

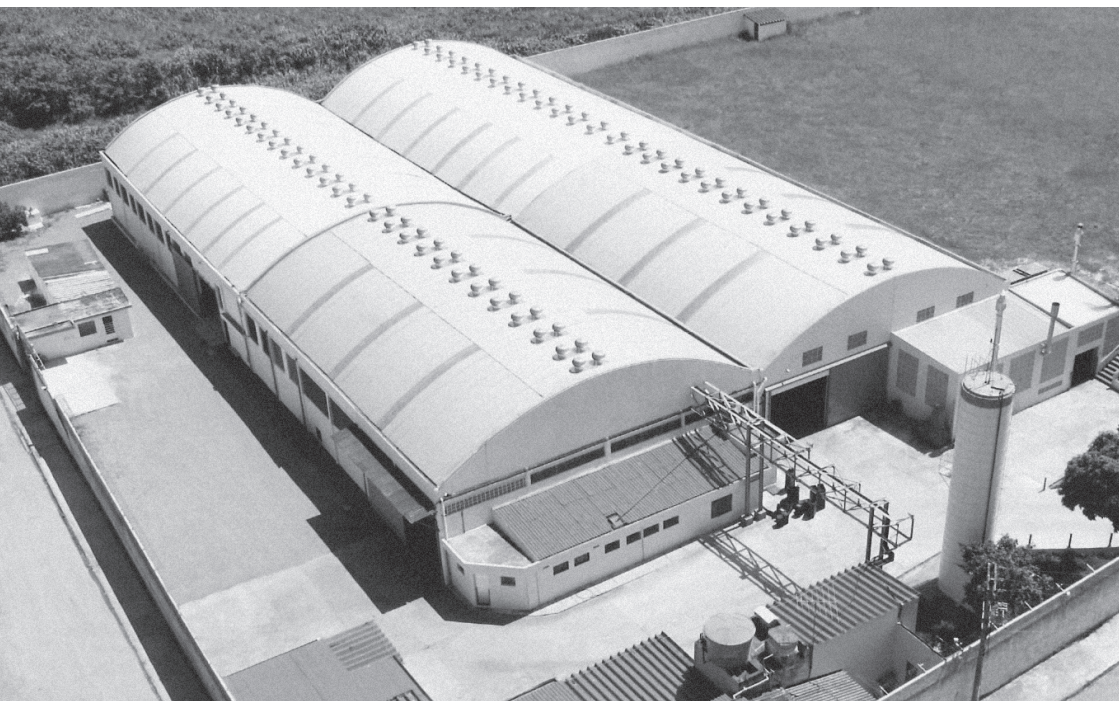


Indústria de Artefatos de Borracha

Warranty Manual



Edition 01



INTRODUCTION

Jamaica throughout its history, has been investing in continuous improvement of its production process, in terms of quality raw materials so that the standards established by the company are rigorously maintained.

That is why since 1968 Jamaica searches to offer the best for its clients in the automotive hoses replacement segment.

This warranty manual is a sharing source of information and orientation.

We hope the material is of great value in your daily life.



Storage and maintenance of rubber artifacts

(Based on DIN 7716 and ISO 2230 standards)

GENERAL

Under unfavourable storage conditions or by improper handling, most of the synthetic or natural rubber products have their physical properties changed.

This can lead to a shortening of the product lifetime or can become unusable, for example, as a result of hardening or softening, permanent deformation, peeling, cracks or other damages to the surface.

On the other hand, rubber products stored properly, usually keep their properties unchanged for some years.

STORAGE

- Warehouse – The warehouse must be cool, dry, free from dust and sparingly ventilated. It is not allowed storage in an external environment.
- Temperature – The storage temperature must be around 15°C and 25°C, otherwise it can cause hardening or shortening of the lifetime.
- Heating – When the storage site has heating, the heaters and pipes must be coated. The distance among the heat sources and the stored product must be at least 1 meter.
- Humidity – The storage in humid places must be avoided at risk of condensation. The most favorable relative humidity of air is below 65%.
- Lighting – The rubber products must be protected from light, especially against direct sunlight and strong artificial lights, with a high ultraviolet radiation. All the lighting sources that emit ultraviolet rays, for example fluorescent bulbs installed open, are harmful due to ozone formation.
- Oxygen and Ozone – The rubber products must be protected against atmospheric change and currents of air. As for the ozone, action should be taken so that it is not produced in the storage site, for example as a result of the use of electrical engines or equipment that can produce sparks or other electric discharges.
- Deformation – Care should be taken so that the rubber products are stored voltage-free, in other words, without traction, pressure or other deformations, as the tensions favor the permanent deformation, as well as the formation of cracks.
- Contact with Liquids – Solvents, fuel, lubricants, chemical products, acids, disinfectants, etc must not be stored in the same place of the rubber products.

- **Contact with Metals** – Certain metals, in particular copper and manganese, harm the products and, for this reason, the rubber products cannot be stored in contact with those and must be protected by packaging or separation, for example, through a paper or polyethylene layer.

- **Conservation** – When talc is put on rubber products, this talc must not have harmful contents to the rubber products. The most appropriate are: talc, precipitated chalk, fine granulation mica powder and rice starch. Contact with rubber products with different compositions should be avoided. This applies mainly to rubber products with different colors.

The rubber products must remain the time strictly necessary in stock. With the long-term storage, care must be taken so that the new products are stored separated from the existing ones.

- **Cleaning** – The rubber products must be cleaned, if necessary, using warm water (not above 30°C) and room temperature drying.

PRODUCT VERIFICATION

**BEFORE CONTACTING JAMAICA TO SIGNAL A PROBLEM,
CHECK SOME IMPORTANT POINTS.**

- 1) The item in question is in fact a Jamaica product.
- 2) The problem complained in fact applies to the warranty
or is it a situation which does not apply the warranty?
- 3) Is it within the warranty period?

WARRANTY PERIOD

Jamaica ensures the quality of its products, providing warranty against any manufacturing defects for the period of 6 months, valid from the product's purchase date, evidenced by the customer sales invoice to the final consumer.



IMPORTANT

It is indispensable to be sent
the invoice along with the warranty form
of the complained product!



SITUATIONS IN WHICH THE WARRANTY DOES NOT APPLY.

01 BLOOMING EFFECT, ALSO KNOWN AS OUTCROP

It is a phenomenon that occurs when a material, rubber compound mass component, migrates to the surface of the hose, changing its appearance, in other words, it changes its original black appearance to a white or yellow color.

It is worth noting that this outcrop phenomenon does not alter at all the product performance when in use. It is only a change in appearance.

Once the product with outcrop is put into use, it will return to its original color.



02 MECHANICAL INTERFERENCE

Problems caused at the time of installation of the part on the vehicle.

Example: friction to the belt, drilling with screwdriver at the time of fixing the clamp etc.



03 OIL RESIDUE IN THE INTERNAL PART OF THE HOSES WHEN IT IS EPD MASS

Problems caused when there is a malfunctioning of the vehicle turbine.



04

HOSES WITH RIPS TO THE NOZZLES DUE TO OVER
TIGHTENING THE CLAMPS

At the time of installation is used excessive force to instal the hose.



05 HOSE RUPTURE DUE TO EXCESS PRESSURE

The possible problems can be locked thermostatic valve and/or blocked cooling system (radiator) and different models adaptations.



06 HOSE CUT FOR ADAPTATION

The adaptation of hoses with not specified and out of the dimension material does not guarantee proper operation of the item.



07

INCOMPLETE/CUT HOSE

This warranty does not apply to products that are not in their original form, in other words, cut to adaptation among other situations. Example: Image number 1 – real product. Image number 2 – cut product.





Indústria de Artefatos de Borracha

FORM - WARRANTY CLAIM

Obs: all the fields must be filled so that the 15-day return is not exceeded

CUSTOMER DATA:

Date of the Filling: _____

Corporate Name: _____

CNPJ: _____ Phone: () _____

Address: _____

City: _____ State: _____ Zip Code: _____

Responsible for filling: _____

E-mail: _____ Telephone: _____

PRODUCT DATA:

Jamaica Code: _____ Original Code: _____

Quantity: _____ Invoice Number: _____

VEHICLE APPLIED:

Brand: _____ Model: _____ Year: _____

Engine: _____ Wear time: _____ Power: _____

CUSTOMER COMPLAINT:

(Describe the claimed defect and indicate in the part the place of the problem):

It is mandatory submitting the duly completed form and accompanied by its tax invoice.
The lack of proper documentation and incorrect filling of the form, can cause warranty rejection.



If your device is IOS,
activate the camera of your phone
and point to the code above.

In case the device is Android,
download an APP to scan the QRCode
and read it through the APP.

This way it will be possible to download the
WARRANTY CLAIM FORM in Excel format.



DOWNLOAD THE APP. SEARCH FOR:



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