ITT KONI B.V. Warranty Shock absorbers.

All KONI products supplied by ITT KONI B.V. are factory warranted. This warranty is only valid when the application of the shock absorber complies with the KONI technical specification (ref. KONI application catalogues).

The warranty is limited to the supply of a new shock absorber or, if possible, the repair of the defect, or the refund of the defect unit purchase price, all other remedies at law or claim per indirect and consequential damages are expressly excluded.

Assessment of warranty claims on KONI Shock Absorbers.
Basis for the warranty review is the attached "Assessment of Warranty Claims on KONI Shock Absorbers". Only warranty claims submitted under these terms and those which meet the following conditions can be honoured.

Warranty period for KONI Dampers.

- Two years, commencing on the date of purchase by end customer, with a maximum of 6 years after the shocks production date.
- A proof of purchase (in understandable English) must be attached to the claim form.

Warranty registration form.
A fully completed KONI Warranty Claim form should be send to KONI B.V. within 2 weeks from occurrence of the defect or discovery of the same.
KONI B.V. shall advice their direct accounts which dampers must be send to KONI B.V. for closer investigation. Each damper must have a corresponding purchase invoice and a Warranty Claim form. In case of defective attributable to shock in delivery or shipment the relevant package have to be preserved and submitted to KONI B.V. inspection before waste.

The claimed dampers must be kept available by the KONI direct accounts for at least three months from the claim notice date with the corresponding data for research purpose and/or production verification concerning the quality procedures.

If after inspection by KONI B.V., becomes clear that a damper has been claimed without reason, KONI B.V. reserves the right to reject the claim. KONI B.V. reserves the right to protect itself in case the claim is unreasonable and is proved as a pretext for customer to escape or to justify non compliance with duties and obligations.

Guarantee Claim Form.
A fully completed KONI Warranty Claim form must be used for each defective unit and must appoint the estimation level of gravity:
High Level 1
Medium Level 2
Low Level 3
Not definable

Claims received for a pair on a single form will be considered as one unit only. Please note that all forms must have a single number.

With the introduction of this new KONI warranty procedure all previous procedures and agreements are no longer valid physical, logistical and financial and have to be considered supercede.

The attached "Assessment of Warranty Claims on KONI Shock Absorbers" is an absolute necessity for your own selection of claims from the area which you are responsible.

We trust that with this warranty procedure we have created clarity on KONI warranty matters and urge you to return a signed copy completed with your company stamp to the sales department from KONI B.V.

Assessment of Warranty Claims on KONI Shock absorbers

For the assessment of warranty claims the following criteria are used.

1. Warranty claims must be submit within 2 weeks of occurrence of the defect or discovery of the same.

2. The application of the shock absorber must be comply with KONI recommendations.
    a. Only warranty claims are taken into consideration for shock absorbers that have been applied on vehicles as mentioned in the KONI list or recommendations or supplements thereof. It must be specified whether or not the suspension is still completely original; alternations of spring and/or attachments may cause damper problems, as such as application not compliant with KONI specific terms and conditions.

3. The shock absorbers must have been fitted correctly.
    a. If special fitting instructions are necessary, they are always enclosed with the product. They must be followed precisely. The standard instructions of car manufacturers must always be followed (e.g. the correct torques of nuts and/or bolts, unless otherwise specified in the KONI fitting instructions and technical specifications)

4. Defects of shock absorbers caused by excessive / abnormal use in races, rallies etc. or on public roads are not covered by the terms of warranty.

5. Defective shock absorbers that have been opened, tampered, adapted, repaired, modified or made serviceable again by others, are not covered by the terms of warranty.

6. Badly damaged shock absorbers (with dented damper housing or dustcovers, bent rods, etc.) or which have been stored in non appropriate conditions are not covered by the terms of warranty.

7. The warranty is limited to the supply of a new shock absorber or, if possible, the repair of the defect, or the refund of the defected unit purchase price, all other remedies at law or claim per indirect and consequential damages are expressly excluded.

Assessment of twin-tube hydraulic and gas-hydraulic dampers

	Complaint / defect	Possible causes	Warranty Yes / no ?
1.	No damping (bump and rebound).	1. Loss of oil (ref. 11)	?
2.	No damping (bump).	1. Footvalve is defective. a. If adjustment is no longer possible, the damper has bottemed out internally. b. If adjustment is still possible, the footvalve itself is defective.	 No Yes (code 8)
3.	No damping (rebound).	1. The adjustment mechanism has been forced (no zero position). 2. The non-return valve on the piston does not close properly.	No Yes (code 6)
4.	Insufficient damping that cannot be corrected by adjusting.	1. Dirt in valve system causing internal leakage.	Yes (code 9)
5.	Damper is too firm (in rebound).	1. Damper has been adjusted. 2. Defective valve system.	No Yes (code 6)
6.	Damper has free stroke.	1. Oil-content too low (ref. 11). 2. Damper has been fitted upside-down 3. Footvalve is defective; the non-return valve does not close properly, causing the oil in the damper to level out (the adjustment mechanism still works properly). 4. Footvalve has been damaged: the damper has bottomed out to some extend, so that too little oil can flow through the footvalve. The adjusting mechanism may either be defective of still functional to some extend ! This can only be established by opening the damper. Careful ! Also ref. 11-2.	? No Yes (code 8) No
7.	Damper cannot be adjusted.	1. Adjusting mechanism damaged by bottoming out internally (ref. 11-2). 2. Adjusting mechanism has been forced (no zero position). 3. If the damper is externally adjustable: adjusting nut is stuck. a. If combined with free stroke: the damper has bottemed out internally (ref. 11-2). b. There is no free stroke.	No No No Yes

			(code 11)
	Complaint / defect	**Possible causes**	**Warranty Yes / no ?**
8.	Damping is stuck or sticking.	1. Bent piston rod. This may have been caused by: a. Incorrect application b. Incorrect fitting If not clearly visible: open damper 2. No bent piston rod.	No Yes (code 10)
9.	Broken piston rod.	1. Forcible breaking by external cause. 2. Damper too short (wrong damper has been applied). 3. In case of airsprung vehicles: the system is not properly adjusted (too high ride level), resulting in too little rebound travel for the damper.	No No No
10a.	Attachment broken off.	1. Incorrect fitting (e.g. nut overtightened with pneumatic tool). 2. Alterations of the frame, e.g. heavier or shortened springs. 3. Badly welded joint.	No No Yes (code 7)
10b.	Attachment defective.	1. Incorrect fitting (e.g. nut overtightened with pneumatic tool). 2. Alterations of the frame, e.g. heavier or shortened springs.	No No
11.	Leakage.	1. The seal has been damaged by grooved or damaged piston rod. Careful ! In case of McPherson or built-in cartridge: in most cases a missing or damaged dust cover is the cause of the damage to the rod. 2. Damper has bottomed out internally, blocking the footvalve and 'pumping out' the oil. In most cases the damper can no longer be adjusted. Bottoming out may be caused by: a. the bump stop (original or KONI) is not or no longer present or is no longer functional. b. The car has been lowered too much. 3. If pos. 1 and 2 do not apply (so" smooth piston rod surface and operational adjusting mechanism) a seal may be faulty: a. rod seal is defective. b. Seal (O-ring) between the guide and the damper housing is defective.	No No Yes (code 4) Yes (code4)

	Complaint / defect	Possible causes	Warranty Yes / no ?
12.	Damper makes noise (knocking sound), but damping is okay.	1. Damper has not been tightened properly or has not been fitted correctly. Careful ! Attachment components may have been damaged by this as well. 2. Noise comes from damper itself (and may often be felt by hand): the valve system may be faulty. a. If the adjusting mechanism still functions properly. b. If adjustment is no longer possible (ref. 7).	No Yes (code 1) No
13.	Damper makes noise (hissing sound), but damping is okay.	1. This does not point to a defect, but is caused by the oil flowing through the restrictions. In case of stem attachment: stem rubbers may be overtightened. Please note that built-in speakers in the back-shelf may lessen the effectiveness of the sound insulation between the boot and the interior of the car.	No
14.	Load-a-Juster makes a screeching or grating sound.	1. The stainless steel spring screeches against coils of the L-a-J spring or grates against the rubber spring guide or against the inside of the rubber dust cover. The coils may only threated with rubber-lubricant or silicone spray. *Never use oil, grease, etc !* If spraying does not help: remove L-a-J spring, clean it, rub it dry, clean the rubber spring guide and the interior of the dust cover and rub them dry, then treat all components with talcum powder. 2. The rubber spring guide and dust cover have been affected by mineral oil products e.g. underbody-coating, resulting in loosening and/or swelling of these components.	No No