

REKLAMACIONI ZAPISNIK

WARRANTY FORM

Kupac: Customer:	Datum zapisnika: Date:
	Broj reklamacije distributera: Customer's reference no.:
	Kontakt osoba za reklamacije: Customer's contact person:

Dinex broj artikla: Dinex Item number:	Dinex serijski broj artikla: Dinex Serial Number:	Reklamirana kol. : Claimed Qty.:
Datum isporuke distributeru: Date of Delivery:	Broj računa Dinex pri isporuci: Dinex Invoice no.:	
Datum ugradnje: Date of Installation:	Kilometraža vozila pri ugradnji: Vehicle km/hour-stand at installation:	
Datum kvara reklamiranog dela: Date of Failure occurrence:	Kilometraža vozila kad se kvar dogodio: Vehicle km/hour-stand at failure occurrence:	

Molim Vas slikajte serijski broj reklamiranog dela.
Please attach a photo of the serial number.

Proizvođač vozila: Model Vozila: Vehicle Brand and Model:		Serijski broj vozila (šasijski) Chassis no.:	
Godina proizvodnje: Build year:	Tip motora: Engine type:	Zapremina (ccm/l): Displacement (ccm/l):	Snaga (kW/HP): Power (kW/HP):

Tip problema: Type of failure:	<input type="checkbox"/> Izdržljivost Deo polomljen, izgubio funkcionalnost u garantnom roku. Durability Part has broken, or lost functionality, within warranty.
	<input type="checkbox"/> Buka Deo proizvodi povećanu buku na izduvnom sistemu tokom rada vozila. Noise Excessive noise levels emitted from the exhaust.
	<input type="checkbox"/> 0-km Deo nije kompatibilna zamena originalnom delu, funkcionalno ili dimenziono. Part does not comply, dimensionally or functionally, to OE.
	<input type="checkbox"/> Isporuka Problem pri isporuci, neodgovarajuća količina pri isporuci. Logistics Issues related with delivered reference no, or amount.
	<input type="checkbox"/> Emisija Problem sa emisionim artiklima Euro IV/V, Retrofit. Emission Issues related with Euro IV, V, VI or Retrofit products.
	<input type="checkbox"/> Ostalo Molimo za detaljan opis problema. Other Please elaborate in below description.

Opis problema: Description of the issue:
<p>Molimo za tačan opis u momentu kvara sa što više detalja. Please describe the issue and conditions under which it was first discovered.</p>

Molimo Vas da popunite drugu stranu sa podacima relevantnim reklamaciji.
Please fill out details on second page, relevant for the type of failure.

Head Office
Denmark
Dinex A/S
Fynsvej 39
DK-5500 Middelfart
Tel +45 63 41 25 00
Fax +45 63 41 25 25
dinex@dinex.dk
www.dinex.dk

Sales & Distribution

United Kingdom
Dinex Exhausts Ltd.
14 Chesford Grange
Woolston, Warrington
Cheshire WA1 4RE, UK
Tel +44 1925 849 849
Fax +44 1925 849 850
dinex@dinex.co.uk

Germany
Dinex GmbH
Gewerbestrasse 3-5
D-36148 Kalbach
Tel +49 180 225 1125
Fax +49 6055 918 601
dinex@dinex.de

Italy
Dinex Italia S.r.l.
Zona Art.-Industriale
IT-64020 Colliernesco
Giulianova (TE)
Tel +39 085 8028693
Fax +39 085 8028692
dinex@dinex.it

France
Dinex France S.A.S.
6, rue des Malines
F-91090 Lisses
Tel +33 1 69 11 88 00
Fax +33 1 69 11 88 01
dinex@dinex.fr

Poland
Dinex Polska Sp. z o.o.
ul. Starowiejska 11
PL-80-180 Kowale k/Gdanska
Tel +48 58 712 66 55
Fax +48 58 712 66 65
dinex@dinex.pl

Spain
Dinex Ibérica
Sistemas de Escape S.L.
Ctra. de Torrelles, Nave 42
E-08620 Sant Vicenç dels Horts
Barcelona
Tel +34 93 656 81 40
Fax +34 93 656 01 00
dinex@dinexescape.es

Balkan
Dinex Balkan D.O.O.
Veselina Masleše 54-56
21000 Novi Sad, Serbia
Tel +381 64 322 17 10
dinex@dinex.rs

Production, Sales & Distribution

Latvia
Dinex Latvia SIA
Rubenu cels 58, Raubeni
Ozolnieku nov. LV-3002
Tel +371 63020200
Fax +371 63020059
dinex@dinex.lv

Germany
Dinex Deutschland GmbH
Adam-Steigerwald-Str. 19-21
D-67454 Haßloch
Tel +49 6324 597-0
Fax +49 6324 597-222
info@dinex.de

United Kingdom
Dinex Clamps Ltd.
Foxfields Farm, Whalley Road
Stonyhurst, Clitheroe BB7 9PN, UK
Tel +44 1254 826 000
Fax +44 1254 826 080
info@dinex.co.uk

Russia
Dinex RUS LLC
Gatchina, Pudost' volost',
section No 2, Promzona-2
Leningradskaya oblast
Tel +78 126 104 007
Fax +78 137 191 855
info@dinex.spb.ru

Turkey
Dinex Egzoz ve Emisyon
Teknolojileri San. ve Tic. AS
Kızılpinar Yolu
Özcanlar Tekstil Yanı
59500 Çerkezköy Tekirdağ, Turkey
Tel +90 282 736 4040
Fax +90 282 727 4041
dinex@dinex.com.tr

China
Dinex Emission System
(Changzhou) Co., Ltd.
Building 9, No.2, Teng Long Road
Wujin Economic Zone, Changzhou
Jiangsu Province
Tel +86 0519 8129 1586
Fax +86 0519 8129 2586
dinex@dinex.cn



going the extra mile

Reklamacije na Izdržljivost For durability-related issues

Dali je deo propisno ugrađen po specifikaciji ugradnje? Has all product related installation instructions been followed?	<input type="checkbox"/> Da/Yes	<input type="checkbox"/> Ne/No
Tipičan teren korišćenja vozila: Operating conditions most typical for the vehicle's usage:	<input type="checkbox"/> Grad/Urban	<input type="checkbox"/> Autoput/Highway <input type="checkbox"/> Van puta/Off-road
Molimo proverite dali ste priložili: Please ensure relevant documentation is attached:	<input type="checkbox"/> Fotografiju kvara dela Photo demonstrating the failure	<input type="checkbox"/> Ostalo/Other

Reklamacije na Buku For noise-related issues

Dali je nivo buke viši nego kod prethodno ugrađenog dela? Is the noise level significantly higher than the previously installed component?	<input type="checkbox"/> Da/Yes	<input type="checkbox"/> Ne/No
Dali je nivo buke izmeren*, ili subjektivno procenjen? Has the noise level been measured*, or subjectively evaluated?	<input type="checkbox"/> Subj. proc. Subj. eval.	<input type="checkbox"/> Izmeren, iznosi: _____ dB(A) Measured, at:
Naziv proizvođača prethodno ugrađenog dela? What was the make of the previously installed component?	<input type="checkbox"/> Original/OE	<input type="checkbox"/> Dinex <input type="checkbox"/> Drugi/Other
Dali je problem otkriven odmah ili nakon nekog vremena korišćenja? Was the issue discovered immediately after installation, or after some usage?	<input type="checkbox"/> Odmah Immediately	<input type="checkbox"/> Kasnije After usage
Opišite buku Describe the noise	<input type="checkbox"/> Glasan zvuk motora General loud engine	<input type="checkbox"/> Zveckanje Rattling
	<input type="checkbox"/> Zvonjava Booming	<input type="checkbox"/> Zviždanje Whistling
	<input type="checkbox"/> Ostalo Other	
<i>Glasan zvuk motora / gušenje izduvnog sistema. Zvuk zveckanja metalnih delova pri sudaranju jednog o drugi. Duboki zvonki zvuk pri određenim obrtajima rada motora. Zviždajući zvuk, kao da veliki pritisak izlazi na malen otvor.</i>	<i>General loud engine noise sounds like poor sound attenuation / silencing of the exhaust system. Rattling noise sounds like metal components that are loose or knocking towards each other. Booming noise occurs at specific RPMs, with high level of low frequency tones / "deep" sounds. Whistling noise sounds like high amounts of air blowing through small holes.</i>	

0-km reklamacije For 0-km failures

Koja je priroda problema? What is the nature of the failure?	<input type="checkbox"/> Dimenzionalna Dimensional	<input type="checkbox"/> Funkcionalna Functionality	<input type="checkbox"/> Vizuelno stanje Visual/Condition
Dali je ovo problem prvi put ili se ponavlja? Is the failure individual, or multiply occurring?	<input type="checkbox"/> Prvi put Individual	<input type="checkbox"/> Ponavlja se Multiple	
Ako je učestao, koliki je broj neispravnosti u odnosu na isporučeno: If Multiple, please elaborate amount affected, out of total population / batch:	_____ kom., od _____ pcs., out of	_____ kom. pcs.	
Molimo proverite dali ste priložili: Please ensure relevant documentation is attached:	<input type="checkbox"/> Fotografiju problema Photo demonstrating the failure	<input type="checkbox"/> Ostalo Other	

Reklamacije na isporuku For Logistic failures

Priroda problema pri isporuci? What is the nature of the failure?	<input type="checkbox"/> Pogrešan deo Wrong part	<input type="checkbox"/> Pogrešna količ. Incorrect qty.	<input type="checkbox"/> Oštećenja Condition
Za pogrešnu isporuku navedite pogrešno isporučene delove I njihove količine? If Wrong Part, what is the reference number of the part delivered instead?			

Emisione reklamacije For emission failures

Navedite emisioni sistem instaliran: Specify emission solution(s) installed:	<input type="checkbox"/> DPF	<input type="checkbox"/> Aktivna regeneracija Active Regeneration	<input type="checkbox"/> DOC/POC	<input type="checkbox"/> SCR
Priroda kvara? What is the nature of the failure?	<input type="checkbox"/> Značajno vidljiva emisija Significant visible emission	<input type="checkbox"/> Pad snage vozila Loss of vehicle power	<input type="checkbox"/> OBD greška OBD error	
Dali je merena emisija nakon kvara? Has the emission level been measured?	<input type="checkbox"/> Ne/ No	<input type="checkbox"/> Da/Yes	<i>Ako jeste dodajte izveštaj o merenju Please attach report</i>	
Pri OBD grešci, molimo navedite kod greške I opis: IF OBD error, please state failure code and description:				
Tipičan teren korišćenja vozila: Operating conditions most typical for the vehicle's usage:	<input type="checkbox"/> Grad Urban	<input type="checkbox"/> Autoput Highway	<input type="checkbox"/> Van puta Off-road	
Dali su DiNLOG ili drugi podaci vozila dostupni ? (Ako jesu molimo priložite!) Is DiNLOG or other vehicle logging data available? (If yes please attach!)	<input type="checkbox"/> Da/Yes	<input type="checkbox"/> Ne/ No		
Molimo proverite dali ste dodali relevantnu dokumentaciju uz formular: Please ensure relevant documentation is attached to this form:	<input type="checkbox"/> Fotografiju kvara Photo demonstrating the failure			
<input type="checkbox"/> Fotografiju ulazne I izlazne cevi Photos of inlet and outlet pipes	<input type="checkbox"/> Odgovarajući diagnostički izveštaj Relevant diagnostic reports	<input type="checkbox"/> Ostalu relevantnu dokumentaciju Other relevant documentation		

Da bi Vaš reklamacioni zahtev bio rešen u što kraćem mogućem roku, jako je važno da se sva potrebna polja popune tačno, kao I da se priloži sva neophodna dokumentacija. Svaki nepotpuni formular doprineće dužem rešavanju problema. Dinex može da zatraži dijagnostičku proveru ovlašćenih servisa, kao I dokumentaciju o rezultatima. In order to process your warranty effectively it is important that this form is completed correctly and the required additional appendices are provided. Failure to do so will stall the warranty handling process. Dinex may request that any functional failures are diagnosed at an authorized service center, and documentation of results provided.