



C/CIR/20-21/02
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*ZONAL GENERAL MANAGERS / REGIONAL MANAGERS/ REGIONAL SERVICE MANAGERS /
ZONAL SERVICE MANAGERS*

COMPREHENSIVE WARRANTY POLICY

Annexure 1: Manufacturing Defect – Warranty Period

Product Category	Warranty Period (for Manufacturing Defects)
MC/SC/ERIKSHAW - Tyres	6 years from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered.
LCV CON / LCV RDL / LM-CON / ICV - Tyres	3 years from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered
PCR / UVR / LMR / 3W - Tyres	5 years from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered
TR.REAR/TR.FRONT / HEAVY TRACTOR REAR - Tyres	7 years for all tyres produced <i>on or after 1st Jan 2019</i> & 5 years for all tyre produced <i>prior to 1st Jan 2019</i> . Warranty will be applicable from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered
TRUCK TBB-TBR, CAR CON, UV CON & All other Category Tyres	3 years from the date of manufacture or till the tyre tread is worn up to Tread Wear Indicators (TWI) whichever is earlier, irrespective of kilometre covered
All Tubes & Flaps	2 years from the date of manufacture

Tyres adjusted under warranty will be replaced with a new tyre of same variety on pro-rata basis (i.e. based on average tread wear) as per details given below (applicable for Manufacturing defects only);

1)	Tread Wear Up to 10%	Free of Cost (FOC)
2)	Tread Wear more than 10% to 80%	Pro-Rata
3)	Tread Wear more than 80%	Replace at 80% wear only
4)	All Tubes & Flaps	Free of Cost (FOC)

Pro Rata Calculation = Worn out Tread Depth (NSD) / Original Tread Depth (NSD), e.g. if original NSD is 8mm, tyre worn out is 2mm, that means customer to pay 25% of tyre cost.

Annexure 2: Non-manufacturing Defect (PK Policy) Warranty Period:

PK Policy is an additional warranty policy for non-manufacturing defects which makes the tyre unserviceable for reason such as Run flat, Concussion, Rim Digging, Scoring, Non-Repairable through cuts, Sat on Rim, Fitment Damage / LRD and for no other reason.

Product Category (Tyres only)	Warranty Period (For Non-Manufacturing Defect Policy- PK)
MC/SC/ERIKSHAW	3 years from the date of manufacture or up to 100% tread wear whichever is earlier, irrespective of kilometre covered.
LCV CON / LCV RDL / LM-CON / ICV	2 years from the date of manufacture or up to 50% tread wear whichever is earlier, irrespective of kilometre covered.
PCR / UVR / LMR / 3W	2.5 years from the date of manufacture or up to 50% tread wear whichever is earlier, irrespective of kilometre covered
TR.REAR / TR.FRONT / HEAVY TRACTOR REAR (On Aayushman Series Only)	3 years from the date of manufacture or up to 50% tread wear whichever is earlier, irrespective of kilometre covered.

Replacement offer calculation for tyres adjusted under Non-manufacturing Defect (PK Policy):

1. The below mentioned categories will have FOC until 10% wear under Policy K. Post 10% tread wear, replacement offer will be charged on pro rata basis as per matrix below.

Material Code	Material Description	FOC Charge	Pro Rata Charge
2090	Car Rad Tyres	Up to 10% tread wear	More than 10% to 50% tread wear
2100	UV Rad Tyres	Up to 10% tread wear	More than 10% to 50% tread wear
2130	3-Wheeler Tyres	Up to 10% tread wear	More than 10% to 50% tread wear
2110	Scooter TT Tyres	Up to 10% tread wear	More than 10% to 100% tread wear
2112	Scooter TL Tyres	Up to 10% tread wear	More than 10% to 100% tread wear
2115	E-Rickshaw Tyres	Up to 10% tread wear	More than 10% to 100% tread wear
2120	MOTORCYCLE TT TYRE	Up to 10% tread wear	More than 10% to 100% tread wear
2122	MOTORCYCLE TL TYRE	Up to 10% tread wear	More than 10% to 100% tread wear
2125	MOTORCYCLE RAD TYRE	Up to 10% tread wear	More than 10% to 100% tread wear

2. All other categories of tyres not mentioned above will **NOT** have FOC parameter, replacement will be on Pro rata basis only.

Terms and Conditions

Every tyre, tube & flap manufactured and/or marketed by “CEAT Ltd” is warranted to be free from defects in material quality or workmanship in its first tread life & warranty period. If our examination shows that a product has failed during the warranty period mentioned in this warranty policy, we shall replace the product on pro-rata wear basis subject to terms and conditions of this warranty policy. The amount to be compensated for the tyre will be calculated from the percentage of tread wear. In other words, the so called “remaining tread depth measurement system” will be applied.

- **Following tyres shall not be covered under Manufacturing Warranty Policy:**
 - Tyres worn out beyond tread pattern (ply exposed) shall not be considered
 - Tyres with uneven/improper wear beyond the parameters as defined in annexure 3 shall not be covered
 - Tyres damaged or wear due to vehicle mechanical irregularities
 - Tyres damaged due to vehicle overload or improper inflation pressure.
 - Tyres damaged on account of fire, accident, climatic conditions, improper storage or any other external factor.
 - Tyres which are re-treaded or second-hand.
 - Tyres/Tubes/Flaps purchased from unauthorised dealers.
 - Tyres which are damaged intentionally including Serial number tampered or buffed etc.
 - Improper use and Improper Repair.
 - Contamination or degradation by petroleum products or other chemicals, fire or water.

- **Following tyres shall not be covered under Unconditional Warranty Policy (Policy K):**
 - Tyres worn out beyond tread pattern (ply exposed) shall not be considered
 - Conditions for damages to tread and Sidewall/shoulder
 - Thread – Nail injuries and punctures comes under the limitations of being repairable and hence **not considered** in Policy K
 - Shoulder & Sidewall – As any repair is not sustainable on shoulder & sidewall region, all damages in this area will **be covered** in Policy K
 - Tyres which only have uneven wear, misalignment/balancing wear, without any irreparable cuts and damages, shall not be considered
 - Tyres damaged on account of fire, climatic conditions, improper storage or any other external factor.
 - Tyres which are re-treaded or second-hand.
 - Tyres/Tubes/Flaps purchased from unauthorised dealers.
 - Tyres which are damaged intentionally including Serial number tampered or buffed etc.
 - Improper use and Repair (Vulcanised patch repair & subsequent failure).
 - Contamination or degradation by petroleum products or other chemicals, fire or water.

- Tyres with road hazard damages such as through cuts, external injuries, impact break will be considered for **only Unconditional warranty policy** as per the directives mentioned in Annexure 2 (PK Policy).
- Warranty on Sludge invoiced tyres - Normal Warranty is applicable on all tyres billed under sludge (ZSLG) invoice as per policy.
 - No warranty of New Defective (ND) billed under sludge (ZSLG) invoice.
- Disposition Authority - All Authorized ZSM, Authorized RSMs, Authorized CFA's, Authorized company persons, Authorized Channel Partners or any person authorized by CEAT.
- Liability of CEAT is limited towards the cost of tyres/tube/flap only and does not provide for compensation in case of incidental or consequential damages including loss of use of vehicle and loss of time.
- The warranty is applicable for the first owner of the product and is not transferable.
- Apart from the warranty stated in the warranty policy, there are no other guarantee, warranty, or liability, express or implied, applicable to the products of CEAT. No representative has authority to make any other representation, promise, agreement except as stated herein.
- The warranty is only for the product under complaint and if the tyre is accepted under warranty the companion tyre or any other vehicles components will not be considered for warranty.
- Tyres presented to an authorized CEAT Dealer under claim for warranty shall remain the property of the consumer and CEAT accepts no responsibility for loss or damage to tyres while they are in the custody or control of an authorized CEAT Dealer for inspection. The tyre will be property of CEAT once adjusted by CEAT Customer Service Representative as per the warranty policy & received at CEAT premises.
- CEAT reserve the right to revise the terms and conditions of the warranty policy without any prior notice.

Annexure 3: Parameters - not adjustable if conditions are above the specified limits, mentioned below (Only for manufacturing Policy)

<p><u>Heel & Toe Wear Limits</u></p>	<p><u>TBB Tyres;</u></p> <p><u>All Truck Lug Tyres : 4.0 mm</u></p> <p>Except in case of Lug Plus the allowed limit is 3.0 mm.</p> <p>All 18 PR LUG tyres the allowed H&T wear limit is 5.0 mm</p> <p><u>TBR Tyres:</u></p> <p>TBR LUG & BLOCK tyres – 3 mm</p> <p>Winload X3D – 4mm</p> <p><u>All LCV Lug Tyres : 3.0 mm</u></p>
<p><u>Location of Measurement of Heel & Toe Wear</u></p> <ul style="list-style-type: none"> ◆ TRUCK LUG TYRES - Between Lug Edge to 38 mm.(1.5") ◆ TBR & LCV / LM LUG TYRES – Between Lug Edge to 25 mm.(1") 	<p>Steps to be followed for H&T measurement of Lug tyres :</p> <ol style="list-style-type: none"> 1. H&T patch on the tyre to be identified (comprising of at least 5 consecutive lugs on same side) 2. Identify the chosen patch by clear crayon marking both on tread & side wall for reference.. 3. Take H&T readings of all 5 lugs (4 READINGS – Clock wise). 4. Mathematical average of the 4 readings will decide the disposition. H&T wear measurement to be seen anywhere between shoulder edge to prescribed distance from shoulder edge in the identified patch.

PARAMETER	POLICY	EXPLANATION
DUAL RUBBING	<p>MINOR DUAL RUBBING ON OPPOSITE SIDE OR SAME SIDE OF SEPARATION - TYRE IS ADJUSTABLE.</p> <p>SEVERE DUAL RUBBING SAME SIDE OF SEPARATION - TYRE IS NOT ADJUSTABLE.</p>	<p><u>SEVERE DUAL RUBBING</u></p> <p>If width of dual rubbing band on the sidewall is more than 40mm.</p> <p>OR</p> <p>Irrespective of width of band if dual rubbing reaches the plies (on Same or Opposite side of Separation)</p>
GAITER / PRECURED PATCH USAGE	<ul style="list-style-type: none"> ◆ Gaiter / Precured Patch Used / No damage / Gaiter or Precured Patch periphery at least 4 inches away from separation – Adjustable 	<ul style="list-style-type: none"> ◆ Tyres with Gaiter damage anywhere – Not Adjustable.
<u>SAT ON RIM</u>	<ul style="list-style-type: none"> • Tyres received under claim in Sat On Rim condition are <u>Adjustable</u> only under following circumstances. ◆ Tyres failed due to Mfg. Defect without any signs of run flat. ◆ Tyres failed due to Mfg. Defect in tube. ◆ Tyres failed due to Turn Up Sepn. Which has damaged the tube at same place. <p>In all these cases the failed tube must be presented along with the failed tyre.</p>	<ul style="list-style-type: none"> • The tube should not have any puncture repair due to through cut in tyre. ◆ The tube must inserted inside the failed tyre & strapped while sending the same to scrap godown .

<p>One Sided Wear Limits</p> <p>TRUCK TBB LUG Tyres – 4 mm</p> <p>TRUCK TBB RIB/ TBB SEMI LUG / TBR / LCV Tyres – 3 mm</p> <p>LM / PCR / UVR – 2 mm</p>	<p><u>OSW WEAR MEASUREMENT LOCATION</u></p> <ul style="list-style-type: none"> ◆ TRUCK TBB TBR RIB / TBR BLOCK / LT RIB / UV / PASS - OUTER GROOVES AT SAME LOCATION ◆ TRUCK -LUG / S.LUG - 30 mm FROM SHOULDER EDGE ON EITHER SIDE 	<p>In Rib tyres difference of readings to be seen between both the outer grooves at same location.</p> <p>For Lug and S.Lug tyres, Difference of readings at the prescribed distance from shoulder to be seen .</p>
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PARAMETER	POLICY	<u>EXPLANATION</u>
<u>RIB TEARING</u>	RIB TEARING ON RIB TYRES - ADJUSTABLE	<ul style="list-style-type: none"> • Tearing of outermost rib of a Rib Tyre in continuous length of over 12” only to be considered. • Chipping of ribs in smaller lengths at many places caused by road hazards are not to be considered for Adjustment.
<u>Defect wise Policy</u>		Please refer defect Guide
<u>TBR POLICY – DEFECT WISE</u>		Please refer TBR defect wise Claim Policy Circular no. 04 & 05.

Annexure 4: Revision History:

<u>Revision No</u>	<u>Date</u>	<u>Revision Detail</u>
<u>1.1</u>	<u>1.04.2020</u>	Original Document created for 20 - 21
<u>1.2</u>	<u>19.08.2020</u>	<u>Updated:</u> Annexure 2: 10% FOC criteria added for select Material Category.