

Quality Guarantee and Claims Statements

**Note: In the event of a conflict between the Chinese
and domestic language, the Chinese language
shall take precedence.**

This letter of commitment applies to all tyres supplied in Taurex Tyre and used outside of China. 该政策适合所有 Taurex Tyre 供应的在中华人民共和国市场以外使用的轮胎。

I. Adjustment Coverage 理赔范围

Tyre failures usually originate either from defective production processes or from improper use of the tyre. Failures caused by the former category can be accepted for adjustment, but those coming under the latter would not be allowed.

轮胎出现问题要么是由于生产的某个环节不当产生的,要么就是由于使用不当产生的.如果是由前者引起的则属于理赔政策范围.如果是后者,则不予理赔.

In the case of adjustment conditions, tyres used correctly in the recommended application, starting from the date of sale within one year or within three years from the date of production. Meantime, tread wear depth does not exceed the original design of a new tyre tread depth of 50%, and early failures caused by defective production can claim. The allowance will be based upon tread wear proration.

理赔条件: 按推荐的用途和方法正确使用的轮胎, 轮胎在销售日期起一年内或从生产之日起三年内, 胎面磨损深度不超过新轮胎胎面深度的原始设计的 50%, 因生产不良而引起的早期故障, 予以理赔。理赔额基于轮胎花纹的磨耗比例来计算。

II. Excluded from compensation: 不予理赔范围

1. When the remained tread depth is less than 1/2 of the original depth, it is considered to be worn out and could not be compensated.
磨损超过花纹沟深的 1/2 时，不予理赔。
2. When the claims lodged date is already three years from the manufacturing date, it is out of the adjustment coverage.
当理赔提交日已经超出生产日期三年，轮胎已经超出保质期
3. Tyres that have been repaired, retreated and reclaimed.
已经修补，翻新，理赔过的轮胎
4. Crown puncture, impact (cause the crown to blow out, crown separation, belt separation).胎冠刺伤，撞击（导致胎冠爆裂，分离，带束层分离）
5. Crown blown out from punctuation or outer force.
由于刺伤或者外力胎冠爆裂
6. Crown cracks. Cracking is evident at the base of the tread lugs. Some lugs may be torn from the tread in severe cases.
胎冠开裂。开裂是由于轮胎在苛刻路面行驶造成胎冠底部脱开引起的。
7. The irregular wear of tyre (toe in wear, inner rib depression wear, toe out wear), which is from bad vehicle condition.
不规则磨损。（磨趾口；胎圈钢丝露出；趾口磨破）由较差的车况导致。
8. Torn Bead
趾口撕开（裂）
9. Torn bead Tyre damage when runs flat out.
充气行驶时轮胎损坏
10. Belt puncture, sidewall puncture, sidewall impact (cause shoulder separation, sidewall bulge, and so on).
带束层刺伤，胎侧刺伤，胎侧冲击（导致胎肩离层，胎侧凸起等）
11. Rim edge abrades the bead, high-temperature rim burning the bead (bead rips or separation).
轮圈边缘磨损胎圈部位，高温的轮圈灼伤胎圈部（胎圈部位开裂或者离层）

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12. Drilling stones or foreign objects cause the tyre sidewall abrasion (sidewall bulge or separation).
尖锐的石头或者外部物体导致轮胎胎侧开裂（胎侧凸起或者离层）
Severe wheel impression in the rim flange area. Distortion and deformation of the bead in the bead bearing area and lower sidewall area.
在轮圈凸起部位严重的挤压，导致胎圈受力部位和下胎侧的失真变形
13. Pattern groove bottom rips.
花纹沟底部开裂
14. The tyre carcass has direction rips from outer impact on tyre sidewall or crown.
由于胎或者胎冠受到外力的冲击导致胎体径向开裂
15. Any tyre that is worn over 10% for non-uniformity or any ride-related conditions can not be accepted for adjustment consideration.
对于动不平衡情况下的驾驶条件引起的超过 10%的磨损都不在本理赔范围内。
16. The appearance quality problem without affecting the use of the product.
外观问题不影响轮胎使用
17. Defects from other reasons such as: poor mounting, bad vehicle condition, rugged road, overloaded, over or under inflation, foreign damages.
其它原因导致的损伤，如装配不当，较差的汽车状况，崎岖的路面，超载，胎压过大或者过小，外力损伤。
18. All claim forms must be filled out for adjustment credit to be passed. The claims form is not written accordingly; the claimed tyre pictures are not supplied as required or even not enough in number, could not be compensated.
所有理赔表格需要填写完整并通过审查。与事实不符的索赔表格；问题轮胎的图片包括数量在内未按照要求提供的，都不予以赔偿

III. Adjustment procedure 理赔程序

1. Examine the claimed tyre and diagnose whether it is within the adjustment coverage and confirm the nature of defects.
检查并诊断质量胎是否在理赔范围内，并确定损伤性质
2. Measure the remained tread depth.
测量剩余花纹深度
3. Take photos for the damaged part of the tyre, when necessary, make a sign around the damaged part. The photos taken must be clear enough and should include these four parts: the damaged part condition, tyre size, DOT No., tyre serial No. and the pattern part. If one photo could not cover all the four parts, it is necessary to take more; but the extra photos taken must come from the same tyre.
对轮胎受伤部分拍照，如果需要，在损伤部位做标记。照片必须足够清楚，应该包括四部分：损伤部，轮胎尺寸，DOT 号码，轮胎序列号，花纹名称。如果一张照片不能覆盖所有的四个部分，应该提供更多的照片；但是其余的照片必须是同一条轮胎的。
4. Cut down the DOT No. and Serial No. from the claimed tyre, and they must be complete and visible.
切掉理赔轮胎上的 DOT 号码和序列号码，并且需要完整和清晰可见的。
5. Fill the claim form completely and honestly.
完整真实的填写理赔表格
6. Send the claim form together with the DOT No., Serial No., to our company.
把理赔表格和 DOT 号码，以及序列号一同寄回工厂
7. We will examine the claim form and decide whether to compensate or not, and the compensation standard.
工厂会检测理赔并判定是否理赔和理赔标准
8. We will compensate for the confirmed claim items in the shortest time.
工厂会在最短的时间内赔偿确定的理赔胎

IV. The following situations belong to improper use

Improper storage

- Tyre sticky and softening caused by mixing with oil, flammable, chemical corrosion product.
- Tyre aging caused by long-term piled up in the open air, direct sunlight, rain.
- Tyre deformation caused by improper stacking.

Improper assembly

- The inappropriate use of forklift while loading and unloading tyres causes bad tyre bead or carcass.
- Pry with brute force while installation causes the deformation or damage of tyre bead.
- Improper assembly of tyre and rim or rim deformation, corrosion causes grinding or burning toe.
- Lock ring pop up or bending deformation causes cutting toe.
- Cycle valve of inner tube bending deformation caused by external forces

Improper gas charging

- Air pressure is too low, to make the tyre deformation, tyre temperature rises sharply, tyre body soft, strength drops, cause abnormal tread wear, tyre cord in fracture, loose, crown and shoulder empty, shoulder to crack, delaminating or tyre body in bad.
- Air pressure is too high, to make the tyre cord force increases, flex resistance decreased, resulting in wear crowns, crown explosion, abnormal wear of the tread.
- Pressure varies, and mounted tyres whose pressure one is high and one is low, resulting in a single tyre overload and damage.

Overload and uneven load

- Tyre overloading, causing abnormal wear of the tread, the crown or sidewall blasting, shoulder empty, womb cords loose, broken, burst mouth toe, toe mouth break.
- Uneven load, resulting in uneven tread wear.

Improper use and maintenance

- Poor condition (such as improper adjustment between toe-in angle and camber) caused partial wear of the tyre, irregular tyre wear, or consequential damage.
- Tyre irregular transposition, wheelbase deviation is too large, resulting in abnormal wear of the tread.
- Structural bias tyres and radial tyres mixed installation, causing tyre damage.
- Various tyres have speed limits, over speeding caused tyre damage.
- Due to improper driving, the tyre hit other objects, causing various crown burst, crown piercing, shoulder burst, lateral blast, groove cracking. In A, B and C of the road outside, such as a sidewalk, mining and other places with poor road conditions, causing the tyre crown to eat bad, scratched crown, the crown stabbed partial groove cracking, shoulder trauma or side trauma.

V. Additional remarks about claims form 索赔申请表补充说明

Claims form is made out duplicate. The original affixed the pictures of claim tyre with the removed DOT No. or Serial No. must be sent out to us. If you have the manuscript, it is useful to compare it with a report of adjustment.

索赔表格一式两份。附有索赔轮胎（带有 DOT 号或者是序列号）照片的原件须发送给我们。如果有手写稿，可用于和赔偿报告做对比。

METHOD OF MEASURING THE REMAINING TREAD DEPTH

测量剩余花纹深度的方法

1. Measuring method 测量方法

It is the proper method for measuring the remaining tread depth (hereinafter "R. T. D.") on tyres to find out the greatest worn-out point. At this point, read the graduated depth on your gage as "A" on the following illustration. Also, read two other points "B" and "C" spaced 120° or one-third of the way around the tyre in each direction from the first measurement. And add all three measuring points together and divide by three, and then you will have the average of the remaining tread depth.

找出轮胎上花纹磨损最厉害的点，测出剩余的深度，记为 A。然后沿轮胎在 A 点两侧 120 度或三分之一处再测两点，记为 B 和 C。三者之和除以三，即可得到此轮胎的平均剩余花纹深度。

2. Where to measure 测量位置

When measuring tyres, be sure to measure the two points in the groove between the centerline and both edges of the tread. Not on the shoulder. When there is no groove on the measuring points, measure the groove in the nearest centerline. The point of the depth gage should rest the basis of the groove.

当进行测量的时候，一定要测量胎冠中心线和两侧胎肩之间的沟槽的两点，不要测胎肩部位。测量部位没有沟槽时，则测量离中心线最近的沟槽的深度。测量点深度基于沟槽底部。

ADJUSTMENT CREDIT PERCENTAGE BASED ON REMAINING TREAD DEPTH

补偿比例基于剩余花纹深度

the adjustment amount will be calculated by the formula as follows.

补偿额按下列公式计算

Adjustment Amount=basic price percentage of R. T. D. against O. T. D.

补偿金额=原始价格×(剩余花纹深度/原始花纹深度)

Percentage of R. T. D. =(O. T. D. - Worn tread depth)/O. T. D.

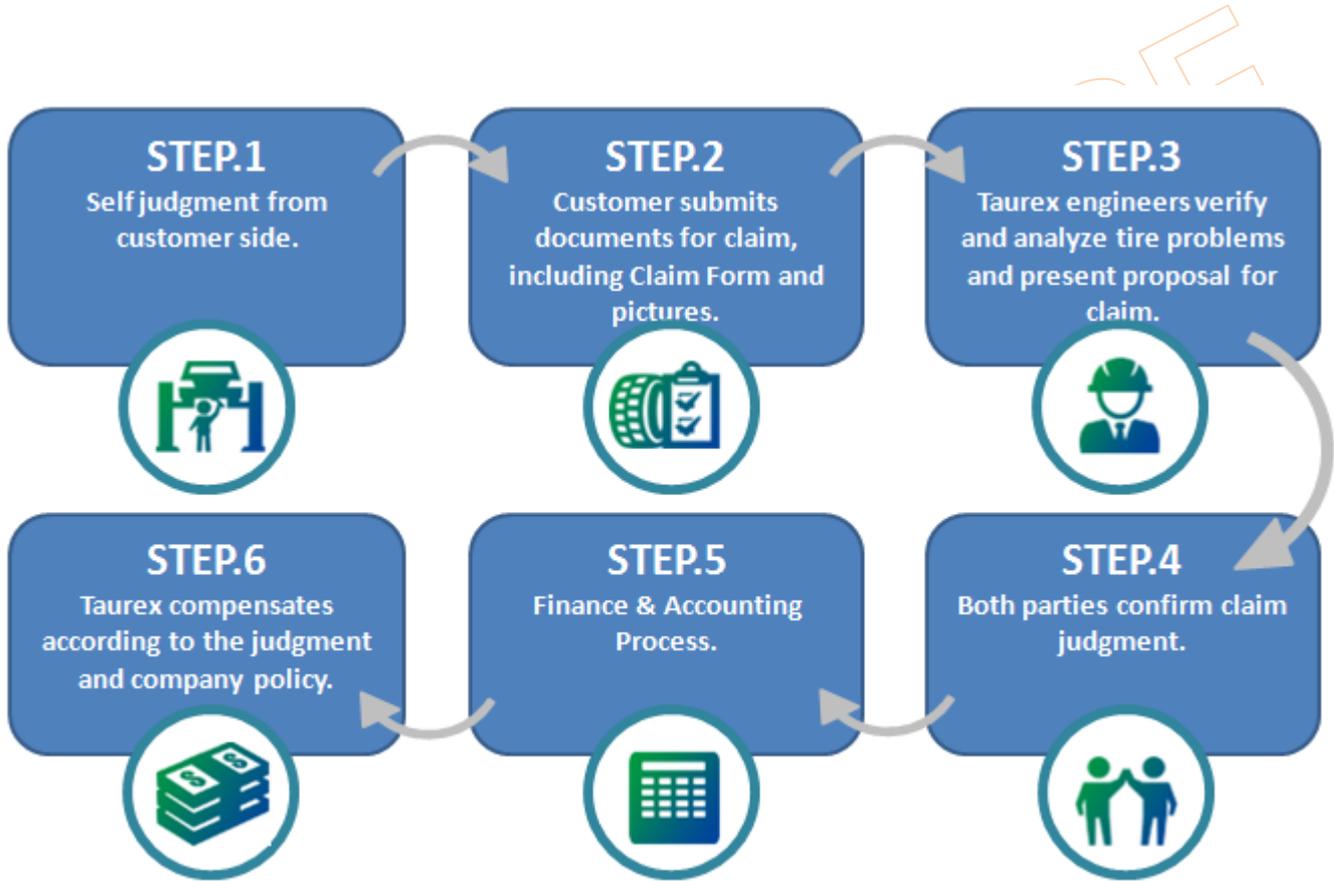
剩余花纹深度比例=(原始花纹深度-磨损花纹深度)/原始花纹深度

O. T. D.: Original Tread Depth

R. T. D.: Remaining Tread Depth

O. T. D. :原始花纹深度

R. T. D. :剩余花纹深度



TAUREX TYRE

TYRE CLAIM REPORT 轮胎索赔报告

Please complete all sections highlighted in blue 请填写所有蓝色填充部分			Claim No.: 索赔编号	
Country 国家			Date:	
Dealer 经销商			Our Inv. No.:	
End user 最终用户			B/L No.:	
Type of Vehicle 车辆类型				
Tyre Position* 轮胎位置	*Applicable only for LTR, TBR, LTB, TBB, OTR, ORR and AG			
Description of Service Condition 服务类型描述				

Brand 品牌		DOT No.	Tread Surface 轮胎触地面
Pattern 花纹			
Size 规格		Serial No.	
LI/SS/PR 速度级别 层级			
DOT No. DOT号			
SERIAL No. 系列号			
Original Tread Depth(mm)		Date of Tyre Mounted	
Remain. Tread Depth(mm)		Mileage of Runing	
Date id Tyre Sold			
Date of Tyre Dismounted			
Road Conditions			
Confirm if tire retreaded or repaired			

Failure description in detail	Tread Failed Area 胎面故障区域	Sidewall and Bead Failed Area 胎侧圈口	Inside of Failed Area
故障详细描述			Nil
Sales Person:			

Additional Photo or information	
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For office use only	
Inspection Result 检查结果	Tread Seperation 胎面分离

Adjustment 调整	Adjustable				Not Adjustable			
	Prorate 按比例分配	Base Price	Curr.	Comp.%	Amount	Useable:	Scrap:	Return to Cust.
	Factory 工厂		USD		0			

Inspected By:	Authorized By:
Name:	Name:
Date:	Date: