Title:	DEFA Automotive Solutions Claims Handling Procedure				
Updated by:	Ståle Kvitle	Approved by:	Ståle Kvitle	Date: Revision:	2026-11-03

1 Introduction

This document describes the procedures for handling claims between End Users, Dealers & Distributors and DEFA. The claims process applies to claims relating to all DEFA Automotive Solutions products that have been sold to and installed for End Users, where the claim is submitted by a Dealer to DEFA The The Dealer is required to handle claims in accordance with the guidelines set out in this document.

Definitions

- Customer means any dealer, distributor or reseller of DEFA Automotive Solutions products, including electric vehicle heating systems, alarms, tracking systems, 12/24 V battery chargers, inverters and products in the complete onboard systems range. Such parties are referred to as “Customers” in this document.
- End User means the individual user/customer who uses a DEFA product in a vehicle, workshop, dealership or equivalent setting.

This process does not cover cases where an End User wishes to make a claim for a product covered by a “new vehicle warranty”. In such cases, the End User must be referred to the original vehicle dealer, who will handle the matter further.

2 Grounds for a Claim

For a claim to be accepted, all eligibility requirements must be met, subject to the limitations set out in this document.

2.1 Basic Requirements for a Claim

The basic requirements for a claim are as follows:

- The claim must be made before warranty period of the product has expired. For products intended for consumer use, the claim period is five years from the date of purchase unless other time periods are agreed in writing. For products intended for industrial/commercial use or applications, the claim period is two years from the date of purchase. The End User must be able to provide valid receipt or other written documentation of the product’s purchase date/installation date. Other warranty periods are valid for North America and Asia Pacific regions.
- The claim must be based on faults or defects attributable to material or manufacturing defects that were already present in the product when it was delivered. A fault that arose later, or resulted from subsequent damage, does not fall within this category.

Please note that each individual product must be handled as a separate case. Valid grounds for a claim concerning one product do not necessarily mean that there are valid grounds for claims concerning apparently identical products.

2.2 Limitations on Claims

A claim will not be accepted if the faults or defects are due to:

- Wear and tear or faults due to aging. DEFA products are designed to withstand “normal use”.

For electric vehicle heating systems, normal use means switching the system on three times a day for six months of the year. Switching the system on and off more frequently (e.g. using a controller or pulse control for power outlets) causes significantly greater wear and may shorten the service life of the products.
Claims arising from use beyond “normal use” will not be accepted by DEFA.

- Connecting, or attempting to connect, DEFA products to third-party products and/or equipment.

If a claim can be attributed to poor electrical connections between products, or if damage to cables/wiring has been established, it must be demonstrated that only original DEFA connection components were used during installation. The use of cables/wiring from a supplier other than DEFA (non-original components) may constitute grounds for rejecting the claim.

- Incorrect or incomplete installation.
- Inadequate maintenance.
- Incorrect or improper use.

- Work on, modification of, or repair of the product by anyone other than DEFA, unless DEFA has given written permission for such work, modification or repair.
- Circumstances beyond DEFA's control.

3 Special Cases

Claims involving consequential damage, or cases in which a DEFA product is suspected of having caused significant damage or an accident, must be treated as "special cases".

3.1 General

In special cases, the Dealer or Distributor must immediately ensure that:

- All reasonable steps are taken to limit the extent of the damage.
- No work is carried out on the installation containing DEFA products, and the End User and any other relevant parties are informed that no such work may be carried out.
- The product is not connected to an electrical power supply without DEFA's approval.
- DEFA is contacted immediately so that it can make its own assessment of the damage and its cause.

Please note that liability for claims and compensation may cease if work carried out on the installation or product prevents DEFA from examining it in full. Neither the Dealer/Distributor nor the End User may represent DEFA at any stage of these matters.
The Customer must contact DEFA Support as soon as possible so that DEFA can establish the circumstances of the incident. Photographs or other documentation of the incident may be requested.
If this information is provided verbally, the recipient at DEFA will:

- Record the information in writing and share it with the person reporting the incident.
- Notify the technical department of the incident.

DEFA will take over further handling of such cases. If the report comes from a customer who has been contacted by an End User or insurance company, the DEFA employee receiving the report will ensure that the relevant information is passed on to the End User or insurance company.

3.2 Clarification Regarding Engine Heaters

DEFA assesses each vehicle model to develop a suitable engine heating solution. This helps ensure efficient engine heating and safe installation of DEFA products. DEFA assesses the operation of the engine heater and its interaction with the vehicle to help prevent damage to vehicle components.
Each heater is checked to ensure that its electrical operation and power output comply with applicable regulations and standards.

3.2.1 Contact Heaters

Contact heaters are designed to transfer and distribute sufficient heat on the surface on which they are mounted, thereby heating the engine components and fluids. Adequate contact area and heat distribution is essential. Installation must also be carried out in accordance with DEFA's recommendations.
DEFA does not permit contact heaters to be mounted on or against composite materials. Contact heaters must not be installed in locations or on engines that DEFA has not approved in writing for heater installation (e.g. in the installation instructions). Such installations may damage the engine or its components. In such cases, all rights to make a claim against DEFA and all DEFA warranty coverage cease.

3.2.2 Supplement

In addition to DEFA's claims handling guidelines, DEFA wishes to clarify the following:
If a customer can demonstrate that a DEFA contact heater directly caused damage to an engine or its components, DEFA will cover the damage provided that:

- The installation was carried out professionally and in accordance with DEFA's installation instructions.
- Original DEFA products were used in the installation.

4 Claims Process

The Customer must report claims received from End Users to DEFA without undue delay. Claims must be submitted using DEFA's digital claims form and include the following information:

- An invoice, receipt or other valid documentation of the purchase or installation date.
- The owner's name and address, vehicle type, engine type and model.
- A description of the fault.
- The Dealer must retain the product concerned for three months and label it with the claim number shown in the PDF acknowledgement (e.g. S-1566) received after submitting the claims form.

Please note the following:
A. If the claim is not submitted to the DEFA Service and Support Centre in the designated country within the specified time limit, or if the information is incomplete, the right to make a claim ceases.
B. The Service and Support Centre will process the claim and inform the Dealer whether it has been accepted or rejected without undue delay, and no later than 10 working days after DEFA receives the claim. If the claim is rejected, the Dealer must be informed of the reason.
C. If defects for which DEFA is responsible are established, the claim will be accepted. If a defective product was installed at an authorised workshop, labour reimbursement may be granted in accordance with DEFA's standard labour time schedule.
D. Please note that the Dealer must specifically request labour reimbursement when submitting the claim in order for DEFA to be able to grant it.

5 Customer Assessment

When an End User contacts a Customer about a claim, the Customer is responsible for recording the information specified in Section 4, "Claims Process", and notifying DEFA's distribution center.
The Customer may not accept or reject a claim on DEFA's behalf but must establish whether the requirements for submitting a claim have been met.
The Customer must familiarize itself with DEFA's claims requirements and explain them to End Users wishing to submit a claim.

6 Claim Assessment by DEFA

All customers must contact the Service and Support Centre in the country where they operate. A claim can have one of three statuses:

- Rejected
- Accepted
- Pending

The customer must retain the product for three months and, at DEFA's request, send it to DEFA or make it available for inspection.

7.1 Rejected Claim

If the Service and Support Centre rejects a claim, the Customer must be informed in writing of DEFA's decision and the reasons for it.

7.2 Accepted Claim

If the Service and Support Centre accepts a claim, DEFA considers the applicable requirements to have been met and acknowledges that the product or its manufacture was not of satisfactory quality at the time of delivery. The Service and Support Centre will inform the Customer in writing and arrange either for a replacement product to be supplied free of charge or for the cost to be credited, together with any applicable labour reimbursement in accordance with DEFA's standard labour time schedule.

7.3 Pending Claim

If a claim submitted by a Customer contains insufficient information or the goods received are incomplete or otherwise deficient, the person responsible for claims at DEFA will classify the claim as "pending".
In such cases, DEFA will contact the Customer, explain what is missing and set a reasonable deadline (normally 10 working days) for providing the required information. The claim will be changed from "pending" to "rejected" if the deficiencies are not remedied by the deadline.

8 DEFA Service Centers

Address
DEFA AB
Finlandsgatan 40
164 74 Kista, Sweden

Norway AS
Blingsmovegen 30,
3540 Nesbyen, Norge

DEFA Oy
Tähtäinkuja 2
01530 Vantaa, Finland

DEFA North America Inc.
15 Allstate Parkway – 6th floor
Markham, ON, LR 5B4
Canada

Wuxi National Hi-Tech
Wuxi, Jiangsu Province, China
Postcode: 21402-8