

KRIOS RETURN PROCEDURE

Dear customer, in order to consolidate our mutual and profitable cooperation, with the hope to continue our partnership, we kindly ask your cooperation to improve our service.


KRIOS has to manage 2 kinds of different returns:

- **DEFECTIVE** cause 64 (the piece does not work as it has) in this case it's absolutely imperative to describe the problem and to provide the needed document as per the attached form. For compressors you are also kindly requested to fill the specific form, Doc.39 R.02 , and add it into the box of return
- **NOT IN ACCORDANCE** cause 63 (wrong order; wrong shipment, the goods received are different from what you ordered,; missing/exceeding goods; wrong packaging)

All forms are available on our website:

www.kriosac.it / www.sidatgroup.it


1. HOME
 2. DOWNLOAD AREA
 3. FORMS
 4. AUTHORIZATION RETURN FORM
- Authorization form for defective pieces return
 - Form to attach to defective compressors



RETURN AUTHORIZATION REQUEST MODULE							
				AUTHORIZATION N.:			
REASON:		Date:		Company name:			
64 : DEFECTIVE							
63 : NON - COMPLIANT							
REASON	CODE	Q.TY	DELIVERY NOTE	DATE	PROBLEM FOUND	KRIOS RESERVED	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							

About the **defective compressors** a specific module must also be compiled, **DOC.39 R.02** and please attach copy of the receipt or invoice with the description of the work performed in a workmanlike manner, (simply insert it into the return pack)

KRIOS A.C. divisione di S.I.D.A.T. S.p.A. - via F. Santi,25 - 10024 Moncalieri (TO)
 Tel.+39-011 647 40 57 - Fax +39-011 647 35 62
 www.kriosac.it - email: sales@kriosac.it



MODULE TO BE ATTACHED TO DEFECTIVE COMPRESSOR			
IT HAS TO BE RETURNED WITH ITS CAPS			
AUTHORIZATION N.:			
Code KRIOS:	Dealer:		
Installation date:	Claiming goods from:		
Disassembly date:	Delivery note		
Mileage:	DATE		
Vehicle:			
CLEANING SYSTEM	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
DRIER FILTER REPLACEMENT	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
FLUORESCEN TRACER	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
STOP LEAK	YES	<input type="checkbox"/>	NO <input type="checkbox"/>
SEIZING	COMPRESSOR	<input type="checkbox"/>	CLUTCH <input type="checkbox"/>
NOISINESS	COMPRESSOR	<input type="checkbox"/>	CLUTCH <input type="checkbox"/>
COIL / CONTROL VALVE	SHORT-CIRCUIT	<input type="checkbox"/>	INTERRUPTED <input type="checkbox"/>
GAS LEAK	BODY	<input type="checkbox"/>	CYLINDER HEAD <input type="checkbox"/> SEAL <input type="checkbox"/>
OTHER:			
For carrying out the analysis, please attach copy of the receipt or invoice with the description of the work performed in a workmanlike manner			
Thank you for your cooperation KRIOS TECHNICAL STAFF			

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GENERAL CONDITIONS FOR GOODS RETURN ACCEPTANCE

- All KRIOS products are 12 months guaranteed from date of purchase
- All returns must be authorized by KRIOS, the request must be sent by fax to n. 011/6473562 or by e-mail to: sales@kriosac.it together with the form:

AUTHORIZATION FORM FOR GOODS RETURN duly filled in all spaces.

After that, Krios will confirm the authorization and will name it with a case number which will be mentioned also in the return delivery note

Please take note that for each type of returned goods, a delivery note should be filled out:

63:non compliant

64:defective

All the returned items without description of the defect won't be accepted.

OPERATING PROCEDURES for returned compressor

Once you have fulfilled the document named, **Doc.39 R.02**, and having attached all the documentation proving that every single step (installation procedure) has been followed accurately before installing the compressor, you have to take care that the following dispositions are respected:

- The compressor has to be packed in the right way
- It has to be returned with its caps
- It has to be LOGO KRIOS labelled
- It has to be dirt-free as much as you can, in case of too much dirt on the case
- It has not to be washed with strong cleanser that may damage it
- It has not to be tampered/ disassembled

When the compressor CANNOT BE accepted/ returned:

- When the leakstop is present
- It is tampered or disassembled
- It has been washed with strong cleanser that damage same
- The case shows breakage that have been caused by the outside
- It does not have the LOGO KRIOS label
- It shows evident signs that the compressor has been used (the compressor is a mechanical body, 100% tested, that lubricate itself thanks to the passing of the oil and together with the gas, when it is defective, you cannot drive for too many kilometres)

PLEASE TAKE NOTE THAT the compressor warranty is applicable **ONLY** when the **DETECTION** is **PRODUCER** responsibility.

Before every replacement and first start up of the compressor, please check carefully that the problem generating the damage has been solved.

PLEASE NOTE THAT the compressors we sell as a replacement are used for different types of vehicles and/or AC systems, therefore it is really important to check the **RIGHT QUANTITY** of oil, before assembling the part and modifying same by its application.

Consequently it is necessary to completely empty the new compressor from the oil and to fill it with the proper quantity declared by the producer of the unit, above all in case the system has been flushed (per-

fect requirement for a correct replacement of the compressor) the filter drier and the expansion valves have been substituted.

In case the compressor is replaced for causes not depending from the seizure, it is compulsory to empty in a graduated container the old compressor's oil, check that it is not dirty or acid and note the quantity (otherwise flushing system, replace expansion valve and filter drier). After that, empty the new compressor and fill in the same quantity of oil found in the compressor to be replaced.

WE REMIND YOU THAT A SYSTEM WITH TOO MUCH LIQUID (oil/UV Dye) it is not efficient and compromise the duration of the compressor because LIQUIDS CANNOT BE PRESSED.

Once the compressor is charged with the right quantity of oil, it is necessary to manually rotate for 10 times the internal mechanisms in order to let oil distribute equally.

In case of wrong shipment/wrong packaging the operation costs will be at KRIOS charge. On the contrary, after 10 days from receipt, KRIOS will apply a 20% credit reduction, with a minimum amount of 20,00 Euro, in order to cover the operation costs including checking and stock's return.

KRIOS invites you to check the boxes delivered by the forwarding-agent and in case of damages to the package, we suggest you to accept the goods with conditional approval, by writing on the copy of the delivery note kept by the forwarder "**ACCEPTANCE SUBJECT TO INSPECTION, DAMAGED PACKAGE**"

WE REMIND YOU that KRIOS makes checks on goods' status before shipping them; so the articles which could be damaged during transport are not covered by our warranty conditions.

KRIOS CLAIMS Office makes the technical checks of the returned parts and authorizes the replacement or the issue of a credit note.

KRIOS accounting department issues the eventual credit note in the month after the closure of the return dossier.

ALL RETURNED PARTS WILL BE at your disposal at our warehouse for maximum 1 month from the date of the closure of the return dossier, then KRIOS on its own motion will scrap the RETURNED PART if it will not received any written request by the Customer to have back the part.

The returned part will be sent back EX-WORKS, in its actual status.

Warning:

to avoid unwelcome hitches, before assembling the new compressor, **IT WOULD BE NECESSARY TO CHECK AT BENCH:**

- Dimensions of hoses entrance
 - Pulley alignment (when possible)
 - Eventual short circuit of the coil or lack of signal of the control valve (signal PWM).
- It is different to ask the warranty for a new compressor never assembled. In case of doubts, we are at Your disposal to solve the problems together.

KRIOS TECHNICAL STAFF