



BOSCH

BALKAMP

OTC- Warranty Code 552 – See Manufacturer's Complete Written Policy

Manufacturer: Bosch Automotive

OTC Products

Lifetime Warranty® Effective 4/1/84

THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF SERVICE SOLUTIONS U.S. INC.' OTC BRAND PRODUCTS OR PARTS ("OTC PRODUCTS"). THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.

Except as otherwise provided in this warranty, OTC products are warranted against defects in materials and workmanship for the life of the OTC Product, meaning that point in time when the OTC product no longer functions due to normal wear. This warranty does not apply to electronic products, which are covered by separate warranties. Nor does this warranty apply to the following items, which may be incorporated into or sold with OTC Products and which are sold "as-is" with all faults: chains, batteries, electric motors, knives, and cutter blades. (Electric motors are warranted by their manufacturers under conditions stated in their warranties).

The sole and exclusive remedy for any OTC Product found to be defective is repair or replacement, at the option of Service Solutions. If this exclusive remedy is deemed to have failed of its essential purpose, Service Solutions' liability shall not exceed the purchase price of the OTC Product. In no event will Service Solutions be liable for any direct, indirect, special, incidental, or consequential damages (including lost profit) whether based on warranty, contract, tort, or any other legal theory.

This warranty does not cover any OTC Product that has been abused, altered, worn out, contaminated, rusted, heated, ground, damaged due to side loading, used for a purpose other than that for which it was intended, or used in a manner inconsistent with Service Solutions/ OTC's instructions regarding use. The existence of a defect shall be determined by Service Solutions in accordance with procedures established by Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Robinair Products Limited Warranty

THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF SERVICE SOLUTIONS' AIR CONDITIONING / REFRIGERATION SERVICE TOOLS AND EQUIPMENT, COOLANT EXCHANGE / RECYCLING EQUIPMENT, FLUID CONTAMINATION REMOVAL EQUIPMENT AND TRANSMISSION FLUID EXCHANGE EQUIPMENT. THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.

Units are warranted against defects in materials and workmanship for one year from the date of purchase, except for rebuilt items which are warranted for 90 days from the date of purchase.

The sole and exclusive remedy for any Unit found to be defective is repair or replacement at the option of Service Solutions. If this exclusive remedy is deemed to have failed of its essential purpose, Service Solution's liability shall not exceed the purchase price of the Unit. In no event will Service Solutions be liable for any direct, indirect, special, incidental or consequential damages (including lost profit) whether based on warranty, contract, tort or any other legal theory.

This warranty does not cover any Unit that has been abused, altered, worn out, used for a purpose other than that for which it was intended, or used in a manner inconsistent with Service Solutions' instructions, including, but not limited to, these situations:

1. Use of Robinair recovery and recycling equipment with unauthorized refrigerants will void the warranty. Authorized refrigerants are listed on the equipment. Information is also available through our Technical Support Department at 800-822-5561.
2. Use of Robinair fluid contamination removal products with unauthorized cleaning solvents will void the warranty. Solvents approved for use are listed in the operating manuals. The existence of a defect shall be determined by Service Solutions in accordance with procedures established by Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

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BOSCH

Stinger by OTC Products OTC 2-Year Granite Warranty®

THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF 'SERVICE SOLUTIONS' STINGER BY OTC BRAND PRODUCTS OR PARTS ("STINGER BY OTC PRODUCTS.")

THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.

Except as otherwise provided in this warranty, Stinger by OTC Products are warranted against defects in materials and workmanship for two years. This warranty does not apply to electronic products, which are covered by separate warranties. Nor does this warranty apply to the following items, which may be incorporated into or sold with Stinger by OTC Products, and which are sold "as-is" with all faults: chains, batteries, electric motors, knives, and cutter blades. (Electric motors are warranted by their manufacturers under conditions stated in their warranties.)

The sole and exclusive remedy for any Stinger by OTC Product found to be defective is repair or replacement, at the option of Service Solutions, or its authorized warranty service providers. If this exclusive remedy is deemed to have failed of its essential purpose, Service Solution's liability shall not exceed the purchase price of the Stinger by OTC Product. In no event will Service Solutions be liable for any direct, indirect, special, incidental, or consequential damages (including lost profit) whether based on warranty, contract, tort, or any other legal theory.

This warranty does not cover any Stinger by OTC Product that has been abused, altered, worn out, contaminated, rusted, heated, ground, damaged due to side loading, used for a purpose other than that for which it was intended, or used in a manner inconsistent with Service Solutions/OTC's instructions regarding use. The existence of a defect shall be determined by Service Solutions in accordance with procedures established by Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Electronics One Year Limited Warranty

Service Solutions Limited Warranty

THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF 'SERVICE SOLUTIONS' NEW OR REFURBISHED ELECTRONIC DIAGNOSTIC TOOLS ("UNITS").

- New Service Solutions Units and Smart Cable are warranted against defects in materials and workmanship for one year (12 months) from date of purchase.
- Refurbished Service Solutions Units and Smart Cable are warranted against defects in materials and workmanship for 90 days from date of purchase.
- Rechargeable Batteries, Cables, Sample Cell, O2 Sensor, NOx Sensor and Pump are warranted against defects in material and workmanship for 90 days from date of purchase.
- This warranty does not cover consumable items, including, without limitation, non-rechargeable batteries, filters, printer paper, calibration gas, case, or probe/hose assembly.
- This warranty only covers products manufactured by Service Solutions. Service Solutions will pass through to the original purchaser all manufacturers warranties. For all products manufactured by third parties, please see the original manufacturer's warranty for details.

This Warranty is only valid to the original purchaser of the Unit and is not transferable. All warranty claims must be made within the warranty period and proof of purchase must be supplied. This Warranty does not cover the cost of freight to return the Unit of Service Solutions. This Warranty does not cover any Unit that has been abused, altered, opened, worn out, contaminated, used for a purpose other than that for which it was intended, or used in a manner inconsistent with instructions regarding use. This Warranty does not cover battery leakage. The sole and exclusive remedy for any Unit found to be defective is repair or replacement, at the option of Service Solutions. In no event shall Service Solutions be liable for any direct, indirect, special, incidental or consequential damages (including lost profit) whether based on warranty, contract, tort or any other legal theory. The existence of a defect shall be determined by Service Solutions in accordance with procedures established by Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

DISCLAIMER

THE ABOVE WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

SOFTWARE

Unit software is proprietary, confidential information protected under copyright law. Users have no right in or title to Unit software other than a limited right of use revocable by Service Solutions. Unit software when correctly installed, will execute its programmed instructions. Service Solutions does not warrant that software will operate uninterrupted or error-free. Unit software may not be transferred or disclosed without the written consent of Service Solutions. Unit software may not be copied except in ordinary backup procedures.

Service Solutions Software

The above warranty applies to product software except that, instead of warranting against defects in materials and workmanship, Service Solutions U.S. Inc. warrants that product software, when correctly installed, will execute its programmed instructions. Service Solutions does not warrant that software will operate uninterrupted or error-free. Product software is proprietary, confidential information protected under copyright law. Also protected under copyright law within the software are third party databases, RepairTRACK, and Code Assist from Identifix. Users have no right in or title to product software other than a limited right of use revocable by Service Solutions. Product software may not be transferred or disclosed without the written consent of Service Solutions and may not be copied except in ordinary backup procedures.

Repair Procedures (RepairTRACK)

This exclusive on-line resource offers you the ability to manage your repair experience with Service Solutions.

RepairTRACK is much more than just a repair web site.

- Obtain warranty and service information on all Service Solutions products
- One stop shop for Repairs and Replacements
- Can be used by corporate customers, distribution channels or product owners
- Directs customers to the correct Service Center:
 1. For product that is service by one of the Hydraulic and Equipment Service Centers, the product needs to be delivered to the Service Center for both warranty and nonwarranty repairs, if it does not qualify for the No Hassle Exchange.
 - The No Hassle Exchange refers to Robinair vacuum pumps only. All Robinair vacuum pumps, if defective, can be returned to the original purchaser within one year for an immediate replacement
 2. For product that is serviced by one of the Robinair Service Centers, all in-warranty service must be authorized by Technical Support prior to the work being done. Parts may be sent at no charge, or the nearest Service Center may be dispatched.
 3. For product that is sent to one of the Depot Repair Centers, a UPS return label can be printed from the web site which will route the product to the correct location. The status of the repair can be tracked throughout the repair process which includes being able to approve and pay for repairs through the web site.

RepairTRACK Depot Repair Center Features

- Creates a UPS return label from anywhere in the US for repair or replacement items
- Track the progress of a repair through every step in the process
- Receive email updates on the status of repairs and replacements
- Review repair estimates and pay online

First time users must register.

You will immediately receive a notification email with your user ID and password.

If you can't find a part number in RepairTRACK, click on the "Item Inquiry" button to request it.

For assistance in using RepairTRACK, or for those that don't have access to the internet, please call 800-344-4013.

CUSTOMER SERVICE

The Customer Service Department has a full staff of trained customer service personnel. Service Solutions Customer Service Guidelines

Service Solutions
Customer Service
Phone 800-533-6127
option 1

Bosch
Tech
nical
Supp
ort
Phon
e
855-
267-
2483

Robinair Technical Support
Phone 800-533-6127 option 2 or 800-822-5561

OTC Service Solutions
Technical Support
Phone 800-533-6127



option 3

TIF / ATP

Technical
Support
Phone 800-
327-5060
option 4

ACTRON / AUTOXRAY / SUNPRO

Technical Support Phone 800-228-
7667

RepairTRACK (<https://repairtrack.bosch-automotive.com>) Phone 800-344-
4013

Four methods of order placement:

- Phone in order with Service Solutions Customer Service agent @ 800-533-6127
- Fax to Service Solutions Customer Service @ 800-283-8665
- E-mail order to orders@service-solutions.com
- EDI

Tips to speed your inquiry request:

Send all inquiries for the following topics to inquiry@service-solutions.com.

When preparing an e-mail request please use your company name and abbreviated issue in the subject of the e-mail.

In the body of the e-mail be as specific as possible, giving information such as purchase order number, part number, contact name, phone, and any other pertinent information.

Issues most efficiently addressed to Customer Service:

- Shipping errors
- Placing, editing, and tracking of orders (provide purchase order number)
- Freight damage
- Special order price quotes
- Price and availability
- RGA and call tags (must be authorized by Sales Manager)