the tire making the claim.

This guarantee is for the exclusive benefit of the owner and this warranty is not assignable.

Camso does not warrant against consequential or incidental damage arising from defective tire, however all products are covered by a CDN 8 million product liability policy for bodily injury, product damage and consequential losses.

3. WARRANTY CLAUSE FOR WHEELS

3.1. General standards

All Camso wheels are manufactured according to ETRTO-standards and are designed to take the loads and pressures, equal to the ETRTO - specifications of the tires, which are recommended to fit on the wheels.

3.1.1. Mounting

- Size of tire and rim should correspond to each other.
- The rim and rings should be in good shape and of the same brand (Camso rims should only be used with Camso components (side ring, lock ring and advance band))
- Care should be taken to insure that the correct size and made of components are used for that particular size of rim.
- The complete set of components must be used in all assemblies.
- Only trained people, using the right tooling, working in line with the general and local safety regulations should do wheel-fitting, according to the Camso mounting recommendations
- The user should be sure that split wheels are correctly assembled, with adapted high tensile bolts, nuts and spring washers.
- Wheel studs must be correctly torqued and regularly inspected.
- When removing a tire-split wheel assembly from a vehicle, the tire should be deflated before loosening the wheel nuts.
- Pressurizing a tire - wheel assembly should always be done in a protecting cage using a remote pressure gage.

3.1.2. Speeds

The maximum speed of the vehicle should not exceed the ETRTO values. They are given for the unloaded vehicle.

3.1.3. Usage

Deformations or fractures, due to abuse cannot be accepted as a warranty.

3.1.4. Storage

Camso wheels have to be stored in a protected environment, avoiding exposure to humidity and weather conditions.

3.2. Warranty clause

All Camso wheels are guaranteed to be free from defects due to materials or workmanship. This guarantee remains valid for three years from the day of manufacturing.

If the customer finds a failure to a wheel, a demand for warranty claim adjustment should be applied through the Intranet claim system, in order to make examination by Camsotech European R&D Centre NV or a Camso affiliate possible.

If our analysis shows a wheel has failed under this guarantee we will make an allowance against the current list price towards purchase of a new Camso wheel.

The cost of transportation, service and sales tax, already paid will be borne by the owner of the wheel making the claim. This guarantee is for the exclusive benefit of the owner and this warranty is not assignable.

Camso does not warrant against consequential or incidental damage arising from defective wheels, however all products are covered by a CDN 8 million product liability policy for bodily injury, product damage and consequential losses.

