

Warranty Guideline Diving

Edition 2010



2010 COLLECTION

mares

If a conformity defect is present, you must follow the warranty procedure.

Product is considered “not conformable” if it does not satisfy the project or workmanship requirements.

Conformity defects *usually* happen within the first 6 months of the product’s life.

All other problems (different from conformity defects) do not have to be handled by a warranty procedure.

Customers have 2 months to claim for defect

Mares decided to offer to His dealer and customer the best support service giving them two years of limited warranty

LIMITED WARRANTY

MARES WARRANTS HIS PRODUCTS, PURCHASED FROM AN AUTHORIZED MARES DEALER, AGAINST DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF TWO (2) YEARS FROM THE DATE OF RETAIL PURCHASE BY THE ORIGINAL END-USER PURCHASER ("WARRANTY PERIOD").

THIS DATE MUST BE VERIFIED BY A VALID SALES DOCUMENT (TAX RECEIPT OR SALES RECEIPT). WARRANTY IS ONLY AVAILABLE TO THE ORIGINAL OWNER AND IT'S NOT TRANSFERABLE.

WHEN A CLAIM IS SUBMITTED, THE PRODUCT MUST ALSO BE SUPPLIED COMPLETE IN EVERY PART, TOGETHER WITH THE VALID SALES DOCUMENT AND THE WARRANTY CERTIFICATE DULY AND COMPLETELY FILLED.

MARES RESERVES THE RIGHT TO REFUSE TO GIVE ITS LIMITED WARRANTY WHETHER THE REQUIRED DOCUMENTATION CANNOT BE PROVIDED OR INFORMATION ARE INCOMPLETE, ILLEGIBLE OR INCORRECT.

CUSTOMER AND DEALER HAVE TO SATISFY MARES' RULES TO HAVE THE LIMITED WARRANTY.



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1. Warranty Procedure



WARRANTY GUIDELINE
Warranty Procedure

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1. Introduction

Processing warranty claims and forwarding to Mares Warranty Service quickly is of high priority. It assures the customers to get the defective product being repaired/replaced quickly for further use. Production-wise it is necessary for improving future productions. Turning in warranty claims in time is also important for assuring defective products are not exceeding warranty coverage.

These warranty guidelines will give you information on assessing and processing warranty claims for :

- Regulators
- BC Vests
- Computers and Instruments
- Masks and snorkels
- Fins
- Guns
- Wetsuits
- Accessories

This Warranty Guideline is valid for Intercompany.

2. General notes

Mares warrants to the original purchaser only that Mares' Products, purchased from any Authorized MARES Dealer worldwide, are free from defects in material and workmanship under normal recreational scuba use for two years from consumer's date of purchase unless differently specified.

 Mares' warranty is extended only to the original purchaser for purchases made from an Authorized Mares Dealer and is not transferable. ^{new}

MARES' warranty does not cover equipment used for rental, military or commercial purpose.

MARES' warranty does not cover equipment bought via Internet (authorized and unauthorized dealer). In this case customer must refer to the Internet shop.

Remember! Products bought via Internet shop

For all products bought via Internet, the final customer must refer to the Internet shop to have warranty coverage.

If the dealer is an authorized dealer, he 'll contact his Intercompany. Intercompany will follow the warranty procedures.

If the dealer isn' t an authorized dealer, Mares won't give him any warranty coverage. Anyway he must give warranty coverage to his customer , following the laws in force in his country.

Defects in material or workmanship usually appear within the first six months of the product's life.

Warranty document together with the proof of purchase are the only instruments to prove that the product is covered under warranty.

Within two years from consumer's date of purchase, only the products that Mares recognizes as defective are covered under warranty. In case of warranty, Mares has the right of choice between the replacement of goods, supplementary deliveries or the issuing of a credit note.

Mares' ll accept the replacement / repair of the products that Intercompany has in stock only and solely if all products are really defective. They are subject to Mares' approval. Repairable products have to be repaired, replacing the defective parts.

Mares doesn't recognize under warranty :

- damages caused by normal wear and aging,
- defects or damages due to overuse (intensive/exceptional wear) or abnormal conditions, defects or damages resulting from accident or crashes,
- any plastic surface, glasses or other externally exposed parts that are scratched or damaged due to normal use,
- damages or defects caused by cleaning treatment with caustic substances (as solvents, corrosive detergents, etc), which may affect the structure of the product and compromise the cracking and impact resistance,
- all components subject to normal wear (for example o-ring, filter, poppet seat (except for SCS valve seat), diaphragm, lamp, battery pack, rubber part, silicon part, latex, neoprene, textile, zipper, etc),
- modification/change of the product or disrespect of product information,
- damages resulting from improper use (including improper mounting of several components),
- improper maintenance or lack of maintenance (including maintenance made by unauthorized personnel),
- untidiness,
- natural or accidental phenomena,
- damages caused by prolonged use in chlorinated or polluted water,
- damages caused during exposure in the shop window or by the customer during the selling,
- all products not sold,
- 2nd hand goods. Warranty document is valid only for the original owner,

- products bought as “ CLOSE OUT”,
- equipment used for rental, military or commercial purpose.

Mares does not recognize any compensation for the inconvenience or for the non use or for possible loss of profit while the product is being replaced or repaired.

Maintenance and overhaul are not considered under warranty. All spare parts replaced are not considered covered under warranty. The cost of the maintenance and overhaul will be charged to the customer.

Goodwill has to be handled by Sales Dept.

 **Remember! Transportation damage** ^{new}

All claims concerning “ transportation damage “ won’t be accepted any longer, if the freight costs are charged to Intercompany. Intercompany has to address his claims to the carrier. This is valid for all product categories..

3. Warranty procedure

Customer has to claim the defects to the dealer within **two months** from the discovery.

Dealer claims a defective products to the Intercompany.

Remember! If the product has been bought from another Intercompany, in another state, Intercompany has to give support to his customer. If the product is covered under warranty Intercompany has to replace / repair under warranty. He could ask customer the possible cost of : duty, labour, calls ...

First of all, Intercompany has to check if the defective products are returned together with a copy of the warranty documents completely filled and the proofs of purchase.

Therefore, Intercompany has to realize if the claimed products are covered under warranty in according to the warranty guideline, verifying that the marked defect is due to defect in material and workmanship.

If the claimed products are considered under warranty (valid warranty period and valid defect), Intercompany, in according to the warranty guideline, can:

- repair the products with spare part if it is possible,
- replace the products.

Repair : it means that the product (gun, console, jacket...) will be repaired , replacing the defective component, which causes the malfunction (trigger, gauge, inflation button...). Customer will have his

product back with the new component. The part number of the component replaced will be entered in the warranty report.

Replacement : it means that the whole product will be replaced because it's impossible to repair it. Customer will have a new product back. The code number of the defective product replaced will be entered in the warranty report.

Remember! If a product has been repaired, the new component used for the replacement, maintains the same warranty period of the product.

It means that if Intercompany receives a console that is 6 months old and He replaces a gauge, the warranty period will be always referred to the console. In this case it will still have 1 years and 6 months of warranty.

Remember! If a product has been replaced, the new product maintains the same warranty period of the defective product replaced.

It means that if Intercompany receives a computer that is 6 months old and He replaces it, the warranty period will be always referred to the defective computer. In this case it will still have 1 years and 6 months of warranty.

If the claimed products are not covered under warranty (expired warranty period or unvalid defect), Intercompany has to return them to the dealer, or can propose him a repair or replacement against payment.

Remember! Mares reserves the right to decide if the defect is considered under the warranty.

Note: If Intercompany replaces or repairs a defective product under warranty and Mares doesn't recognize the warranty, Intercompany will have to pay for it.

By the end of each month Intercompany has to report to Mares the warranty claims of the past month by SAP together with an e-mail addressed to Mr Francesco Gambino (f.gambino@mares.com) to communicate the forwarding of the warranty report. Please note that warranty claims reported with a delay of more than 1 month will not be accepted any longer. (see point 4)

Intercompany has to fill in the warranty report correctly, in particular:

- If the **defective product is replaced**, Intercompany has to indicate the product code, the dimension (sizes) if necessary, the serial number if exist, the defect code, the purchase data, the activity (in this case *W = Replaced*), descriptions if he wants write other notes.
- If the **defective product is repaired**, Intercompany has to indicate the spare part code (used for repairing), the product dimension (sizes) if necessary, the product serial number if exist, the product defect code, the product purchase data, the activity (in this case *R = Repair*), descriptions with indication of the repaired product's code.

Note: If Intercompany replaces or repairs a defective product in Stock under warranty, Intercompany has to fill the field "PURCHASE DATE" and "COMPLAIN DATE" with the date of the discovery the defect. Both of them have to be the same.

Warranty report is valid only if:

- All fields are filled (product code or spare part code, quantity, defect code, purchase data, activity).
- Each line is filled with only one kind of defect referred to its date.
- "Other defect" is followed by a mail with description and photos of defect and the field Remarks is filled with an explanation of the defect.
- The serial number of the products replaced / repair is present if exist.

Upon request of Mares, Intercompany shall send via fax (+39 0185 – 201388) to Mares the warranty documents and the proofs of purchase of the products replaced / repaired within one week from the request, otherwise the products will be refused.

Warranty documents together with the proofs of purchase are the only instruments to prove that the product is covered under warranty.

Upon request of Mares, Intercompany shall make tests and give a proof of defect by sending photos or other information. All information have to arrive to HQ within one week from the request, otherwise the products will be refused.

Upon request of Mares, Intercompany shall send back to HQ some defective products together with a copy of warranty documents duly filled and the proofs of purchase within the date requested (1 month from Europe, 2 months from the other countries). Defective products have to be sent complete in every part. If these conditions aren't satisfied the products will be refused. Every defective product has to be sent together with a note which explains his defect in order to speed up and improve Mares' check.

Intercompany has to store defective products and spare parts (together with the warranty document and the proof of purchase) by SKU and type of defect until products have been inspected by MARES-Warranty Service or He's been authorized to destroy them.

For covering warranty claims, Mares reserves the right to :

- replace a product with a good of same or superior value.
- issue a credit note for the defective goods/components (warranty value of each defective product is latest valid transfer price plus freight and duty).

Mares reserves the right to reject warranty claims if :

- defective product is not made available upon Mares request.
- warranty reports are incomplete or incorrect.
- defective products are not in accordance to MARES Warranty Guidelines.
- Mares doesn't receive the warranty document and the proof of purchase upon request.
- **warranty claims are submitted with a delay of more than 2 months from receiving the warranty claim.**

4. Credit Note procedure

The following procedures will explain to Intercompany how to have the accepted goods paid :

Mares will let Intercompany know via e-mail, within the forwarding of the next report, about the check of the report and the amount of the accepted products .

After receiving the amount of the accepted goods, Intercompany :

- can destroy the accepted products / spare part.
- has to send the final invoice with the amount of the accepted products / spare parts and the document of the Public Notary certifying that the products / spare parts have been destroyed to own customer service. This document is required if the amount of the invoice is more than € 300 / USD 250.
- will have the accepted goods paid.

 **Remember! Taxes and Duties** ^{new}

Mares will pay Intercompany his purchase price only. Taxes and duties aren't considered and won't be paid

Intercompany will also receive an excel file with some spreadsheets called: Refused, Pictures (HQ needs some pictures to better understand the defect of the good), Suits for supplier (HQ needs some pictures of the claimed suit to send them to his supplier), Requested (HQ needs to check these goods)

In the HQ field Intercompany will find :

X : it means Refused. Mares doesn't accept the products / spare Intercompany included in the report.

- The products / spare parts could be refused because Mares consider them not covered under warranty in accordance to MARES Warranty Guidelines.

- The products / spare parts could be refused because Mares needs to have some information about them. In fact Mares can ask Intercompany the reason of the replacements, Information about the defects ...
 - Mares will analyze the information received and decide to accept or refuse the products / spare parts.
 - If they will be accepted Mares will ask via e-mail Intercompany to put them in the next warranty report (writing in the field “ REMARKS “ about this e-mail)), or to add them to the invoice that will be sent to customer service with the accepted goods.
 - If they will be refused Mares will inform Intercompany via e-mail that they will be refused definitely.

X : Requested. Products could be refused because Mares needs to check them. Mares' ll ask Intercompany to send them to HQ and Intercompany shall send them back to HQ together with a copy of warranty documents duly filled and the proofs of purchase within the date requested. Defective products have to be sent complete in every part. If these conditions aren't t satisfied the products will be refused.

- Mares will analyze the defective products and will decide to accept or refuse them. Defective products will be considered refused if they will be sent incomplete (airlab without hose, computer without wrist ...)
- If they'll be refused, Mares 'll ask Intercompany if they want the defective products back against payment. The freight cost will be charged to distributor.
- If they 'll be accepted, Intercompany' ll receive a credit note.

X : Pictures . Products could be refused because Mares needs further information. In this case Mares will ask Intercompany some pictures and check them.

- If the pictures will be accepted Mares will ask via e-mail Intercompany to put these goods in the next warranty report (writing in the field “ REMARKS “ about this e-mail), or to add them to the invoice that will be sent to customer service with the accepted goods.
- If they will be refused Mares will inform Intercompany via e-mail that they will be refused definitely.

X : Suits for supplier. Suits could be refused because Mares needs to have his supplier's authorization. Mares will ask Intercompany some pictures and will send them to his supplier.

- If the pictures will be accepted Mares will ask via e-mail Intercompany to put these goods in the next warranty report (writing in the field “ REMARKS “ about this e-mail), or to add them to the invoice that will be sent to customer service with the accepted goods.

- If they will be refused Mares will inform Intercompany via e-mail that they will be refused definitely.

5. Repairable products

Defective products have to be repaired with spare parts. Exchange of whole product has to be avoided!

MARES considers repairable :

- All products included in the spare part list and/or in the Maintenance Manual.
- If it is more convenient the repair rather than replacement (seams on wetsuits and jackets, etc.).
- The defects defined repairable in the Warranty Guideline.

Only the spare parts used for repairing defective products under warranty have to be included in the warranty report.

Warranty report concerning spare parts is valid if the follow fields are filled:

- Product code (the code of the spare part).
- Serial number (the serial number of the product repaired). This field is mandatory, otherwise Mares won't accept the spare parts.
- Quantity.
- Defect code (referred to the defect of the product repaired).
- Purchase date (referred to the defective product).
- Remarks with indication of the repaired product code.

Upon request of Mares, Intercompany shall send via fax (+39 0185 – 201388) to Mares the warranty document and the proof of purchase of the product repaired within one week from the request, otherwise the spare parts will be refused.

6. Send back to MARES

Upon request of the authorization return number, Intercompany can return the defect product together with a copy of its warranty document and proof of purchase to MARES for repair/replacement (detailed inspection).

Please proceed as follows:

- contact MARES to get the authorization return number (Customer Service, After Sales Dept., Technical Service Dept). All freight costs for authorized returns will be borne by MARES.
- Products sent without authorization, will be rejected and sent back to Intercompany. All the shipping and handling costs will be charged back.
- Send MARES the products together with a copy of the warranty document duly filled and the proof of purchase. Products sent without warranty document and proof of purchase, will be not considered covered under warranty. . All freight costs will be charged back.

Note: If MARES will recognize that the defect is due to incorrect assembling, poor quality of raw material, lack of tests, etc., MARES will replace under warranty all the defective components and will restore the products.

On the contrary MARES will charge back all the cost incurred.

7. Warranty period

Products are covered under warranty for 2 years from consumer's date of purchase unless differently specified.

8. Contacts headquarter

Following divisions have to be contacted in case of questions on warranty issues or product liability for Diving Division:

Warranty Service

Attn. Francesco Gambino

Salita Bonsen, 4

16035 Rapallo (GE)

ITALY

Mail: f.gambino@mares.com

9. Serial numbers and production codes

All products are marked with a serial number or production code. The serial number is marked on the product and written on the warranty document. The serial number/production code is always to be submitted when turning in warranty claims.

Locations of serial numbers:

- **Regulators (first stage):**



42 SERIES (on the body)



32 SERIES (on the body)



22 SERIES (on the body)



22 SERIES FROM 2008 ON



16 SERIES (on the joke)



12 – 2 SERIES (on the body)

▪ **Regulators (second stage):**



ABYSS SERIES
(near the by-pass)



REBEL SERIES
(on the case – near the mouthpiece)



PROTON SERIES
(between by-pass and the exhaust tee)



VIPER – EAGLE SERIES
(near the mouthpiece)



PRESTIGE SERIES
(on the case between cover and exhaust tee)



ROVER SERIES
(on the case between cover and exhaust tee)



☺ CARBON *new*
(under the mouthpiece)

▪ BC VESTS



AIRTRIM SYSTEM
(buckle on the waist band)



AIRLOCK
(inner surface of the cover piston housing)



ERGO LINE – PULSE
(inflator body)



ERGO LINE – A.T. LINE
(Please see page 32)

▪ **COMPUTERS**



M1 – M1 Rgbm – M2



DARWIN



AIRLAB



DARWIN AIR



NEMO WIDE – NEMO AIR



NEMO EXCEL



PUCK LINE



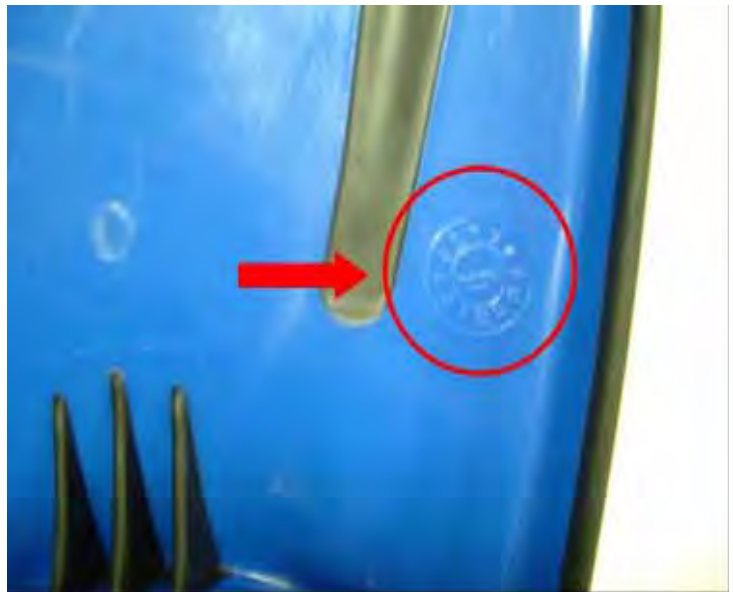
😊 ICON HD *new*

SERIAL NUMBER IS COMPOSED BY THE NUMBER ON
THE LEFT SIDE OF THE HYPHEN

FINS:



FINS (at the back of the fin)



▪ **GUNS:**



SPEARGUN



SLING GUN

▪ GAUGES :



DEPTH GAUGE



PRESSURE GAUGE

▪ GAUGES :



DEPTH GAUGE



PRESSURE GAUGE

10. Recap Communications

In this section you'll find a recap of the Information we sent you during the season, regarding specifications of our procedures and discovery of new or possible problems caused by conformity defects or improper use.

With this recap we 'd like to call your attention to some points that could be lost because of data processing problems or accidental erasing .

Index of the e-mails : sent you on

Updated claims	12/04/2006
MRS Plus	26/07/2006
Pre Guideline letter	23/10/2006
Info Dragon – Kaila	22/11/2006
Gauges	04/01/2007
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Submit date	18/01/2007
Warranty document	23/01/2007
Legal warranty and conventional warranty	12/02/2007
Defective suits	16/02/2007
Jacket's serial number	23/02/2007
Defective goods requested	18/04/2007
Strobe beam	22/02/2008

UPDATED CLAIMS

Dear Intercompany,

Analyzing your last warranty reports we would like to thank you for your cooperation and send some updated regard recurrent claims.

Please note the following points as to clear up any issue about the flooded Diver watch, the defect code *INC03* and Nemo's LCD problems.

1) Diver watch

In this case the defect happens because the diver doesn't screw the regulating pin (shown in the picture) before the dive.

Our supplier, after checking all flooded Diver we received, confirmed us that 100% of them has been flooded by the customer, for the reason I explained before or in consequence of battery replacement.

We kindly ask your cooperation and attention because if you replace under warranty flooded Diver we are forced to refuse the replacement.

2) INC03

In the defect codes list we wrote INC03 to indicate flooded computer. This code is refer to Nemos only.

In fact our experience in the field of repairing allowed us to recognize how this claim for other computers isn't due to defective material or workmanship, but it's caused by the customers during battery replacement or because they don't take care of them.

3) Nemo LCD problem

As far as the Nemo LCD problem is concerned, we can assure you that in many cases of our repair we discovered that the problem is caused by the customer. In fact when we open the battery cover, we verify that some internal components are damaged or broken. These broken or damaged components coincide with damage external case. It means that Nemo has been knocked against something and consequently LCD screen doesn't work fine.

We suggest you to check carefully Nemos with LCD problems, because if you note that there's a sign of knock the defect couldn't be caused by defective material or workmanship.

We wish to inform you about these issues to improve your and our job.

Thanks in advance for your cooperation and for any additional clarification we are at your disposal.



MRS Plus

Dear Intercompany,

I'd like to call your attention to a wrong assembly of MRS Plus.

We have just received the jacket shown in the pictures attached. The diver, after the dive, leaved his jacket in the air with the intention of drying it and he assembled MRS Plus out of the respective pockets.

This is an absolutely wrong assembly because it's necessary a lot of strength to disassemble MRS and there are a lot of likelihood to break it.

When you received jackets with broken MRS Plus, please check if the kit has been assembled in the same way like this.

Thank you for your attention and best regards

You can find the images to page

PRE GUIDELINE LETTER

Dear Intercompany,

I wish to thank you for the work you have done during last season, managing the new warranty procedures.

It's been a very useful work and your effort allowed us to have an exact view about our quality and it will furthermore allow us to give you

a better and better assistance.

You'll receive as soon as possible the Warranty Guideline 2007 but I'd like to submit to your attention 5 points that are very important :

1) It's absolutely mandatory that you enter in the warranty report **the serial number**, if exist, of the products replaced. On the contrary the products will be refused.

2) It's absolutely mandatory that you enter **the serial number**, if exist, of the products repaired when you put the spare parts in the warranty report. On the contrary the products will be refused.

Please remember that if you repair a defective products under warranty you have to check that it's covered under warranty looking at the warranty document and the proof of purchase. It's furthermore necessary that you keep the warranty document and the proof of purchase of the products repaired because I could ask you to send me some spare part for a check. In this case you will have to send me the spare parts together with all documents, otherwise the spare parts will be refused.

3) When you repair a defective product with a new spare part you have to enter in the warranty report **the part number of the defective spare part**, not the part number of the new spare part. For example, if you replace a first stage pebax poppet with a new poppet (46200652), you have to enter the part number 46200276 and not the new one.

4) The requested products have to be sent complete (with all their component : airlab with the hose, computer with the wrist...). Otherwise they'll be refused.

5) Mares reserves the right to reject warranty claims if it will be submitted later than the last day of the quarter.

I suggest you to follow this advise because we need you send your report in time to do our statistics:

The better way to submit the report in time is to send it **within the last week of the quarter**. The products repaired / replaced during this last week will be part of the next warranty report.

Example: 1° quarter October - December

It would be perfect if you prepare and send it the last week of December. So in January I can check them and I know that I haven't to wait other reports and I haven't to check everyday SAP.

You'll enter the products repaired / replaced during this last week in the warranty report of the second quarter (January - March).

If you are in late and you have to send it in January, please enter the date 200612 at the beginning. In this way I have no problem for my statistics.

Thanks in advance for your cooperation and best regards

INFO DRAGON – KAILA

Dear Intercompany,

I'd like to call your attention regarding jackets Dragon, Dragon A.T. and Kaila

We received a few claims regarding the leakage of these jackets, in particular in the neck area.

We checked some Dragons and I'd like to inform you about the results :

Picture 1 is showing the neck area of a Dragon.

The fabric, sewing on the vest , could form an inner tube, keeping air.

For this reason if you inflate the jacket, you'll probably see bubbles coming off from the area signalled in the red ellipsis

If you see the bubbles, and the jacket remains inflated,

it means that it has **NO PROBLEM** and the air that you are seeing is not coming from the vest but it's area that has been trapped between the vest and the rubbery fabric, sewing on it. It's coming off because off external pressure.



If you verify that the jacket is deflating, it means that there is a leakage in another part of it.
When the customer claims a leakage, please check the part signalled in the red ellipsis in the picture 2.



In this way you can check if the welding is really defective or if the neck area hasn't welding in some areas. This partial lack of welding causes leakage. If you have any questions, I'm at your disposal.

Thank you for your attention and best regards

GAUGES

Dear All,

I'd like to call your attention regarding pressure and depth gauges made by our supplier.

As you can see in the pictures attached, it's possible to identify the production lot (you can find it inside the red circle).

I kindly ask you to enter the number of the lot of the gauges that you'll put in your next reports. In this way we could verify if our planned checks are going well.

I wish to remind you that, from August 2005, we check 100% of the gauges and 100% of the assembled consoles and we want to keep the situation under control.

I avail myself of this opportunity to remind you to enter the serial number and production lots of the products entered in the warranty reports, where is possible (you can refer to the Warranty Guideline).

Thanks and best regards

You can find the images to page

SERIAL NUMBER

Dear Intercompany,

I wish to remind you that for us it's very important to know the serial numbers of the products you enter in your warranty report:

regulators, computers, jackets, fins

you have two possibility to find serial number :

1) on the products, as explained in the warranty guideline

2) on the warranty document

we kindly ask you your help to improve our monitoring of the defective products. Beginning from the second quarter the products entered without serial number will be refused.

This is the second year you send us the warranty report via OMS and now we'd like to make the most of this system.

The fields, we are asking you to fill in, are the same than last year, but they were sometimes empty.

We decided to ask you these particularly data because for us they are necessary to keep the situation under control.

We hope you understand our point of you.

Thanks in advance for your cooperation and best regards

SUIT'S ZIPPER PROBLEM

Dear Intercompany,

I'm writing you regards our suit's zip.

We actually don't have any conformity defect on the zips we use on our suits. We verified that all zipper problems are caused by improper use or lack of maintenance.

I'd like to submit you the last mail I received from our supplier. This mail concerns the zipper slider, but they always don't accept any claims, since the do the initial quality check :

There was a long discussion regards the zipper head damage among us. YKK does not accept any claim on their zippers after our factory done the initial quality check upon receiving. We cannot accept the claim as we suspect the damage was caused by incorrect force used when pulling the zipper up thus break the zipper slider.

For the reasons above, I wish to inform you that we decided to remove the defect code SUW03 from OMS.

Beginning from the second quarter of this season we won't accept SUW03 as valid defect.

I kindly ask you to inform all those concerned about this change.

Thanks for your attention and cooperation

SUBMIT DATE

Dear Intercompany,
I'd like to ask you the follow improvement to make our checks and statistics more correct and realistic.
If you will submit you warranty report in late, could you enter it with the date of the right period ?
I can give an example :
the second quarter is January - March and you should submit your report within 31/03/2007.
if you'll submit it in April, could you be so kind to enter it with date 200703 ?

In this way, in our information system, your warranty report will be available for us in March even if you'll enter it in April or May.
I hope I've been sufficiently clear and I'm at your disposal for any further information.

WARRANTY DOCUMENT

Dear Intercompany,
in order to further clarify the procedures for the correctly compilation of the warranty report, I wish to remind you that if we ask you to send us the warranty documents of the defective products (together with the proofs of purchase), we would like to receive the warranty documents, duly filled, that the divers find inside the boxes of the products (where is possible).
We often receive the sales invoices showing that dealers bought the products from you.
We don't need sales invoices because it's impossible to recognize if the invoice is referred to the products you put in the report.
In the sales invoice there isn't serial number of the product.
For example : you put in the report a jacket with serial number 123456 and I ask you the warranty document. If send me the sales invoice that you issued to your dealer, how can I understand that it's referred to that jacket ?
The reason why you shouldn't have problems to have the warranty documents is that if you replace a product, it means that you have it in your hands, and if your dealer send you a defective product, he has to send it together with the warranty document (where is present) and the proof of purchase of the diver.
Without these documents you haven't to accept the product.
Beginning from the second quarter we won't accept any requested products arrived without a copy of the original warranty documents duly filled and proofs of purchase, as written in the warranty guideline 2006 and 2007.

Thanks in advance for your cooperation and best regards

LEGAL WARRANTY AND CONVENTIONAL WARRANTY

Dear All,
since we think that there isn't the right clearness regardind the warranty, I'd like to call your attention on the difference between Legal Warranty and Conventional Warranty :

LEGAL WARRANTY IS BETWEEN THE DEALER (SHOPKEEPER) AND THE CUSTOMER (DIVER). WHEN A CUSTOMER BUYS A PRODUCT, THE DEALER HAS TO GIVE HIM THE LEGAL WARRANTY. IN FACT DURING THE SELLING THE CUSTOMER DRAWS UP A CONTRACT WITH THE DEALER WHICH IS THE ONLY PERSON FORCED TO GIVE HIM WARRANTY. DEALER CAN FOLLOW THE LOCAL LAW, ASKING HIM THE PROOF OF PURCHASE, THE WARRANTY DOCUMENT OR NOTHING. MARES IS NOT FORCED TO GIVE DEALER AND CUSTOMER WARRANTY BECAUSE THERE IS NO LAW THAT ESTABLISHES IT. ANYWAY MARES DECIDED TO OFFER THEM A CONVENTONAL WARRANTY TO GIVE THEM THE BEST SUPPORT SERVICE.

CONVENTIONAL WARRANTY FIXES THAT A PRODUCT, PURCHASED FROM AN AUTHORIZED MARES DEALER, IS GUARANTEED BY MARES TO BE FREE OF DEFECTS DERIVING FROM MATERIALS OR MANUFACTURING PROCESS THAT COULD OCCUR DURING 24 MONTHS FROM THE PRODUCT' S DATE OF PURCHASE. THIS DATE MUST BE VERIFIED BY A VALID SALES DOCUMENT (TAX RECEIPT OR SALES RECEIPT). WARRANTY IS ONLY AVAILABLE TO THE ORIGINAL OWNER AND IT'S NOT TRANSFERABLE. WHEN A CLAIM IS SUBMITTED, THE PRODUCT MUST ALSO BE SUPPLIED TOGETHER WITH THE VALID SALES DOCUMENT AND THE WARRANTY CERTIFICATE DULY AND COMPLETELY FILLED. MARES RESERVES THE RIGHT TO REFUSE TO GIVE THE CONVENTIONAL WARRANTY IF THE REQUIRED DOCUMENTATION CANNOT BE PROVIDED OR IF INFORMATION ARE INCOMPLETE, ILLEGIBLE OR INCORRECT.
IF CUSTOMER AND DEALER WANT TO HAVE THE CONVENTIONAL WARRANTY, THEY HAVE TO SATISFY MARES' RULES

DEFECTIVE SUITS

Dear Intercompany,

beginning from this season we cannot accept or refuse the suits you'll put in the warranty reports without the authorization of our supplier. For this reason this is the procedure we' ll use to manage them :

- 1) we' ll refuse the suits
- 2) we' ll send our supplier the complete list of the suits of the quarter together with the defect
- 3) when we' ll receive the file back we' ll inform you about the check and we' ll tell you the suits

accepted and the suits refused

4) we' ll send you the list of the accepted suits and we' ll ask you to add them to the draft of invoice of the next warranty report

We wish to remember you to keep the proofs of purchase and the possible warranty documents otherwise our supplier will refuse all the suits.

Since our supplier usually ask us information and pictures regarding the defective suits, we kindly ask you to send us the pictures of the defective suits that you put in the report quarterly, together with the warranty report. In this way we' ll send our supplier the complete list of the suits together with your pictures and we' ll have the response in a short time .

Thanks in advance for your cooperation and best regards

JACKET'S SERIAL NUMBER

Dear Intercompany,

I wish to inform you regarding an improvement implemented on our jackets.

Beginning from serial number 060001 made at the end of 2006, you'll find in all jackets a yellow label with the serial number stamped (in this case it' ll be 420600001).

The label is positioned inside the left pocket (where is present) or in the internal part of the bladder (where there isn't pocket) and it'll help you to identify the serial number of the jacket.

You' ll find attached a picture with an example the new yellow label. Please consider that it's only an example made to give you the opportune support.



Re Remember! New serial number is made up of 9 numbers. All numbers have to be entered in the warranty report, otherwise jackets will be refused.

DEFECTIVE GOODS REQUESTED

Dear Intercompany,

I'd like to call your attention to the follow issue :

most of defective goods I ask you, that are part of the warranty reports, arrive here without any explanations of the defect marked in the report.

This doesn't make easier the work of our technicians because they have to spend a lot of time to identify the goods they have in their hands reading your report.

Sometimes there are the serial numbers but in many cases it's very hard to understand if the goods they are repairing is the first or the second, for example, of your list.

I kindly ask you to send here every goods together with a note which explains the defect you found and put in the report in order to speed up and improve our check of your defective goods.

Thanks in advance for your cooperation and best regards

INFO STROBE BEAM

Dear Distributor,

I wish to inform you about a news regarding Strobe Beam.

Our supplier doesn't accept any flooded Strobe Beam under warranty, unless they have the plastic bezel damaged because of conformity defect (as showed in the picture attached).

In fact He did a lot of tests and discovered that they have no flooded problem.

If you receive flooded Strobe Beams with no defective parts, it means that divers didn't take good care of them (they didn't close them fine, forgot to use grease etc...)

Consequently we'll follow the same way and we' re asking you to accept under warranty flooded torches if they have defective plastic bezel only.



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2010 COLLECTION

mares

2. Defect codes

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2.a Regulators



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1. Overview defect codes

Defect code	Defect
GENERAL	
REG01	Missing parts/accessories (only for new product)
REG02	wrong assembly/parts (only for new product)
REG03	transportation damage (only for new product)
FIRST STAGES	
RE101	free flow
RE102	first stage poppet
RE103	first stage poppet seat
RE104	fragment inside hp chamber
RE105	balanced chamber problem
RE106	intermediate pressure problem
RE199	other problems
SECOND STAGES	
RE201	free flow
RE202	second stage poppet
RE203	second stage poppet seat
RE204	lever adjustment not properly
RE205	fragment on second stage poppet
RE206	vibration during breathe
RE207	water inside 2° stg
RE208	hose problem
RE209	body defect (only for new product) Attention! (2° stage proton ice extreme body defect due to scratches is not covered under warranty new or used)
RE299	other problems

ATTENTION

REGULATORS ARE ALWAYS REPAIRABLE. MARES DOESN' T RECOGNIZE ANY COMPENSATION FOR THE REPLACEMENT OF WHOLE REGULATORS, FIRST AND SECOND STAGE

1. Assessing warranty claims by notes and pictures

Following notes should help assessing warranty claims.

General defect

- Defect code REG01: Missing parts/accessories (**only for new product**)

Warranty
Parts/accessories are missing on product. Repair the product if possible and return to the customer. Otherwise replace the defective product

- Defect code REG02: Wrong assembly / parts (**only for new product**)

Warranty
Wrong assembly of the product. Repair the product if possible and return to the customer. Otherwise replace the defective product

- Defect code REG03: Transportation damage (**only for new product**)

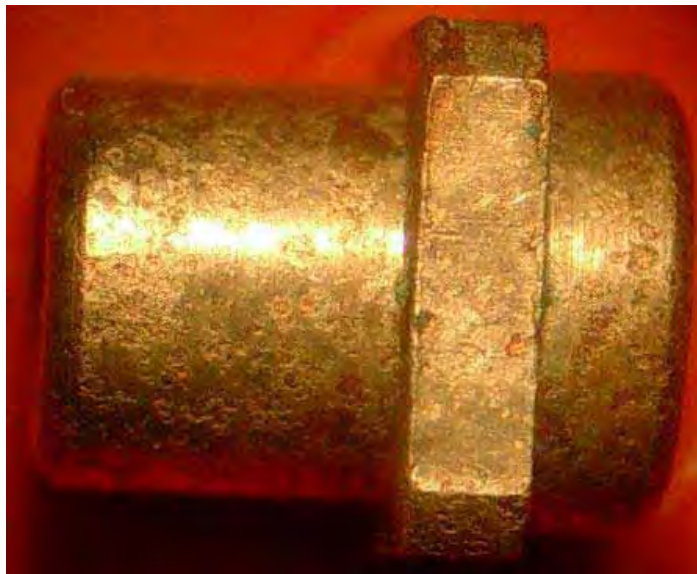
Warranty
Defect due to transportation / improper storage. Repair the product if possible and return to the customer. Otherwise replace the defective product

1° stage defects

- Defect code RE101: 1° Stage free flow

Warranty	No warranty
One or more than one components could be defective/wrong adjustment. Repair the product.	Defectives due to overuse, modification/change of the product, improper maintenance, lack of maintenance Repair product against payment or return it to the customer

No Warranty



No Warranty



HP Seat

No Warranty



No Warranty



- Defect code RE102: 1° Stage poppet

Warranty	No warranty
<p align="center">1° Stage poppet defective after few dives (cut, abrasion). Repair the product.</p>	<p align="center">Incorrect assembling, storage, damage caused by normal wear and tear Repair product against payment or return it to the customer</p>

- Defect code RE103: 1° Stage poppet seat

Warranty	No warranty
<p align="center">1° Stage poppet seat defective after few dives (chipping, scratches). Repair the product.</p>	<p align="center">Incorrect assembling, storage, damage caused by normal wear and tear Repair product against payment or return it to the customer</p>

- Defect code RE104: Fragment inside HP chamber

Warranty	No warranty
<p align="center">A metal fragment could end up in the HP chamber during the assembling in the factory Repair the product.</p>	<p align="center">Incorrect maintenance Repair product against payment or return it to the customer</p>

- Defect code RE105: Balanced chamber problem

Warranty	No warranty
<p align="center">Balanced chamber could be defective (scratches, foreign matters) Repair the product.</p>	<p align="center">Incorrect assembling, storage, damage caused by normal wear and tear Repair product against payment or return it to the customer</p>

- Defect code RE106: Intermediate pressure problem

Warranty	No warranty
<p align="center">Some components could be defective causing an high intermediate pressure Repair the product.</p>	<p align="center">Incorrect maintenance, assembling, adjustment, normal wear and tear Repair product against payment or return it to the customer</p>

Other problems

- Defect code RE199: Other problems
Repair if possible

2° stage defect

- Defect code RE201: Free flow

Warranty	No warranty
<p>One or more than one components could be defective/wrong adjustment</p> <p>Repair the product.</p>	<p>Defectives due to overuse, modification/change of the product, improper maintenance, lack of maintenance</p> <p>Repair product against payment or return it to the customer</p>

- Defect code RE202: Second stage poppet

Warranty	No warranty
<p>2° Stage poppet defective after few dives (cuts, cracking, deformations)</p> <p>Repair the product.</p>	<p>Replacement of the 2° stage poppet due to the maintenance, damage caused by normal wear and tear, lack of maintenance</p> <p>Repair product against payment or return it to the customer</p>


No Warranty



Second stage Poppet

- Defect code RE203: Second stage poppet seat

Warranty	No warranty
<p>2° Stage poppet seat defective after few dives (sealing surface damaged)</p> <p align="center">Repair the product.</p>	<p align="center">Incorrect assembling, storage, damage caused by normal wear and tear</p> <p align="center">Repair product against payment or return it to the customer</p>

No Warranty
 <p align="center">Second stage Poppet Seat</p>

- Defect code RE204: Lever adjustment not properly

Warranty	No warranty
<p align="center">Defect due to settlement of the components/wrong adjustment</p> <p align="center">Repair the product.</p>	<p align="center">Defect due to incorrect maintenance, adjustment</p> <p align="center">Repair product against payment or return it to the customer</p>

- Defect code RE205: Fragment on the 2° stage poppet

Warranty	No warranty
<p>A metal fragment could end up on the 2° stage poppet during the assembling in the factory</p> <p align="center">Repair the product.</p>	<p align="center">Incorrect maintenance, assembling</p> <p align="center">Repair product against payment or return it to the customer</p>

No Warranty



Dirty on the second stage Poppet

- Defect code RE206: Vibration during breathe

Warranty

Defect due to the defective 2° stage
Repair product if possible and return to customer. Otherwise replace the defective product

- Defect code RE207: Water inside the 2° stage

Warranty

Defect due to the defective 2° stage
Repair product if possible and return to the customer. Otherwise replace the defective product

No warranty

Water inside the 2° stage caused by incorrect maintenance, assembling
Repair product against payment or return it to the customer



- Defect code RE208: 2° stage hose problem

Warranty

Defect due to the defective 2° stage hose
Repair the product.

- Defect code RE209: 2° stage body defect (**only for new product**)

Warranty	No warranty
<p>Defect due to the defective 2° stage body (scratch, knock, break)</p> <p>Replace the product.</p>	<p>Damage caused by normal wear and tear 2° stage proton ice extreme body defect due to scratches is not covered under warranty new or used</p> <p>Repair product against payment or return it to the customer</p>

No Warranty	
	
<p>Second stage overused</p>	

Other problems

- Defect code RE299: Other problems
Repair if possible

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2.b BC vests



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1. Overview defect codes

Defect code	Defect
GENERAL	
BCG01	missing parts accessories (only for new product)
BCG02	wrong assembly parts (only for new product)
BCG03	transportation damage (only for new product)
BLADDER	
BCB01	buckle problem
BCB02	shoulder buckle problem
BCB03	welding defective
BCB04	bladder material
BCB05	sewing problem
BCB06	cracked back pack
BCB07	weight pocket problem
BCB08	velcro problem
BCB99	Other problems
INFLATOR	
BCI01	inflation button
BCI02	inflation button leaks
BCI03	deflation button leaks
BCI04	exhaust valve don't open
BCI05	exhaust valve leaks
BCI06	corrugated hose leaks
BCI07	oral inflator separation
BCI99	Other problems
AIRTRIM SYSTEM	
BCA01	pneumatic inflate button
BCA02	pneumatic inflate button leaks
BCA03	pneumatic deflate button
BCA04	pneumatic deflate button leaks
BCA05	pushing, inflate the bladder
BCA06	exhaust valve don't open
BCA07	exhaust valve don't close
BCA08	tube inside the bladder
BCA09	seal from airtrim and bladder
BCA10	air trim system cracked
BCA99	Other problems

1. Assessing warranty claims by notes and pictures

Following notes should help assessing warranty claims.

General defect

- Defect code BCG01: Missing parts/accessories **(only for new product)**

Warranty
Parts/accessories are missing on product. Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code BCG02: Wrong assembly / parts **(only for new product)**

Warranty
Wrong assembly of the product. Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code BCG03: Transportation damage **(only for new product)**

Warranty
Defect due to transportation / improper storage. Repair product if possible and return to the customer. Otherwise replace the defective product

Bladder

- Defect code BCB01: Buckle problem

Warranty	No warranty
Defect due to defective buckle Repair product if possible and return to the customer. Otherwise replace the defective product	Buckle breaking due to untidiness, incorrect assembling Repair product against payment if possible or return it to the customer

- Defect code BCB02: Shoulder buckle problem

Warranty	No warranty
Defect due to defective shoulder buckle Repair product if possible and return to the customer. Otherwise replace the defective product	Shoulder buckle breaking due to untidiness, incorrect assembling Repair product against payment if possible or return it to the customer

Defect code BCB03: Welding defective

Warranty	No warranty
<p>Realize that the defect is due to defective welding Replace the product</p>	<p>Defect due to cuts, holes on the bladder Return the product to the customer</p>

Warranty



The leakage shown by this picture is caused by defective welding. But there is a possibility that if you seen a leakage in the water is because of a defective dump valve.
In the first case it's impossible to repair the jacket, and in accordance to the warranty guideline you can replace it, in the second case you can repair it replacing the rubber disk or the spring putting the defective ones in the warranty report.
There is also a third case related to the double bladder jackets : a part of the air could remain between the first and the second bladder and it could go outside simulating a leakage.

Warranty

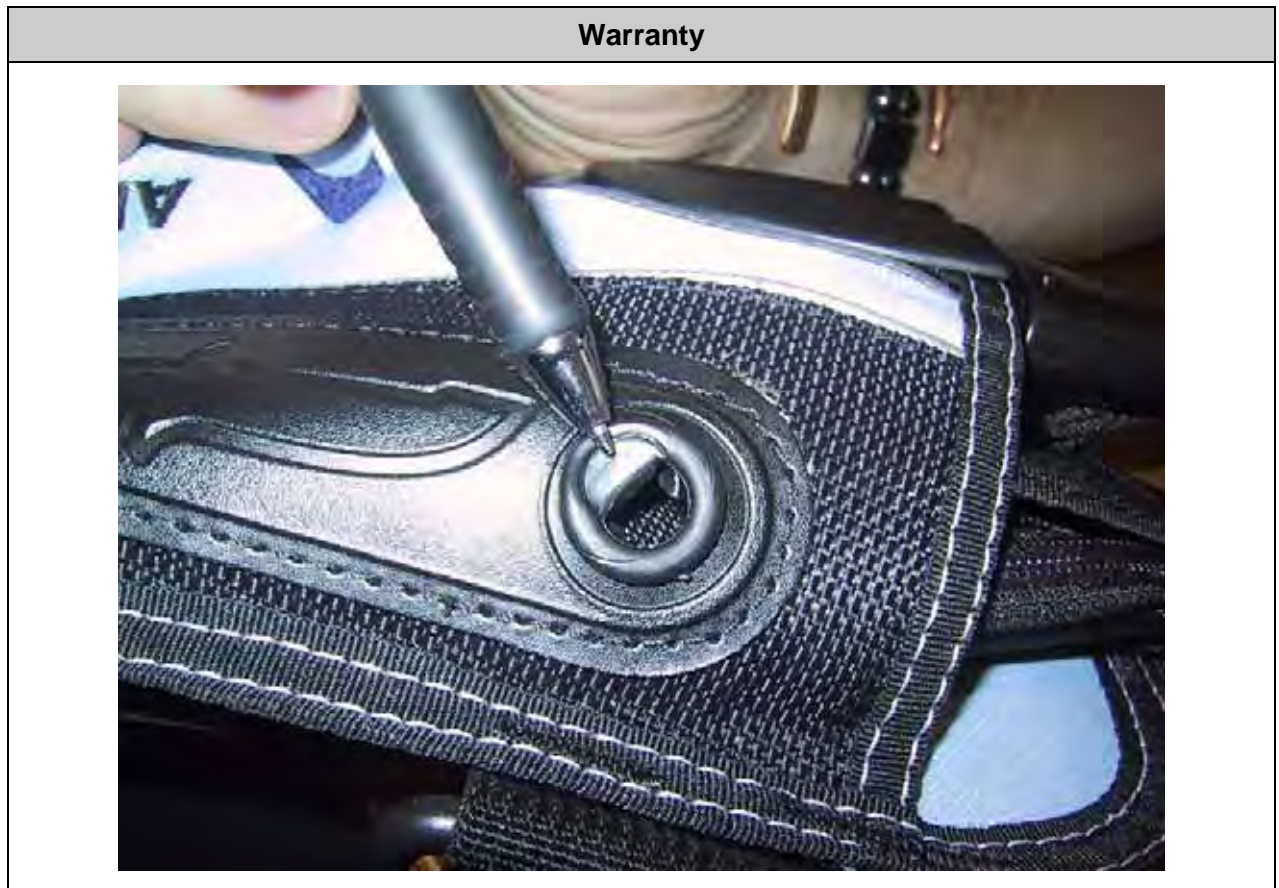


Warranty



Defect code BCB04: Bladder material

Warranty	No warranty
Defect due to defective surface of the bladder Replace the product	Defect due to untidiness, improper use, overuse Return the product to the customer



- Defect code BCB05: Sewing problem

Warranty	No warranty
<p>Defect due to defective sewing Replace the product</p>	<p>Sewing problem due to untidiness, improper use, overuse Return the product to the customer</p>

TRIM WEIGHT: I wish to call your attention to the Trim Weight. We made the first production as shown in picture below, putting 1 layer of fabric. We did our test, verifying that, under normal use, it worked without any problem. After having received some feedbacks of sewing problems, we decided to reinforce the Trim Weight adding a second layer of fabric. I'd like to confirm you that if it's used in the correct way, holding the buckle while tightening it around the tank, it has no sewing problem. Anyway if you received back a jacket with this problem and you realize that it was used properly, it's almost new (consequently under temporal warranty), and the Trim Weight is in the same condition as the picture below, you can replace the jacket under warranty. For this kind of claim I could ask you pictures and info to check the problem.

I also wish to remind you that the jacket is repairable. You can send it back and we'll give it back repaired



Warranty



Warranty



Warranty



Warranty



No warranty



This defect is not covered under warranty. As shown above there are a lot of nylon thread which prove that the defect is caused by overuse, improper use, untidiness.

No warranty



These are four further examples of defects not covered under warranty

No Warranty



The loop is not made to tolerate a strong stress. The trouble shown in the above pictures could happen if the jacket is lifted or dragged, pulling the jacket's waist band or loop while is connected to the tank

No Warranty



The seam is undamaged and there are a lot of nylon thread. It means that the jacket was torn by the customer. This is a typical example of overuse, improper use, untidiness.

No warranty



This defect is not covered under warranty. It was torn by the diver which tried to lift it with the tank connected

No warranty



Defect code BCB06: Cracked back pack

Warranty	No warranty
<p>Defect due to the defective back pack</p> <p>Repair the product</p>	<p>Back pack breaking due to untidiness, incorrect use</p> <p>Repair the product against payment or return it to the customer</p>

- Defect code BCB07: Weight pocket problem

Warranty
<p>Defect due to defective weight pocket</p> <p>Replace weight pocket</p>

Warranty
 <p>This problem could be happen if the seam of the ribbon is not perfectly made</p>

Warranty



How to connect MRS Plus

Right position



Wrong position



MRS Plus has to be connected to the pocket placed as shown in the picture “ Right position “.

No Warranty



MRS Plus kit has not to be connected out of the pocket. The disconnection might cause the breaking of the MRS Plus

- Defect code BCB08: Velcro problem

Warranty
Defect due to defective velcro Replace the product

Other problems

- Defect code BCB99: Other problems
Repair if possible

Inflator

- Defect code BCI01: Inflation button

Warranty	No warranty
Defect due to defective inflation button (air inside without pushing) Repair the product	Defect due to incorrect assembling/overuse/ Improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCI02: Inflation button leaks

Warranty	No warranty
Defect due to defective inflation button/inflation valve assembly Repair the product	Defect due to incorrect assembling/overuse/ Improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCI03: Deflation button leaks

Warranty	No warranty
Defect due to defective deflation button/o-rings Repair the product	Defect due to incorrect assembling/overuse/ Improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCI04: Exhaust valve doesn't open

Warranty	No warranty
Defect due to defective exhaust valve Repair the product	Defect due to incorrect assembling/overuse/ Improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCI05: Exhaust valve leaks

Warranty	No warranty
<p>Defect due to defective exhaust valve</p> <p>Repair the product</p>	<p>Defect due to incorrect assembling/overuse/ Improper maintenance/lack of maintenance</p> <p>Repair the product against payment or return it to the customer</p>

- Defect code BCI06: Corrugated hose leaks

Warranty	No warranty
<p>Defect due to defective female quick connector/o-rings/</p> <p>Repair the product</p>	<p>Defect due to incorrect assembling/overuse/ Improper maintenance/lack of maintenance</p> <p>Repair the product against payment or return it to the customer</p>

No warranty



- Defect code BCI07: Oral inflator separation

Warranty	No warranty
<p>Defect due to defective oral inflator.</p> <p>Repair product if possible and return to the customer. Otherwise replace the defective product.</p>	<p>Defect due to incorrect maintenance</p> <p>Repair the product against payment or return it to the customer</p>

Other problems

- Defect code BCI99: Other problems
Repair if possible

Air trim system

- Defect code BCA01: Pneumatic inflate button

Warranty	No warranty
Defect due to defective pneumatic inflate button (air inside without pushing). Repair product.	Defect due to incorrect assembling/overuse/ improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA02: Pneumatic inflate button leaks

Warranty	No warranty
Defect due to defective pneumatic inflate button/o-rings Repair product.	Defect due to incorrect assembling/overuse/ improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA03: Pneumatic deflate button

Warranty	No warranty
Defect due to defective pneumatic deflate button (air inside pushing the deflate button). Repair product.	Defect due to incorrect assembling/overuse/ improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA04: Pneumatic deflate button leaks

Warranty	No warranty
Defect due to defective pneumatic deflate button/o-rings Repair product.	Defect due to incorrect assembling/overuse/ improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA05: Pushing, inflate the bladder

Warranty	No warranty
Defect due to defective LP pipe/o-ring deflation button/inflator body Repair product.	Defect due to incorrect assembling/overuse/improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA06: Exhaust valve doesn't open

Warranty	No warranty
Defect due to defective LP pipe/sealing plate could be fastened to the flange Repair product.	Defect due to incorrect assembling/overuse/improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA07: Exhaust valve doesn't close

Warranty	No warranty
Defect due to defective diaphragm/spring/sealing plate Repair product.	Defect due to incorrect assembling/overuse/improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA08: Tube inside the bladder

Warranty	No warranty
The tube could be plug/cut Repair product.	Defect due to incorrect assembling/overuse/improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA09: Seal from airtrim and bladder

Warranty	No warranty
Defect due to defective airtrim/bladder Repair product if possible and return to the customer. Otherwise replace the defective product.	Defect due to incorrect assembling/overuse/improper maintenance/lack of maintenance Repair the product against payment or return it to the customer

- Defect code BCA10: Air trim system cracked

Warranty	No warranty
<p>Defect due to defective material/assembling</p> <p>Repair Air trim system if possible and return it to the customer. Otherwise replace the Air trim system</p>	<p>Defect due to incorrect assembling/overuse/improper maintenance/lack of maintenance/crash</p> <p>Repair the product against payment or return it to the customer</p>

Other problems

- Defect code BCA99: Other problems
Repair if possible

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2.c Computers and Instruments



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1. Overview defect codes

Defect code	Defect
GENERAL	
ING01	missing parts/accessories (only for new product)
ING02	wrong assembly/parts (only for new product)
ING03	Transportation damage (only for new product)
ING04	hose problem (leaking)
ING05	cover/case broken (only for new product)
ING06	scratches on cover/case (only for new product)
ING07	glasses/display broken (only for new product)
ING08	scratches on glasses/display (only for new product)
COMPASS	
INK01	bubble inside compass
INK02	fluid leaked out
INK03	deviation
INK04	needle sticks
INK05	off pivot
INK06	compass without bezel
INK99	other problems
PRESSURE GAUGE	
INP01	Showing incorrect pressure
INP02	flooded pressure gauge
INP03	oil leakage (old model)
INP04	leaks at swivel
INP05	needle loose
INP06	needle not moving
INP08	spring problem
INP99	other problems
DEPTH GAUGE	
IND01	Showing incorrect depth
IND02	flooded depth gauge
IND03	needle not moving
IND99	other problems
COMPUTER	
INC01	frequent battery drain
INC02	battery compartment leaked
INC03	leaked computer (nemo)
INC04	lcd problems/ bleeding
INC05	Bubbles on the display
INC06	Back light problem

Defect code	Defect
INC07	button problem
INC08	come off wrist strap
INC09	shuts off underwater
INC10	not turn on
INC11	not shut off
INC12	alarm problems
INC13	i.r. sensor/ download problem
INC14	calibration/ depth incorrect
INC15	Showing incorrect tank pressure data
INC16	deco data problem
INC17	thermometer problems
INC18	dive modus problem
INC19	defective logbook
INC99	other problems

Assessing warranty claims by notes

Following notes and pictures should help assessing warranty claims.

General

ATTENTION

CONSOLES ARE ALWAYS REPAIRABLE. MARES DOESN' T RECOGNIZE ANY COMPENSATION FOR THE REPLACEMENT OF WHOLE CONSOLES

- Defect code ING01: Missing part/accessories (**only for new product**)

Warranty

Parts/accessories are missing on product.
Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code ING02: Wrong assembly / parts (**only for new product**)

Warranty

Wrong assembly of the product.
Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code ING03: Transportation damage (**only for new product**)

Warranty

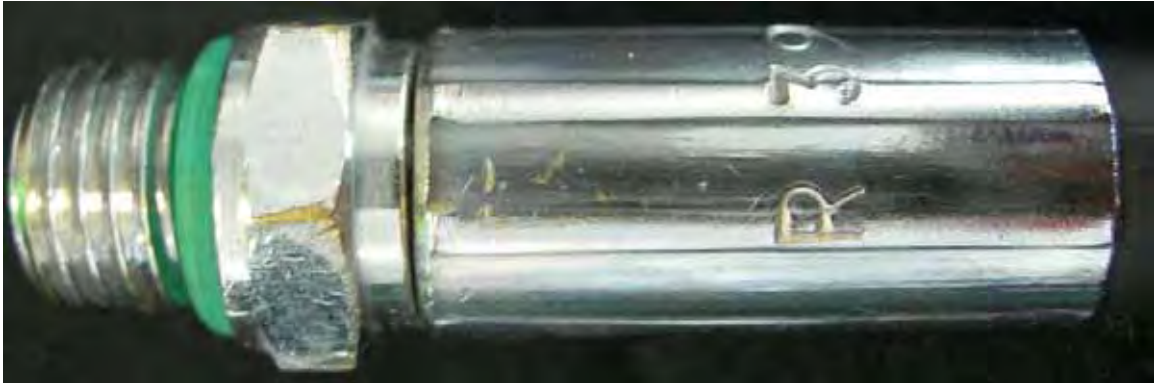
Defect due to transportation / improper storage.
Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code ING04: Hose problem (leak)

Warranty

Defect due to defective hose. The hose is defective if there isn' t serial number on the metal fitting or if the serial number starts with "R"
Repair product.

Warranty



Defective hoses had an "R" stamped on the metal fitting

- Defect code ING05: Cover/case broken (**only for new product**)

Warranty

Defect due to transportation / improper storage.
Repair product .

No Warranty



- Defect code ING06: Scratches on cover / case (**only for new product**)

Warranty

Defect due to transportation / improper storage/improper assembling.
Repair product .

- Defect code ING07: Glasses/display broken (**only for new product**)

Warranty

Defect due to transportation / improper storage/improper assembling.
Repair product .

- Defect code ING08: Scratches on glasses/display (**only for new product**)

Warranty

Defect due to transportation / improper storage/improper assembling.
Repair product .

No Warranty



Compass

ATTENTION

CONSOLES ARE ALWAYS REPAIRABLE REPLACING THE DEFECTIVE COMPASS. MARES DOESN' T RECOGNIZE ANY COMPENSATION FOR THE REPLACEMENT OF WHOLE CONSOLES

- Defect code INK01: Bubbles inside compass

Warranty

Defect due to defective compass.
 Repair product .

Warranty



- Defect code INK02: Fluid leaked out

Warranty

Defect due to defective compass.
 Repair product .

No warranty

Defect due to overuse/improper use
 Repair the product against payment or return it to the customer

- Defect code INK03: Deviation

Warranty

Defect due to defective compass.
 Repair product .

- Defect code INK04: Needle sticks

Warranty	No warranty
Defect due to defective compass. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

- Defect code INK05: Off pivot

Warranty	No warranty
Defect due to defective compass. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

- Defect code INK06: Compass without bezel

Warranty	No warranty
Defect due to defective compass. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

Other problems

- Defect code INK99: Other problems
Repair if possible

Pressure gauge

ATTENTION
CONSOLES ARE ALWAYS REPAIRABLE REPLACING THE DEFECTIVE PRESSURE GAUGES. MARES DOESN' T RECOGNIZE ANY COMPENSATION FOR THE REPLACEMENT OF WHOLE CONSOLES

- Defect code INP01: Showing incorrect pressure

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

Pressure gauge has to be compared with a reference instrument. The checked value is correct only if it's included in the tolerance provided by European norm EN 13319

- Defect code INP02: Flooded pressure gauge

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer



- Defect code INP03: Oil leakage (old model)

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

- Defect code INP04: Leaks at swivel

Warranty	No warranty
Defect due to defective pressure gauge/swivel/hose. Repair product .	Defect due to overuse/improper use/improper maintenance Repair the product against payment or return it to the customer

- Defect code INP05: Needle loose

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

- Defect code INP06: Needle doesn't move

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

- Defect code INP07: Spring problem

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

Production lot Pressure Gauge



In the warranty report the production lot has to be specified

Other problems

- Defect code INP99: Other problems
Repair if possible

Depth gauge

ATTENTION

CONSOLES ARE ALWAYS REPAIRABLE REPLACING THE DEFECTIVE DEPTH GAUGES. MARES DOESN' T RECOGNIZE ANY COMPENSATION FOR THE REPLACEMENT OF WHOLE CONSOLES

- Defect code IND01: Showing incorrect depth

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

Depth gauge has to be compared with a reference instrument. The checked value is correct only if it's included in the tolerance provided by European norm EN 136/030

- Defect code IND02: Flooded depth gauge

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

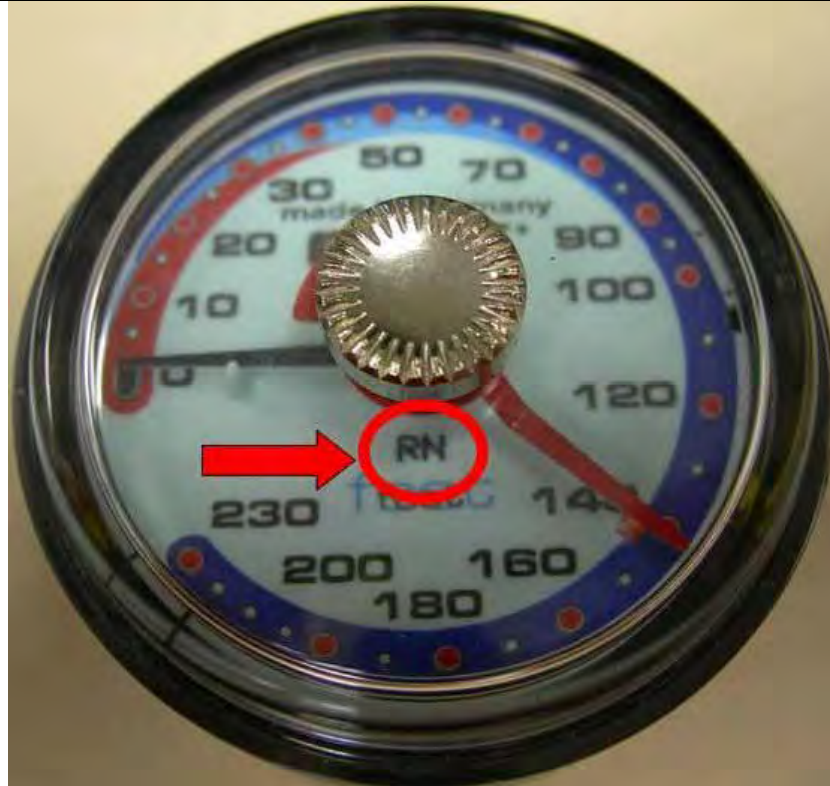
- Defect code IND03: Needle not moving

Warranty	No warranty
Defect due to defective pressure gauge. Repair product .	Defect due to overuse/improper use Repair the product against payment or return it to the customer

Other problems

- Defect code IND99: Other problems
Repair if possible

Production lot Depth Gauge



In the warranty report the production lot has to be specified

Computer

- Defect code INC01: Frequent battery drain

Warranty
Defect due to defective computer Replace product .

- Defect code INC02: Battery compartment leaked

Warranty	No warranty
Defect due to defective battery compartment. Replace product .	Defect due to improper maintenance (when the customer replace the battery, he could damage the o-ring, he could forget the o-ring, he could dirty the o-ring seat You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code INC03: Leaked computer (NEMO)

Warranty	No warranty
Defect due to defective computer. Nemo is covered under warranty if the battery has never been changed Replace product .	Defect due to improper use, incorrect maintenance You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code INC04: Lcd problems/bleeding

Warranty	No warranty
Defect due to defective computer. Please read the ATTENTION below. Replace product .	Defect due to improper use. Please read the ATTENTION below. You can return the product to the customer or you can give it back to Mares for repair against payment if possible

ATTENTION

IF LCD ARE DEFECTIVE THE PROBLEM APPEAR IMMEDIATELY, WHEN NEMO IS NEW. THE DEFECT IS COVERED UNDER WARRANTY IF THE SEGMENTS AREN'T PRESENT BETWEEN 30 AND 45 SECONDS. IF THE SEGMENTS AREN'T PRESENT IN ANOTHER AREA OF THE DISPLAY THE LCD COULD BE DEFECTIVE BECAUSE OF CRASH OR IMPROPER MAINTENANCE. CHECK THE CONDITION OF THE CASE WHEN YOU RECEIVE NEMO WITH LCD PROBLEM. IN THIS CASE YOU HAVE TO SEND BACK NEMO TO MARES AS EXPLAINED IN THE POINT 6 OF THE WARRANTY PROCEDURES. TECHNICAL DEPT. WILL CHECK NEMO AND WILL VERIFY IF THE DEFECT IS COVERD UNDER WARRANTY

No Warranty



No Warranty



- Defect code INC05: Bubbles on the display

Warranty

Defect due to defective computer
Replace product .



- Defect code INC06: Back light problem

Warranty	
Defect due to defective computer Replace product .	

- Defect code INC07: Buttons problem

Warranty	No warranty
Defect due to defective buttons (check the buttons are really not working) . Replace product .	Defect due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code INC08: Come off wrist strap

Warranty	No warranty
Defect due to defective computer/wrist strap/screws. We don't accept replacement for this defect. It has to be repaired Repair product .	Defect due to improper use Return the product to the customer or repair it against payment

- Defect code INC09: Shuts off under water

Warranty	No warranty
<p align="center">Defect due to defective computer.</p> <p align="center">Replace product .</p>	<p align="center">Defect due to improper use, incorrect maintenance</p> <p align="center">You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code INC10: Not turn on

Warranty	No warranty
<p align="center">Defect due to defective computer.</p> <p align="center">Replace product .</p>	<p align="center">Defect due to improper use/improper maintenance/overuse</p> <p align="center">You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

No Warranty



If Nemo doesn't turn on in the water, please check if there is oxidation or dirty on the Wet Contact and remove them using a mild acid solution. Rinse with fresh water.

- Defect code INC11: Not shut off

Warranty	No warranty
Defect due to defective computer. Replace product .	Defect due to improper use/improper maintenance/overuse You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code INC12: Alarm problems

Warranty	No warranty
Defect due to defective computer. Replace product .	Defect due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code INC13: I.r. sensor/download problem

Warranty
Pay attention: check if the problem is caused by computer or IRIS Interface Replace product .

Remember! Before sending a computer or interface which has problems with data downloading, please inform your customer to check the following website for any support in order to solve such a kind of problem : <http://glfp.homeip.net/irissupport/index.php>

- Defect code INC14: Calibration/depth incorrect

Warranty	No warranty
Defect due to defective computer. Replace product .	Defect due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code INC15: Showing incorrect tank pressure data

Warranty	No warranty
Defect due to defective computer (computer is defective if it doesn't respect the tolerance). Replace product .	Defect due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

Defect code INC16: Deco data problem

Warranty	No warranty
<p>Defect due to defective computer (we don't accept reclamations if Mares computer is compared with other ones and the difference is 1 – 5 minute) .</p> <p align="center">Replace product .</p>	<p align="center">Defect due to improper use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code INC17: Thermometer problems

Warranty	No warranty
<p align="center">Defect due to defective computer.</p> <p align="center">Replace product .</p>	<p align="center">Defect due to improper use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code INC18: Dive modus problem

Warranty	No warranty
<p align="center">Defect due to defective computer.</p> <p align="center">Replace product .</p>	<p align="center">Defect due to improper use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code INC19: Defective logbook

Warranty	No warranty
<p align="center">Defect due to defective computer.</p> <p align="center">Replace product .</p>	<p align="center">Defect due to improper use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

Other problems

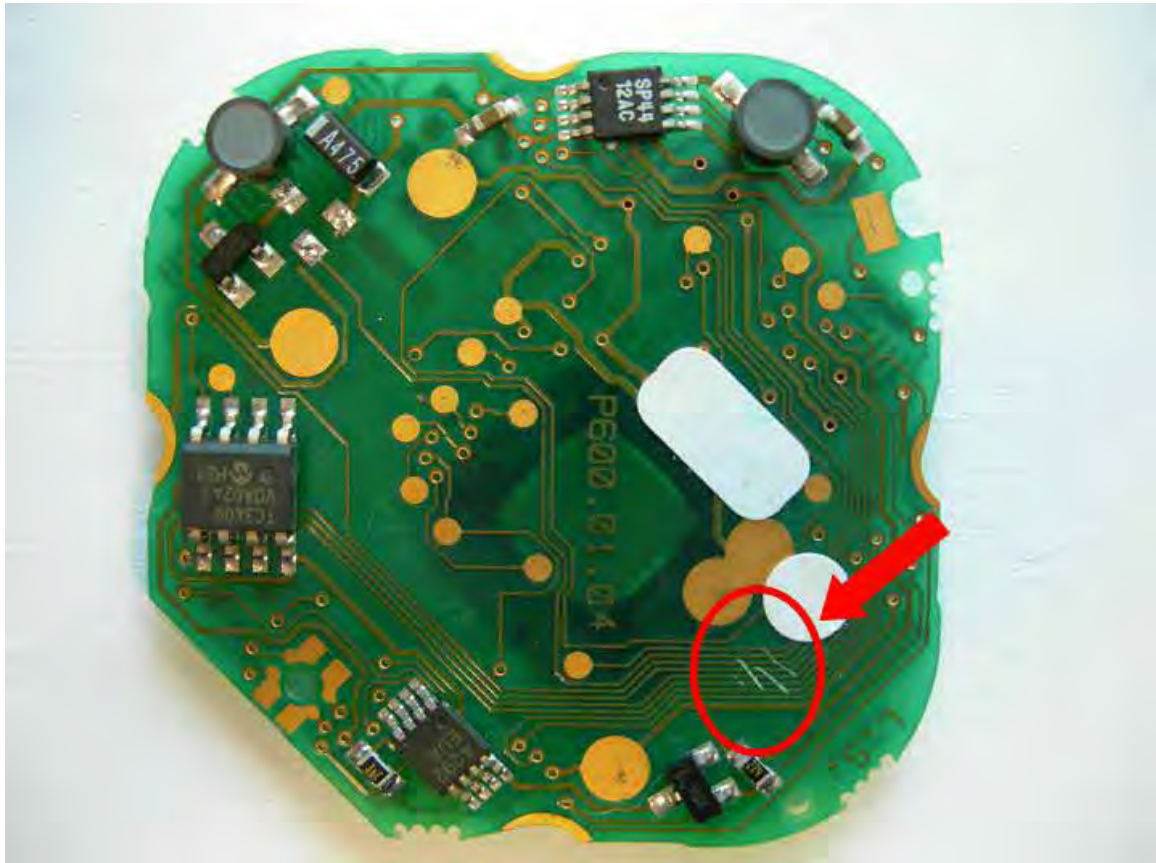
- Defect code INC99: Other problems
 Repair if possible

No Warranty



Broken glass is not considered covered under warranty

No Warranty



This is a circuit of a damaged Nemo. The signs marked were caused by the person who opened Nemo while he removed the battery. Battery must be replaced by an authorized Mares service center

No Warranty



These picture shows a Nemo that has been tampered. Somebody put a piece of paper inside Nemo

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2.d Fins



WARRANTY GUIDELINE

Defect code: FINS

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1. Overview defect codes

Defect code	Defect
GENERAL	
FIG01	missing parts/accessories (only for new product)
FIG02	wrong assembly/parts (only for new product)
FIG03	transportation damage (only for new product)
FIG04	moulding or printing defect (only for new product)
BLADE	
FIB01	opb broken
FIB02	cracked blade
FIB03	deformation blade problem (only for new product with accentuated deformation)
FIB04	blade irregular
FIB05	rubber at sides coming off
FIB06	separation problems
FIB99	other problems
FOOT POCKET	
FIF01	Buckle/strap problem
FIF02	foot pocket split
FIF99	other problems

2. Assessing warranty claims by notes and pictures

Following notes and pictures should help assessing warranty claims.

General

- Defect code FIG01: Missing part/accessories **(only for new product)**

Warranty
Parts/accessories are missing on product. Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code FIG02: Wrong assembly / parts **(only for new product)**

Warranty
Wrong assembly of the product. Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code FIG03: Transportation damage **(only for new product)**

Warranty
Defect due to transportation / improper storage. Repair product if possible and return to the customer. Otherwise replace the defective product

- Defect code FIG04: Moulding or printing defect **(only for new product)**

Warranty
Defect due to improper manufacture. Repair product .

Blade

- Defect code FIB01: Opb broken

Warranty	No warranty
Defect due to defective fin. Replace product .	Defect due to improper use Return the product to the customer

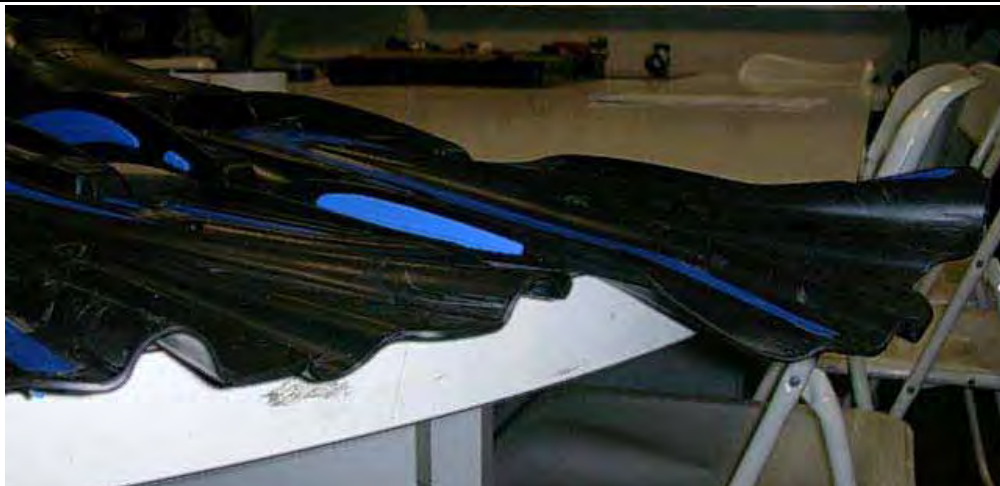
- Defect code FIB02: Cracked blade

Warranty	No warranty
Defect due to defective fin. Replace product .	Defect due to improper use Return the product to the customer

- Defect code FIB03: Deformation blade problem (**only for new product**)

Warranty	No warranty
<p>This defect is considered valid if the deformation is rather accentuated or if the deformation persists after the following treatment : leave the fins, without the packaging, on a flat surface, in a place with a temperature between 20 – 25 °C (293,15°K – 298,15 °K) for 2 / 3 days</p> <p>Replace product .</p>	<p>Fin sold / used</p> <p>Return the product to the customer</p>

No Warranty



- Defect code FIB04: Blade irregular

Warranty
Defect due to improper manufacture. Repair product .

- Defect code FIB05: Rubber at side coming off

Warranty	No warranty
Defect due to defective fin. Replace product .	Defect due to overuse, improper use Return the product to the customer



- Defect code FIB06: Separation problems

Warranty	No warranty
Defect due to defective fin. Replace product .	Defect due to overuse, improper use, Return the product to the customer

Warranty



No Warranty



No Warranty



No Warranty



No Warranty



No Warranty



Warranty



No Warranty



This fin has been cut

Warranty



No Warranty



This fin was subject to high temperature

No Warranty



This fin was deformed by the customer

Other problems

- Defect code FIB99: Other problems
Repair if possible

Foot pocket

- Defect code FIF01: Buckle/strap problem

Warranty	No warranty
Defect due to defective buckle/strap. Repair product .	Defect due to improper use/maintenance Return the product to the customer or repair it against payment

- Defect code FIF02: Foot pocket split (**only for new product**)

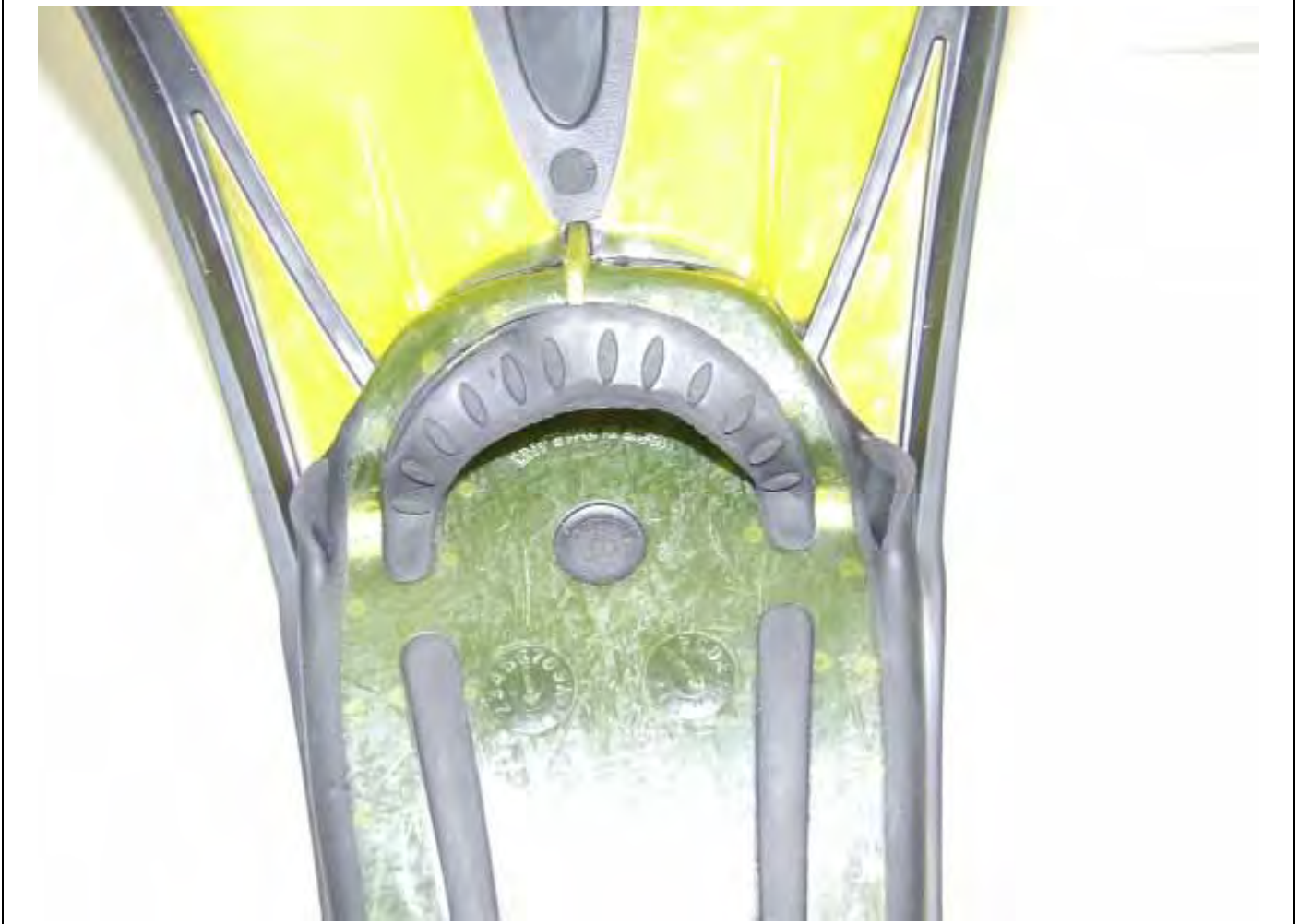
Warranty	No warranty
Defect due to defective fin. Replace product .	Fin sold / used Return the product to the customer



😊 No Warranty *new*



😊 No Warranty ^{new}



Other problems

- Defect code FIF99: Other problems
Repair if possible

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2.e Masks and snorkels



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1. Overview defect codes

Defect code	Defect
GENERAL	
MAG01	missing parts/accessories (only for new product)
MAG02	wrong assembly/parts (only for new product)
MAG03	transportation damage (only for new product)
MAG04	broken glass (only for new product)
MAG05	lens retainer cracked
MAG06	cracked frame (for X- Vision only)
MAG07	mask leaks
MAG08	skirt split
MAG09	skirt out of frame (only for new product)
MAG10	buckle problem
MAG99	other problems
SNORKEL	
MAS01	cracked cap
MAS02	snorkel leaks
MAS03	purge valve problem
MAS04	split
MAS05	mouthpiece problem
MAS06	deformation problem (only for new product)
MAS99	other problems
LENSES	
MAL01	defective glue
MAL02	optical lens fallen off
MAL03	missformed
MAL99	other problems

2. Assessing warranty claims by notes and pictures

Following notes and pictures should help assessing warranty claims.

General

- Defect code MAG01: Missing part/accessories **(only for new product)**

Warranty
<p>Parts/accessories are missing on product. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

- Defect code MAG02: Wrong assembly / parts **(only for new product)**

Warranty
<p>Wrong assembly of the product. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

- Defect code MAG03: Transportation damage **(only for new product)**

Warranty
<p>Defect due to transportation / improper storage. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

- Defect code MAG04: Broken glass **(only for new product)**

Warranty
<p>Defect due to transportation / improper storage. Replace product.</p>

- Defect code MAG05: Lens retainer cracked

Warranty	No warranty
<p>Defect due to defective lens retainer. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>	<p>Defect due to overuse, improper use, improper maintenance Return the product to the customer or repair it against payment</p>

- Defect code MAG06: Cracked frame **(for X-Vision only)**

Warranty	No warranty
<p>Defect due to defective frame. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>	<p>Defect due to overuse, improper use, improper maintenance Return the product to the customer or repair it against payment</p>

ATTENTION

MAG06 IS VALID ONLY FOR X-VISION MASK. X-VISION MASKS ARE COVERED UNDER WARRANTY IF THE FRAME IS BROKEN AROUND THE NOSE AS SHOWN IN THE PICTURE AND THE BREAKING IS NOT CAUSED BY CLEANING TREATMENT WITH CAUSTIC SUBSTANCES (SOLVENTS, CORROSIVE DETERGENS ...)

Warranty

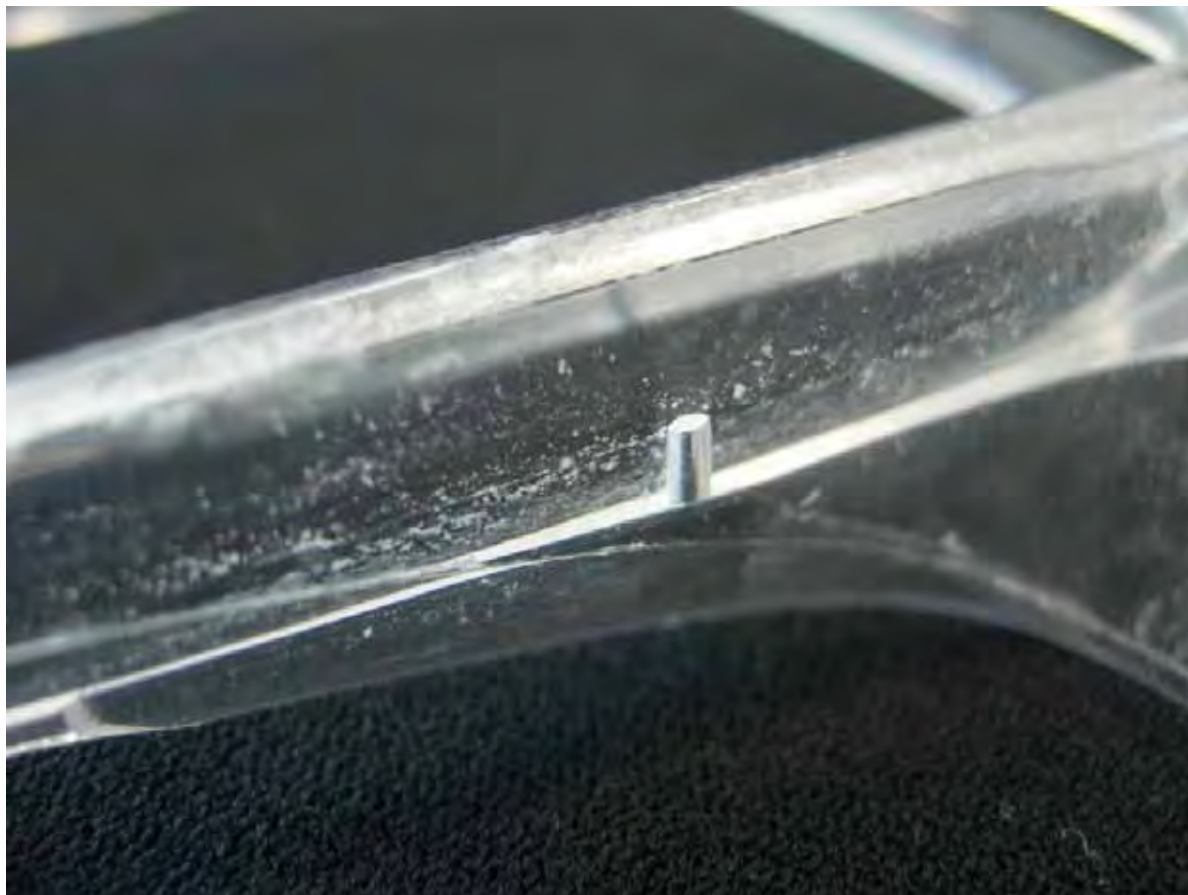


No Warranty



The defect is not consider valid if the frame is broken around the eyes (as shown in the picture above) and the damage is caused by the customer which tried to disassemble the lens retainer or by cleaning treatment with caustic substances (as solvents, corrosive detergents, etc)

No Warranty



The defect is not considered valid because the damage or defect are caused by cleaning treatment with caustic substances (as solvents, corrosive detergents, etc)

Warranty



Masks STAR made between September 2006 and July 2007 could break in the point of the frame showed in this picture and in the picture below because of a conformity defect. Only the masks made in this period and break in this point are considered under warranty

Warranty



Mask STAR new model



😊 **ATTENTION** ^{new}

MASKS STAR – STAR CAMOUGLAGE – STAR LIQUID SKIN - SAMURAI

MARES'D LIKE TO CALL YOUR ATTENTION ABOUT A PROBLEM WE HAD IN 2008.
OWING TO A WRONG MATERIAL SOME MASKS WERE FOUND WITH BROKEN LENS RETAINERS
AND FRAMES IN THE PLASTIC BOXES.

WITHIN THE END OF 2008 MARES DISCOVERED AND SOLVE THIS PROBLEM CHANGING
MATERIAL AND STARTING FROM THE FIRST PRODUCTION OF 2009 ALL STAR DON'T HAVE ANY
PROBLEM. THE PRODUCT CODES INVOLVED ARE : 421400 – 421402 – 421403

YOU'LL FIND BELOW SOME EXAMPLE OF DEFECTIVE MASKS.
WE'LL ACCEPT UNDER WARRANTY ONLY NEW BROKEN MASKS.

😊 **Warranty (for new product only)** ^{new}



😊 Warranty (for new product only) ^{new}



😊 Warranty (for new product only) ^{new}



😊 Warranty (for new product only) ^{new}



😊 Warranty (for new product only) ^{new}



No Warranty



No Warranty



No Warranty



No Warranty



- Defect code MAG07: Mask leaks

Warranty	No warranty
Defect due to defective mask. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAG08: Skirt split

Warranty	No warranty
Defect due to defective mask. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAG09: Skirt out of frame (**only for new product**)

Warranty	No warranty
Defect due to defective mask. Repair product if possible and return to the customer. Otherwise replace the defective product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAG10: Buckle problem

Warranty	No warranty
Defect due to defective buckle. Repair product if possible and return to the customer. Otherwise replace the defective product.	Defect due to improper use, improper maintenance Return the product to the customer or repair it against payment

Other problems

- Defect code MAG99: Other problems
Repair if possible

Snorkel

- Defect code MAS01: Cracked cap

Warranty	No warranty
Defect due to defective cap. Repair product if possible and return to the customer. Otherwise replace the defective product.	Defect due to improper use, improper maintenance Return the product to the customer or repair it against payment

- Defect code MAS02: Snorkel leaks

Warranty	No warranty
Defect due to defective snorkel. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAS03: Purge valve problem

Warranty	No warranty
Defect due to defective purge valve. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAS04: Split

Warranty	No warranty
Defect due to defective snorkel. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAS05: Mouthpiece problem

Warranty	No warranty
Defect due to defective mouthpiece. Repair product if possible and return to the customer. Otherwise replace the defective product.	Defect due to improper use, improper maintenance Return the product to the customer or repair it against payment

- Defect code MAS06: Deformation problem **(only for new product)**

Warranty	No warranty
Defect due to defective manufacture. Replace product.	Snorkel sold/used Return the product to the customer

Other problems

- Defect code MAS99: Other problems
Repair if possible

Lenses

- Defect code MAL01: Defective glue

Warranty	No warranty
Defect due to defective manufacture. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

Defect code MAL02: Optical lens fallen off

Warranty	No warranty
Defect due to defective lens. Replace product.	Defect due to improper use, improper maintenance Return the product to the customer

- Defect code MAL03: Miss formed

Warranty
Defect due to manufacture Replace product.

Other problems

- Defect code MAL99: Other problems
Repair if possible

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2.f Guns



WARRANTY GUIDELINE

Defect code: GUNS

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1. Overview defect codes

Defect code	Defect
GENERAL	
GUG01	missing parts/accessories (only for new product)
GUG02	wrong assembly/parts (only for new product)
GUG03	trasportation damage (only for new product)
PNEUMATIC	
GUP01	leak oil
GUP02	leak air
GUP99	other problems
SLING	
GUS01	line release problem
GUS02	trigger problem
GUS03	handle problem
GUS04	shaft track broken
GUS05	water inside
GUS06	sling problem
GUS99	other problems

2. Assessing warranty claims by notes and pictures

Following notes and pictures should help assessing warranty claims.

General

- Defect code GUG01: Missing part/accessories (**only for new product**)

Warranty
<p>Parts/accessories are missing on product. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

- Defect code GUG02: Wrong assembly / parts (**only for new product**)

Warranty
<p>Wrong assembly of the product. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

- Defect code GUG03: Transportation damage (**only for new product**)

Warranty
<p>Defect due to transportation / improper storage. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

Pneumatic

- Defect code GUP01: Leak oil

Warranty	No warranty
<p>Defect due to defective gun Repair the product.</p>	<p>Defectives due to overuse, modification/change of the product, improper maintenance, lack of maintenance, improper use Return the product to the customer or repair it against payment</p>

- Defect code GUP02: Leak air

Warranty	No warranty
<p>Defect due to defective gun Repair the product.</p>	<p>Defectives due to overuse, modification/change of the product, improper maintenance, lack of maintenance, improper use Return the product to the customer or repair it against payment</p>

Other problems

- Defect code GUP99: Other problems
Repair if possible

Sling

- Defect code GUS01: Line release problem

Warranty	No warranty
Defect due to defective line release Repair the product.	Defectives due to improper maintenance / use Return the product to the customer or repair it against payment

- Defect code GUS02: Trigger problem

Warranty	No warranty
Defect due to defective trigger Repair the product.	Defectives due to improper maintenance / use Return the product to the customer or repair it against payment

- Defect code GUS03: Handle problem

Warranty	No warranty
Defect due to defective handle Repair the product.	Defectives due to improper maintenance / use Return the product to the customer or repair it against payment

- Defect code GUS04: Shaft track problem

Warranty	No warranty
Defect due to defective shaft track Repair the product.	Defectives due to improper maintenance / use Return the product to the customer or repair it against payment

- Defect code GUS05: Water inside

Warranty	No warranty
Defect due to defective guns Repair product if possible and return to the customer. Otherwise replace the defective product	Defectives due to overuse, modification/change of the product, improper maintenance, lack of maintenance, improper use Return the product to the customer or repair it against payment

- Defect code GUS06: Sling problem

Warranty	No warranty
Defect due to defective sling Replace the sling.	Incorrect assembling Return the product to the customer or repair it against payment

Warranty	No Warranty
	

Other problems

- Defect code GUS99: Other problems
Repair if possible

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2.g Wetsuits



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PROCEDURES FOR DEFECTIVE SUITS

Beginning from the season 2006 / 2007 Mares cannot accept or refuse the defective suits that Intercompany put in the report without the authorization of His supplier.

The following procedure's been implemented to managed this situation :

1. When Intercompany enters a suit in the warranty report, He 'll have to send Mares 1 or more than 1 pictures regarding the suits' defects . The pictures have to be clear and understandable.
2. Mares' ll refuse the suits found in the warranty report.
3. Mares, at the end of the quarter, after checking warranty reports, will send His supplier the complete list of the defective suits together with the defect codes and the pictures.
4. Supplier' ll let Mares know regarding His check and decisions (acceptance, refusal, request of further information).
5. Mares' ll consequently let Intercompany know about the accepted or refused suits. Supplier could ask Mares the suits for further check. For this reason it's very important that Intercompany keeps the proofs of purchase and the warranty documents of the defective suits. Supplier' ll refuse the suits sent without the related documents.
6. Mares' ll inform Intercompany to add the accepted suits to the invoice of the next quarter.

1. Overview defect codes

Defect code	Defect
GENERAL	
SUG01	missing parts/accessories (only for new product)
SUG02	wrong assembly/parts (only for new product)
DRY	
SUD01	sewing problem
SUD02	gluing problem
SUD03	zipper problem
SUD04	gluing kneepad/ sole problem
SUD05	neck/ wrist/ ankle seal problem
SUD06	velcro problem
SUD07	valve problem
SUD08	boot problem
SUD99	other problems
WET	
SUW01	sewing problem
SUW02	gluing problem
SUW03	zipper problem
SUW04	gluing kneepad/ sole problem
SUW05	neck/ wrist/ ankle seal problem
SUW06	velcro problem
SUW99	other problems

2. Assessing warranty claims by notes and pictures

Following notes and pictures should help assessing warranty claims.

General

- Defect code SUG01: Missing part/accessories **(only for new product)**

Warranty
<p>Parts/accessories are missing on product. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

- Defect code SUG02: Wrong assembly / parts **(only for new product)**

Warranty
<p>Wrong assembly of the product. Repair product if possible and return to the customer. Otherwise replace the defective product.</p>

Dry

- Defect code SUD01: Sewing problem

Warranty	No warranty
<p>Defect due to defective seam Replace the product.</p>	<p>Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code SUD02: Gluing problem

Warranty	No warranty
<p>Defect due to defective dry Replace the product.</p>	<p>Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code SUD03: Zipper problem

Warranty	No warranty
<p>Defect due to defective zipper Replace the product.</p>	<p>Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code SUD04: Gluing kneepad / sole problem

Warranty	No warranty
Defect due to defective kneepad / sole Replace the product.	Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code SUD05: Neck / wrist / ankle seal problem

Warranty	No warranty
Defect due to defective neck / wrist / ankle Replace the product.	Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code SUD06: Velcro problem

Warranty	No warranty
Defect due to defective Velcro Replace the product.	Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code SUD07: Valve problem

Warranty	No warranty
Defect due to defective valve Repair the product.	Defectives due to improper maintenance / use Return the product to the customer or repair against payment

- Defect code SUD08: Boot problem

Warranty	No warranty
Defect due to defective boot Replace the product.	Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

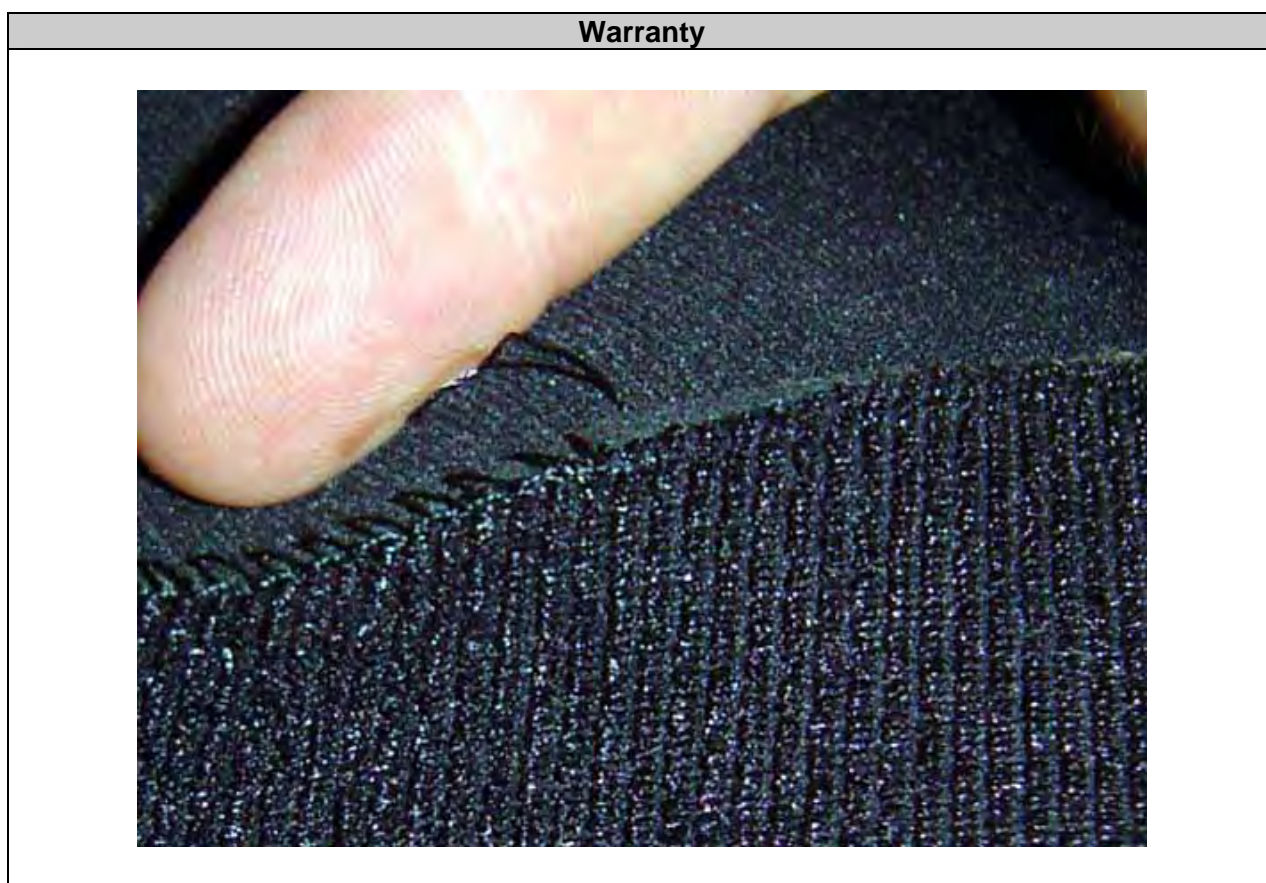
Other problems

- Defect code SUD99: Other problems
Repair if possible

Wet

- Defect code SUW01: Sewing problem

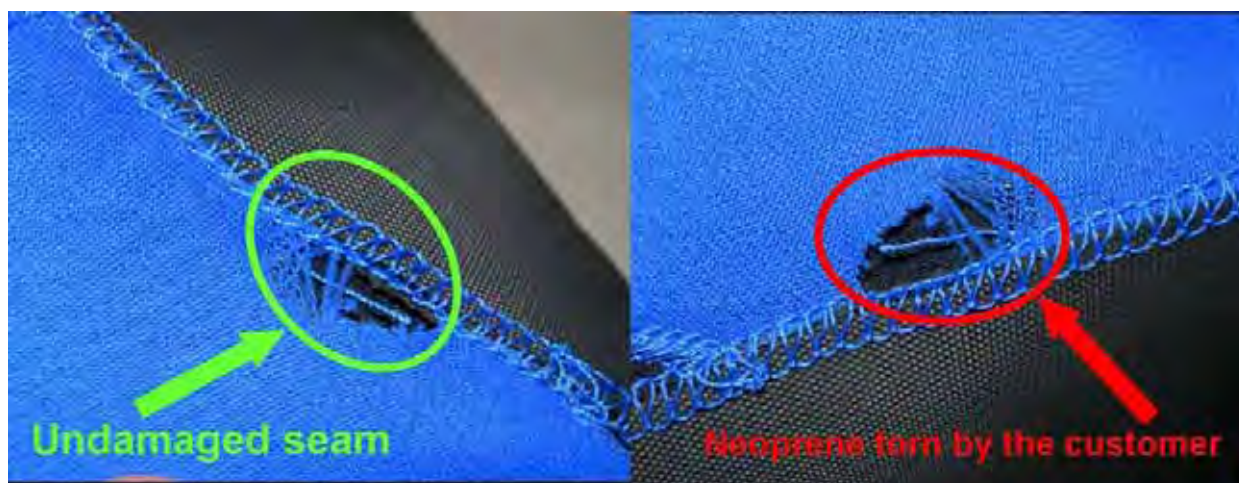
Warranty	No warranty
<p>Defect due to defective seam</p> <p>Replace the product.</p>	<p>Defectives due to improper maintenance / use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>



Warranty



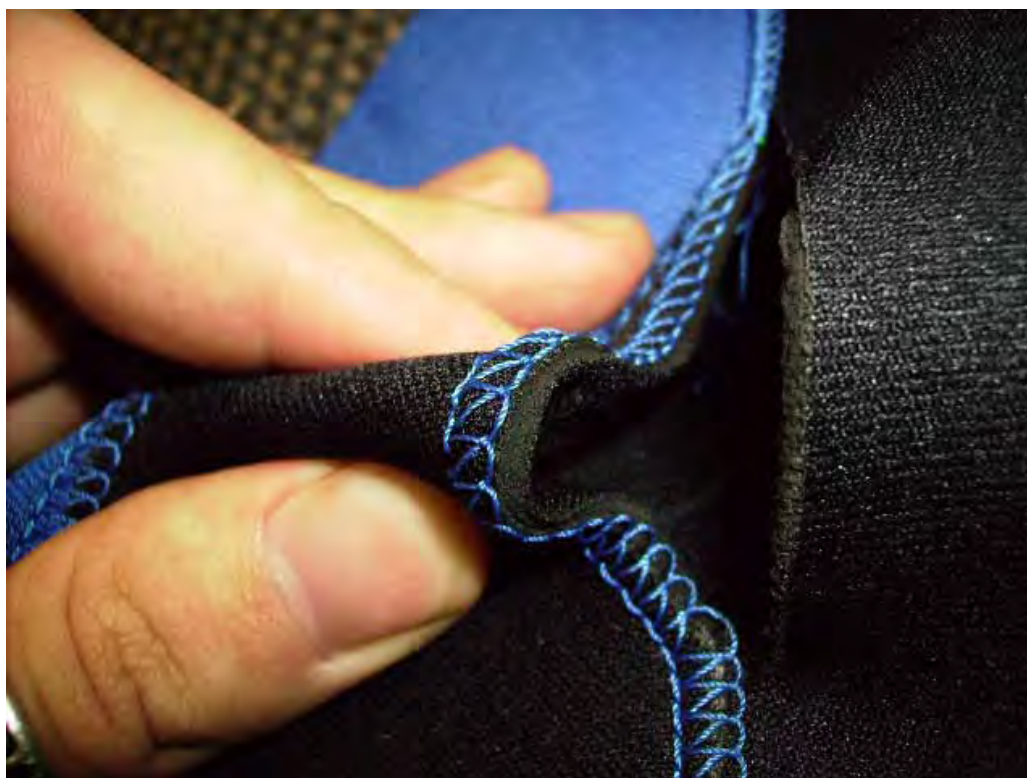
No Warranty



Warranty



Warranty



Warranty



ATTENTION

THE 4 PICTURES BELOW SHOW A CASE OF TORN NEOPRENE. THIS PROBLEM IS COVERED UNDER WARRANTY IF :

- THE SUIT IS MAXIMUM 6 MONTHS OLD. YOU CAN VERIFY IT CHECKING THE WARRANTY DOCUMENT (IF IT'S PRESENT AND THE PROOF OF PURCHASE).
- THE SUIT HAS TO BE IN A CONDITION (YOU HAVE TO VERIFY A POSSIBLE IMPROPER USE).
- THE SUIT HAS TO BE USED WITH A FREQUENCY NOT TO HIGH (IF THE SUIT HAS BEEN USED 6 MONTHS , ALL DAYS , 5 DIVES PER DAY, THIS IS OVERUSE).

YOU HAVE TO MANAGE THIS ISSUE AS A NORMAL WARRANTY ISSUE, STORING THE SUITS TOGETHER WITH WARRANTY DOCUMENTS (WHERE IT'S PRESENT) AND THE PROOF OF PURCHASE. MARES WILL ASK YOU THE PICTURES ABOUT THEM AT THE END OF THE QUARTER

Warranty / No Warranty



Warranty / No Warranty



Warranty / No Warranty



- Defect code SUW02: Gluing problem

Warranty	No warranty
<p>Defect due to defective wet</p> <p>Replace the product.</p>	<p>Defectives due to improper maintenance / use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code SUW03: Zipper problem

Warranty	No warranty
<p>Defect due to defective zipper</p> <p>Replace the product.</p>	<p>Defectives due to improper maintenance / use (e.g. Tzip not greased)</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>



No Warranty



T-zip need to be cleaned and greased with the right frequency. T-zip shown in this pictures wasn't cleaned and greased correctly and the customer was unable to close it

ATTENTION

THE 2 PICTURES BELOW SHOW A TYPICAL CASE OF IMPROPER MAINTENANCE OF A T-ZIP. OUR UPPLIERS HAVE BEEN ABLE TO REPRODUCE THIS EFFECT USING SULFURIC ACID FOR A CHEMICAL PROTECTION SUIT TEST. THEY HAVE RECORDED 2 SIMILAR CASES IN THE LAST 3 YEARS DUE TO THE TREATMENT OF THE CUSTOMER. THE SECOND POSSIBLE CAUSE COULD BE A PERMANENT USE AND STORAGE IN A VERY HEAT AND MOIST ENVIROMENT. IN THESE CONDITIONS BACTERIA MIGHT DESTROY THE COMPAUND AND/OR FABRIC.

No Warranty

No Warranty



ATTENTION

THE 2 PICTURES BELOW SHOW A CASE OF BROKEN ZIP SLIDER. THIS PROBLEM IS COVERED UNDER WARRANTY IF :

- THE SUIT IS MAXIMUM 6 MONTHS OLD. YOU CAN VERIFY IT CHECKING THE WARRANTY DOCUMENT (IF IT' S PRESENT AND THE PROOF OF PURCHASE).
- THE SUIT IS IN A GOOD CONDITION (YOU HAVE TO VERIFY A POSSIBLE IMPROPER USE).
- THE SUIT HAS TO BE USED WITH A FREQUENCY NOT TO HIGH (IF THE SUIT HAS BEEN USED 6 MONTHS , ALL DAYS , 5 DIVES PER DAY, THIS IS OVERUSE).

YOU HAVE TO MANAGE THIS ISSUE AS A NORMAL WARRANTY ISSUE, STORING THE SUITS TOGETHER WITH WARRANTY DOCUMENTS (WHERE IT'S PRESENT) AND THE PROOF OF PURCHASE. MARES WILL ASK YOU THE PICTURES ABOUT THEM AT THE END OF THE QUARTER

Warranty / No Warranty

Warranty / No Warranty



- Defect code SUW04: Gluing kneepad / sole problem

Warranty	No warranty
<p>Defect due to defective kneepad / sole</p> <p>Replace the product.</p>	<p>Defectives due to improper maintenance / use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code SUW05: Neck / wrist / ankle seal problem

Warranty	No warranty
<p>Defect due to defective neck / wrist / ankle</p> <p>Replace the product.</p>	<p>Defectives due to improper maintenance / use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>

- Defect code SUW06: Velcro problem

Warranty	No warranty
<p>Defect due to defective Velcro</p> <p>Replace the product.</p>	<p>Defectives due to improper maintenance / use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>



Remember! LIGHT COLORS ^{new}

The color fastness is good under seawater test but is not very good against chlorine water. As you know pool water tend to contain pretty high concentration of chlorine. We do not recommend the use of wetsuit in pool because chlorine will bleach the colors especially the light colors....

Other problems

- Defect code SUW99: Other problems
Repair if possible

No Warranty



Neoprene is in this condition because of friction with jacket

No Warranty



No Warranty



Underwater spearfishing suits have to worn, greasing the skin with water and soap or other lubricating

Warranty Guideline Diving

Edition 2010



2.h Accessories

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1. Overview defect codes

Defect code	Defect
BAG	
OTB01	wheels broken
OTB02	sewing problem
OTB03	shoulder strap problems
OTB04	zipper problems
OTB05	mesh problems
OTB99	other problems
LIGHT	
OTL01	flooded
OTL02	frequent battery drain
OTL03	battery not charge
OTL04	contact problem
OTL05	deformation reflector problem
OTL06	back light problem
OTL99	other problems
OTHER	
OTO99	other problems

2. Assessing warranty claims by notes and pictures

Following notes and pictures should help assessing warranty claims.

Bag

- Defect code OTB01: Wheels broken

Warranty	No warranty
Defect due to defective wheels Repair product if possible and return to the customer. Otherwise replace the defective product.	Defectives due to improper maintenance / use You can return the product to the customer or repair it against payment



No Warranty



No Warranty



- Defect code OTB02: Sewing problem

Warranty	No warranty
<p>Defect due to defective seam</p> <p>Replace the product.</p>	<p>Defectives due to improper use</p> <p>You can return the product to the customer or you can give it back to Mares for repair against payment if possible</p>



No Warranty



No Warranty



No Warranty



No Warranty



- Defect code OTB03: Shoulder strap problem

Warranty	No warranty
Defect due to defective shoulder strap Replace the product.	Defectives due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code OTB04: Zipper problem

Warranty	No warranty
Defect due to defective zipper Replace the product.	Defectives due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code OTB05: Mesh problem

Warranty	No warranty
Defect due to defective mesh Replace the product.	Defectives due to improper use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

Other problems

- Defect code SUW99: Other problems
Repair if possible

Light

- Defect code OTL01: Flooded

Warranty	No warranty
Defect due to defective light Repair product if possible and return to the customer. Otherwise replace the defective product.	Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

- Defect code OTL02: Frequent battery drain

Warranty	No warranty
Defect due to defective light / battery Repair product .	Defectives due to improper maintenance / use You can return the product to the customer or you can repair it against payment

- Defect code OTL03: Battery not charge

Warranty	No warranty
Defect due to defective light /battery/battery charge Repair product .	Defectives due to improper maintenance / use You can return the product to the customer or you can repair it against payment

- Defect code OTL04: Contact problem

Warranty	No warranty
Defect due to defective product Repair product if possible and return to the customer. Otherwise replace the defective product.	Defectives due to improper maintenance / use You can return the product to the customer or you can repair it against payment

- Defect code OTL05: Deformation reflector problem

Warranty	No warranty
Defect due to defective reflector Repair product .	Defectives due to improper maintenance / use You can return the product to the customer or you can repair it against payment

- Defect code OTL06: Back light problem

Warranty	No warranty
Defect due to defective product Repair product if possible and return to the customer. Otherwise replace the defective product.	Defectives due to improper maintenance / use You can return the product to the customer or you can give it back to Mares for repair against payment if possible

Other problems

- Defect code OTL99: Other problems
Repair if possible

Others

Other problems

- Defect code OTO99: Other problems
Repair if possible

Warranty Guideline Diving

Edition 2010



2010 COLLECTION

mares

3. Reporting instructions



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- 1. Reporting systems1
- 2. Guideline for using SAP warranty program2

1. Reporting systems

Warranty reporting via SAP

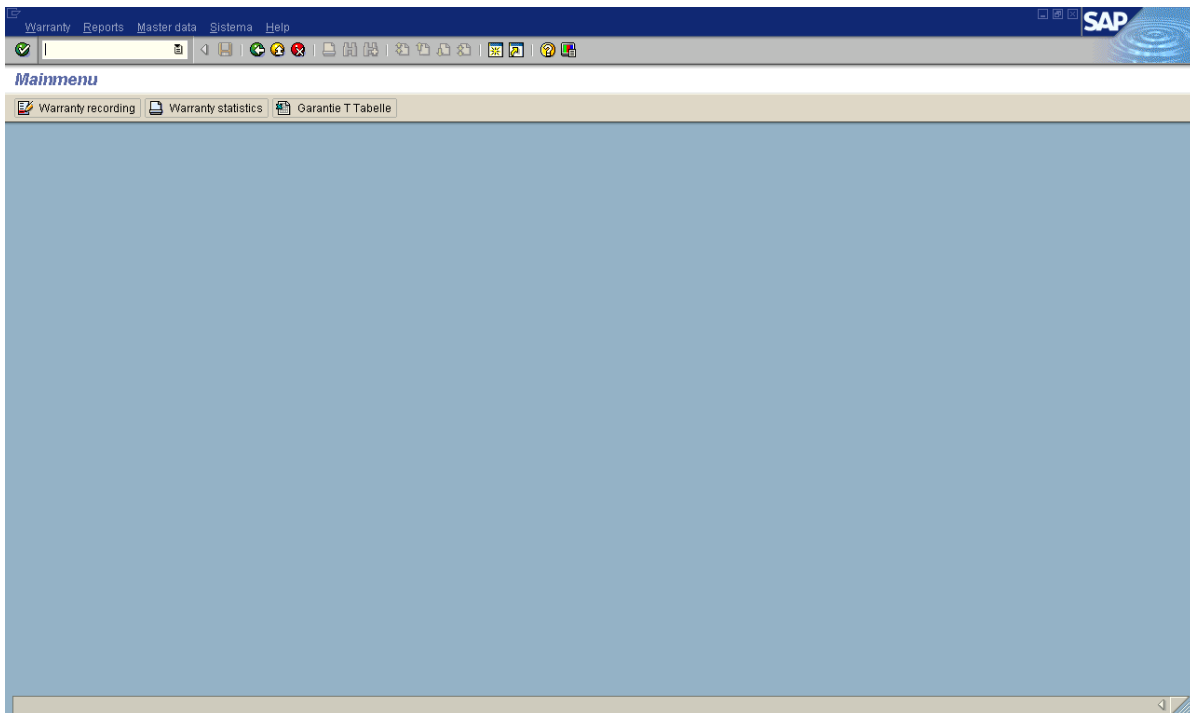
All warranty reports **must** be submitted by using the SAP warranty reporting program.

2. Guidelines for using SAP warranty program

Transaction instruction: **ZGA0**

In the main menu (screenshot 0.1) are two available menus:

- 1) Warranty-recording
- 2) Warranty-statistic



screenshot 0.1

1) Warranty-recording

The warranty recording must be individually and monthly recorded for each section.

The collection takes place in two steps:

-) Collection of head data (Screenshot 1.1)
 - a) Month (YYYYMM)
 - b) Sales Unit (SU)
 - c) Customer
 - d) Section

Warranty recording

Warranty recording

Item entry

Month (YYYYMM): 200601

Sales Org.: 3112

Cust.: 1080000 (optional)

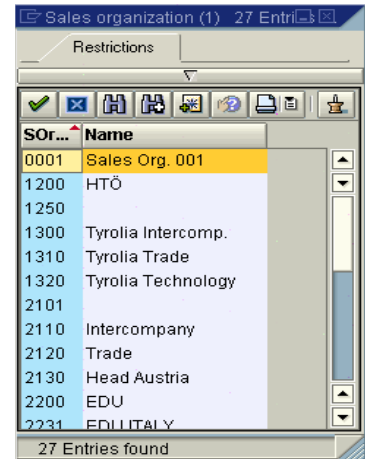
Division: 4X

User: GVACCARO

screenshot 1.1

Ad a) Enter the respective year and month of the accomplished warranty treatment (e.g. 200601 → January 2006). With help of the overview button right beside the month field, the already seized warranty messages can be listed. Per double-click they can be selected from the list.

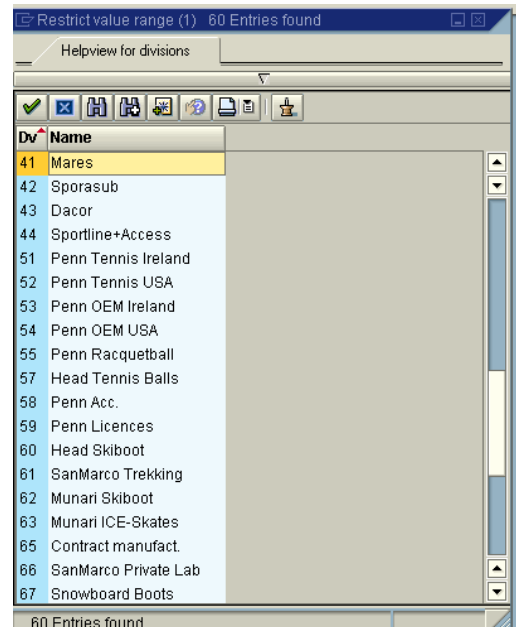
Ad b) Indicates the used Sales Unit. (screenshot 1.2)



screenshot 1.2

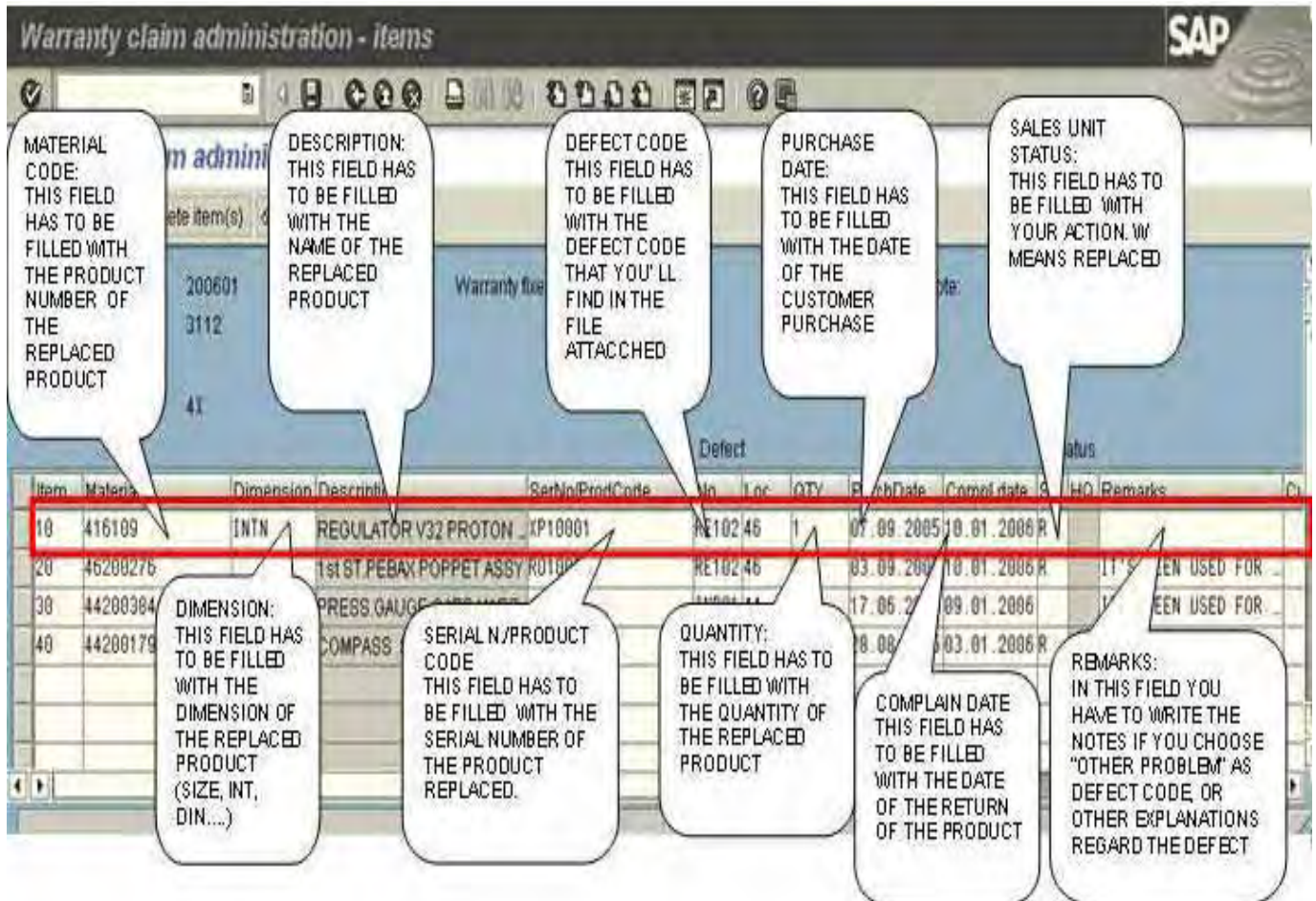
Ad c) This field is necessary for the trade department and warranty service department. It is filled with the customer-No. of the general importer. Therefore individually warranty messages per importer (trade country) can be seized.

Ad d) The section marks the product range, for which the warranty data is seized.



screenshot 1.3

- Seizing of the positions (screenshot 1.4 a – 1.4b)

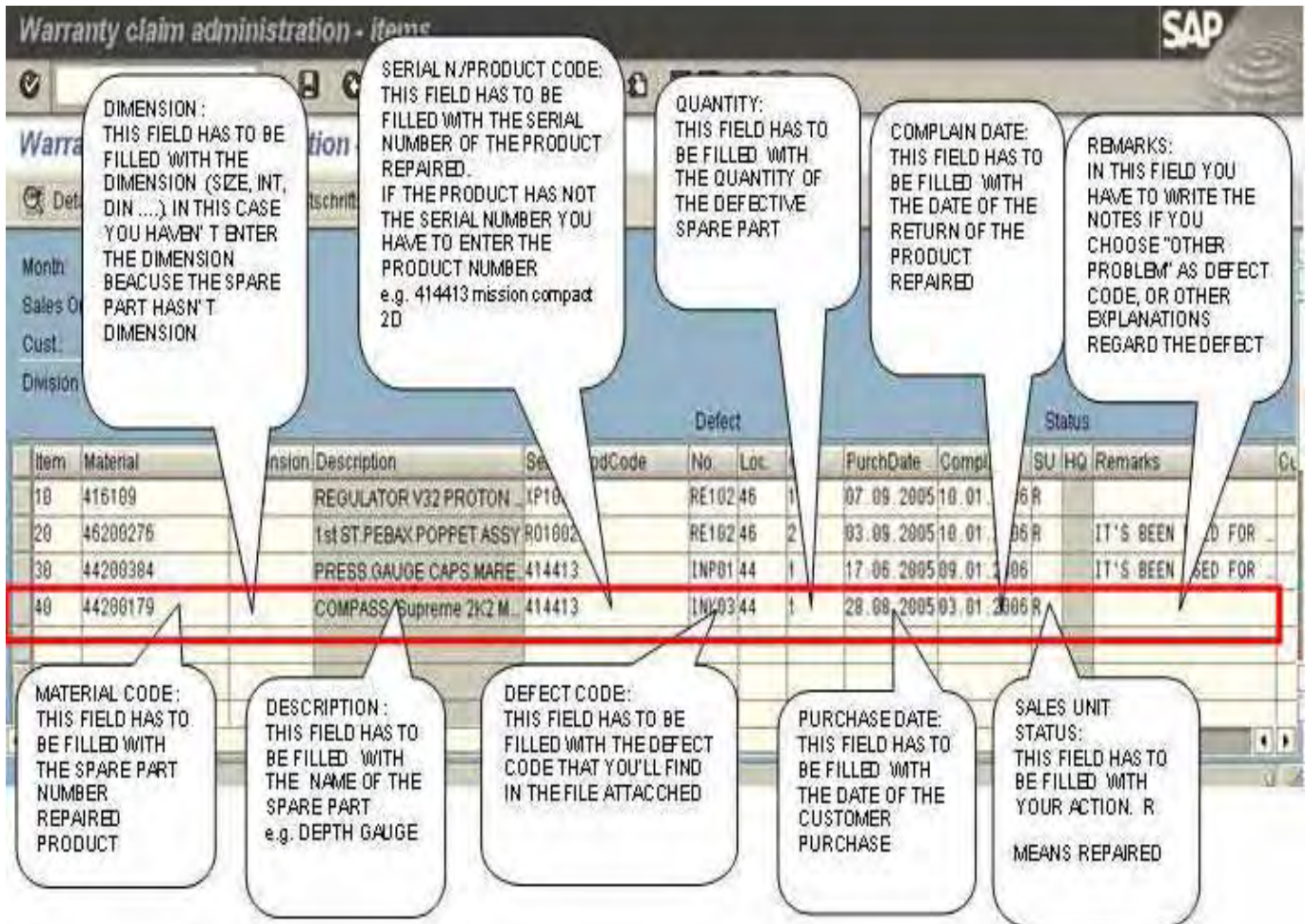


The screenshot shows the SAP 'Warranty claim administration - items' interface. A table lists warranty items with columns for Item, Material, Dimension, Description, SerNo/ProdCode, No, Loc, QTY, PurchDate, Compl date, and HO/Remarks. A red horizontal line highlights the first two rows of the table. Callout boxes provide instructions for various fields:

- MATERIAL CODE:** THIS FIELD HAS TO BE FILLED WITH THE PRODUCT NUMBER OF THE REPLACED PRODUCT
- DESCRIPTION:** THIS FIELD HAS TO BE FILLED WITH THE NAME OF THE REPLACED PRODUCT
- DEFECT CODE:** THIS FIELD HAS TO BE FILLED WITH THE DEFECT CODE THAT YOU'LL FIND IN THE FILE ATTACHED
- PURCHASE DATE:** THIS FIELD HAS TO BE FILLED WITH THE DATE OF THE CUSTOMER PURCHASE
- SALES UNIT STATUS:** THIS FIELD HAS TO BE FILLED WITH YOUR ACTION. W MEANS REPLACED
- DIMENSION:** THIS FIELD HAS TO BE FILLED WITH THE DIMENSION OF THE REPLACED PRODUCT (SIZE, INT, DIN,...)
- SERIAL N/PRODUCT CODE:** THIS FIELD HAS TO BE FILLED WITH THE SERIAL NUMBER OF THE PRODUCT REPLACED.
- QUANTITY:** THIS FIELD HAS TO BE FILLED WITH THE QUANTITY OF THE REPLACED PRODUCT
- COMPLAIN DATE:** THIS FIELD HAS TO BE FILLED WITH THE DATE OF THE RETURN OF THE PRODUCT
- REMARKS:** IN THIS FIELD YOU HAVE TO WRITE THE NOTES IF YOU CHOOSE "OTHER PROBLEM" AS DEFECT CODE, OR OTHER EXPLANATIONS REGARD THE DEFECT

Item	Material	Dimension	Description	SerNo/ProdCode	No	Loc	QTY	PurchDate	Compl date	HO/Remarks
10	416109	INTN	REGULATOR V32 PROTON	XP10001	RE10246		1	07.09.2005	10.01.2006	R
20	46200276		1st ST.PEBAK POPPET ASSY R010		RE10246			03.09.2007	10.01.2006	R
30	44200304		PRESS GAUGE					17.05.2007	09.01.2006	R
40	44200179		COMPASS					18.08.2007	03.01.2006	R

screenshot 1.4



Warranty claim administration - Items SAP

DIMENSION: THIS FIELD HAS TO BE FILLED WITH THE DIMENSION (SIZE, INT, DIN ...) IN THIS CASE YOU HAVEN'T ENTER THE DIMENSION BECAUSE THE SPARE PART HASN'T DIMENSION

SERIAL N/PRODUCT CODE: THIS FIELD HAS TO BE FILLED WITH THE SERIAL NUMBER OF THE PRODUCT REPAIRED. IF THE PRODUCT HAS NOT THE SERIAL NUMBER YOU HAVE TO ENTER THE PRODUCT NUMBER e.g. 414413 mission compact 2D

QUANTITY: THIS FIELD HAS TO BE FILLED WITH THE QUANTITY OF THE DEFECTIVE SPARE PART

COMPLAIN DATE: THIS FIELD HAS TO BE FILLED WITH THE DATE OF THE RETURN OF THE PRODUCT REPAIRED

REMARKS: IN THIS FIELD YOU HAVE TO WRITE THE NOTES IF YOU CHOOSE "OTHER PROBLEM" AS DEFECT CODE, OR OTHER EXPLANATIONS REGARD THE DEFECT

Item	Material	Dimension	Description	Serial	ProdCode	No.	Loc.	PurchDate	Compl	SU	HQ	Remarks
18	416109		REGULATOR V32 PROTON			RE10246	1	07.09.2005	10.01.	6	R	
20	46200276		1st ST.PEBAK POPPET ASSY	R01802		RE18246	2	03.09.2005	10.01.	06	R	IT'S BEEN USED FOR
30	44200384		PRESS GAUGE CAPS MARE	414413		INP0144	1	17.06.2005	09.01.	06	R	IT'S BEEN USED FOR
40	44200179		COMPASS/Supreme 2K2 M.	414413		INP0344	1	28.08.2005	03.01.2006	06	R	

MATERIAL CODE: THIS FIELD HAS TO BE FILLED WITH THE SPARE PART NUMBER REPAIRED PRODUCT

DESCRIPTION: THIS FIELD HAS TO BE FILLED WITH THE NAME OF THE SPARE PART e.g. DEPTH GAUGE

DEFECT CODE: THIS FIELD HAS TO BE FILLED WITH THE DEFECT CODE THAT YOU'LL FIND IN THE FILE ATTACHED

PURCHASE DATE: THIS FIELD HAS TO BE FILLED WITH THE DATE OF THE CUSTOMER PURCHASE

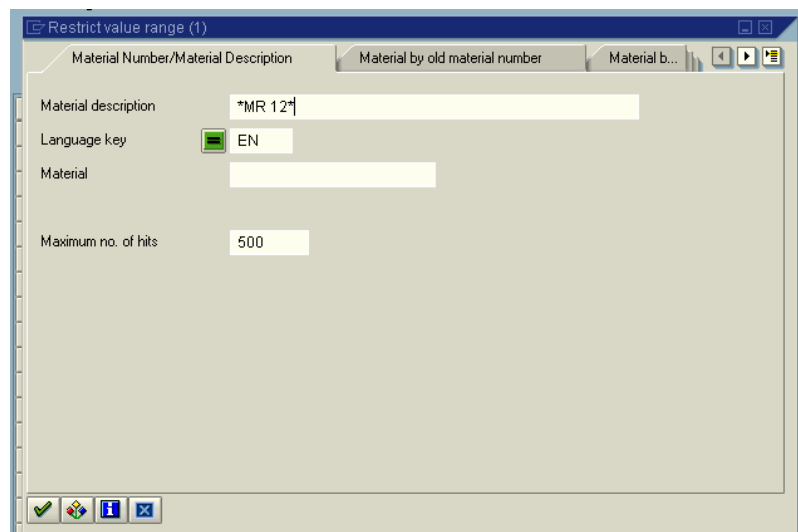
SALES UNIT STATUS: THIS FIELD HAS TO BE FILLED WITH YOUR ACTION. R MEANS REPAIRED

screenshot 1.4a

During the input of the several positions the fields which can be entered vary on the inserted information. Some fields are either entered automatically or not valid for some sections (grey colored fields are blocked).

Pos: Automatically generated sequential number
→ no input necessary

Material: Art. No. (e.g. MR12 PROTON METAL INT Regulator)
For material selection the standard SAP assistance is available. After using the search button (right beside the material field) a selection screen appears, in that the search criteria can be entered. (screenshot 1.5)



screenshot 1.5

Search opportunities about the material short text:

e.g.: *MR12*...shows material master records which contains the short text "MR12"

MR12*...shows material master records that start with MR12

Dimension: enter product size (e.g.: INTN, DIN); Regulator version (e.g. INTN) etc. The permissible dimensions for the entered material can be selected again over the search assistance. Spare parts don't need dimension.
→ **Not needed for all sections!**

Description: Generated automatically by the art. no.
→ no input necessary

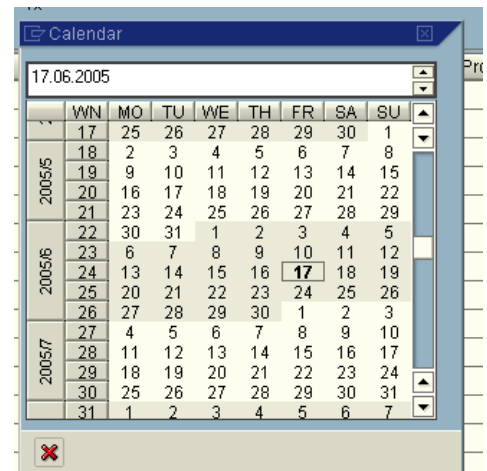
SerNr./ProdCode: Look up **Warranty procedure** (point 8). If you fill the "MATERIAL" field with a spare part code, you have to enter the product number of the product repaired.

Defect-No.: Characterizes the kind of defect. See also **Defect Codes**

Prod. Hierarchy: Indicates the position of the error. This column is grey deposited and not needed in every section. For some error types positions are pre-defined. Depending on the error no. they are entered automatically.

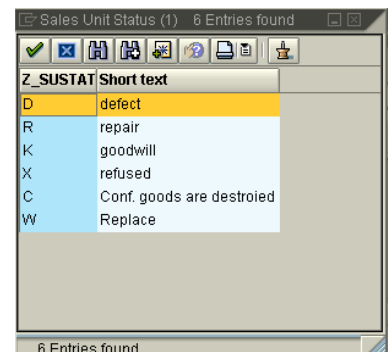
Quantity: Amount of incorrect products.

Purchase date: This field **has to be filled** with the purchase date (screenshot 1.6).



screenshot 1.6

SU-Status: Indicates the status of the warranty line from the Sales Unit to the customer (screenshot 1.7).
The SU status field can also be reserved depending on the Defect-No. For defects that need to be repaired, the SU-Status is pre-defined with "R". For defects that need to be replaced, the SU-Status is pre-defined "W". You can use only "R" or "W".



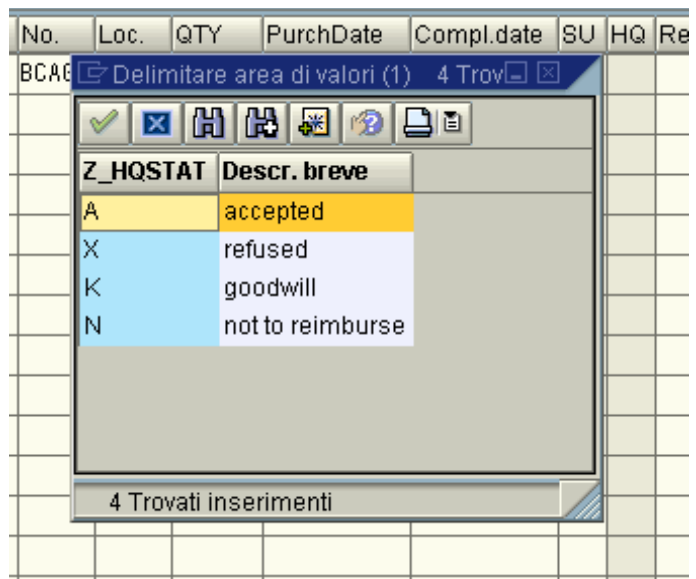
screenshot 1.7

Remarks: If the field “Defect No” is filled with “OTHER PROBLEMS” a picture is required for each warranty claim. Please mark the picture with a consecutive number and list the number of the picture in the notes column.
If you enter a spare part code in the field “Material” you have to remark the defect of the product repaired.
In addition, you can write other notes if you want to

Note: Only after the inputs are confirmed the automatically filling of fields (designation, error, pos, SU-Status) takes place (e.g. by Enter, save...).

Click save : After your daily, weekly or monthly recording click Save. You can update the report adding other products / spare parts. Remember to click Save whenever you do it. The first day of the next month we'll fix the report and you won't able to change it.

HQ Status : You'll find the result of the check in the field HQ. (screenshot 1.8).



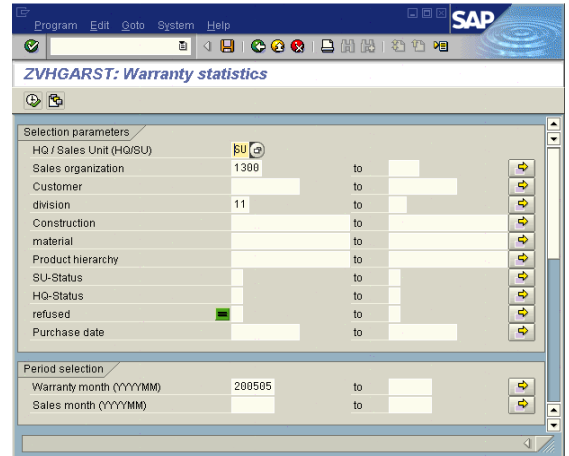
screenshot 1.8

2) Warranty-Statistic

The warranty statistics helps to create evaluations under indication of various criteria.

The sections differ between selection-parameter, selection-period (screenshot 2.1) and Expenditure - Parameter (screenshot 2.2).

With the help of the selection parameters it is possible to filter only the necessary information, e.g. all warranties of a particular section, a sales organization etc. It is also possible to be limited over several parameters.

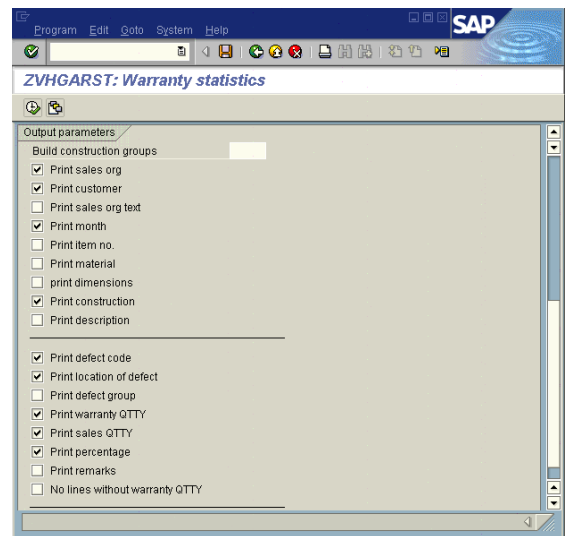


screenshot 2.1

A selection period serves to filter desired information of temporal containment.

With help of the expenditure parameters one can indicate which fields in the statistics need to be indicated. (screenshot 2.2).

The expenditure occurs in a table which can be transferred to Ms Excel (screenshot 2.3).



screenshot 2.2

ZVHGARST: Warranty statistics SAP

Excel-Download

ZVHGARST: Warranty statistics

GVACCARO 12.01.2006 / 14:32:14
Warranty period: 200601

divisi	sales	Custo	Month	Construction	Def.	Defect Code Text	DLoc.	Defect Location Text	Warr.QTTY
4X	3112		01/2006	416109	RE102	regulators 1st stage	46	Regulators	1
4X	3112		01/2006	44200179	INK03	instruments compass	44	Computers	1
4X	3112		01/2006	44200384	INP01	instruments pressure	44	Computers	1
4X	3112		01/2006	46200276	RE102	regulators 1st stage	46	Regulators	2
4X	3112	00315	01/2006	410000	BCA01	bc's airtrim pneum			2
4X	3112	00315	01/2006	410000	BCA04	bc's airtrim pneum	43	Guns	5
4X	3112	00315	01/2006	410000	BCA05	bc's airtrim pushi	44	Computers	2
4X	3112	00315	01/2006	410001	BCA01	bc's airtrim pneum			3
4X	3112	00315	01/2006	410001	BCA03	bc's airtrim pneum	41	Mask	2
4X	3112	00315	01/2006	410002	BCA01	bc's airtrim pneum			4
4X	3112	00315	01/2006	410002	BCA02	bc's airtrim pneum	43	Guns	2
total									25

screenshot 2.3