
Defect liability and product liability assurance

Certified quality in all sectors.

The distinguishing feature of MANN-FILTER products is their high quality; they are to OE standard, regardless of their production site. This has been confirmed by the many quality awards received from renowned motor vehicle manufacturers, and the fact that all our locations are certified to ISO/TS16949:2002 and/or ISO 9000:2000. Based on our acknowledged high quality manufacturing and products, we are able to make the following assurances:

- ⊕ We deal with complaints carefully and without delay.
- ⊕ We warrant that all the products manufactured by us are free of material and processing defects if they are operated in the intended way and used properly.
- ⊕ Claims for defects are subject to the Statute of Limitations, ie: 12 months after delivery. This does not apply if longer periods are prescribed by law, e.g. in the event of injury to life, limb and health, a violation of contractual obligations by malice aforethought or gross negligence on our part, if we will-

fully withhold a defect, towards commercial end users (24 months) and for statutory possibilities of recourse for commercial vendors.

- ⊕ If a defective part reaches the trade despite our extensive quality assurance measures, we shall assume liability for direct damage to the object of delivery according to statutory provisions and also product liability according to the Product Liability Act in the event of damage caused through fault of ours. In addition, we assume liability for damage of other kinds or for consequential damage/costs within the framework of the statutory provisions.

The prerequisite for claims to defect liability and/or other claims to damage is, amongst other things, compliance with the installation/maintenance and replacement directives prescribed or recommended by the vehicle/engine or appliance manufacturer.

