

Information and guidelines governing the return of brake calipers



These Zimmermann guidelines define the acceptance criteria as well as the return process for old components.

In the following, Zimmermann also outlines the most frequent reasons why old components are rejected. This is designed to simplify and speed up assessment procedures relating to the return of old brake calipers.

The images provided help define the cases in which old brake calipers cannot be reprocessed. In such cases, the deposit cannot be reimbursed.

We also kindly ask you to pass these guidelines on to your customers, in order to optimize cooperation in conjunction with the returns procedure. You can also find these guideline under www.otto-zimmermann.de

Procedure

1. Please report your consignment for collection to: Otto Zimmermann GmbH Am Leitzelbach 8 74889 Sinsheim, <mailto:return@otto-zimmermann.de>. Kindly report this with the prepared form on the website.
2. Please make sure that a disposable pallet contains at least 50 old components. We are not able to consider smaller quantities.
3. Received items shall be checked on the basis of the criteria listed below.
 - a) You will receive a credit note for old brake calipers that can be reprocessed
 - b) Old brake calipers that cannot be reprocessed will be scrapped (also see Fig. 7)
4.
 - a) Please return the old components only in the original Zimmermann return caliper packaging (back in box system). The barcode must be legible.
 - b) The old brake calipers sent back in the original Zimmermann return caliper packaging must correspond to the specified reference on the label.
 - c) The quantity of the returned old components may not exceed the quantity of replaceable brake calipers delivered by Zimmermann.
 - d) The old component must be an OE brake caliper. We are unable to accept brake calipers obtained from other sources.
 - e) Kindly use the stopper of the remanufactured part for the old caliper.
5. Please always enclose a delivery note with the old components. The delivery note must contain the following information: Your customer number, the quantity of old components, specifying the item numbers and the pallet number allocation, as well as the number of pallets.
6. You will receive a deposit credit notice for old brake calipers that comply with our guidelines, amounting to the agreed sum. The credit notice also lists old brake calipers that are not capable of being reprocessed.
7. All old components that we have rejected will be scrapped. In general, these will not be returned to you. Unless you raise an objection, the components will be scrapped 4 weeks after the date of the rejection notice.

As a trader, the decision on whether to return the old components to Zimmermann or to sell these on the open market lies exclusively with you.

The decision on whether to accept returned old components lies with Otto Zimmermann GmbH.

Please also see our photos, detailing the most frequent reasons for rejection. In the event of a rejection, the following reasons for the rejection will be cited on the credit notices:

- Barcode not legible
- Wear and corrosion – aluminium
- Wear and corrosion – steel
- Components not original or supplied by Zimmermann
- Third party boxes (not supplied by Zimmermann)
- Damaged component / unauthorized attempted repair

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- Reference not included in the Zimmermann product range

Catalog of rejecting reasons

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1. Barcode unreadable



Barcode unreadable

The original barcode on the label may not be destroyed or covered. Barcode must be readable.

Not acceptable because the barcode is unreadable

2. Heavy corrosion



Corrosion

High level of corrosion or damage on the contact surface of the guide pin bolt.

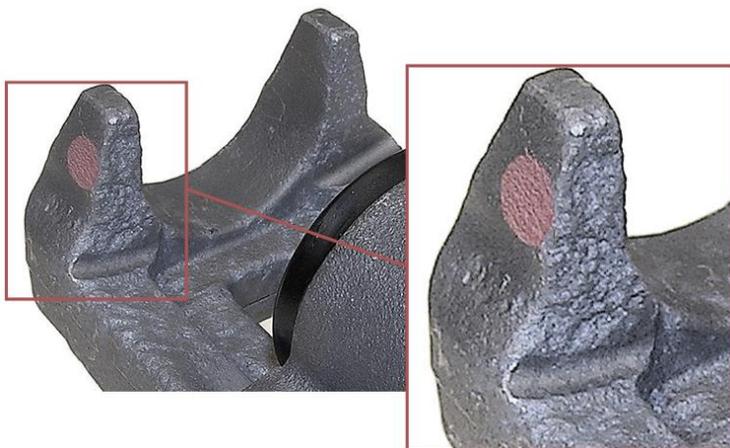
Not acceptable, because of wear and corrosion



Corrosion

Inner cylindrical part is corroded and broken.

Not acceptable because of wear and corrosion



Corrosion

The surface is corroded so the caliper cannot be used for remanufacture.

Not acceptable because of wear and corrosion

2. Heavy Corrosion



Heavy Corrosion

Severe corrosion all over the housing. Main parts are corroded to a point where they are almost non-existent. That means this caliper is not remanufacturable.

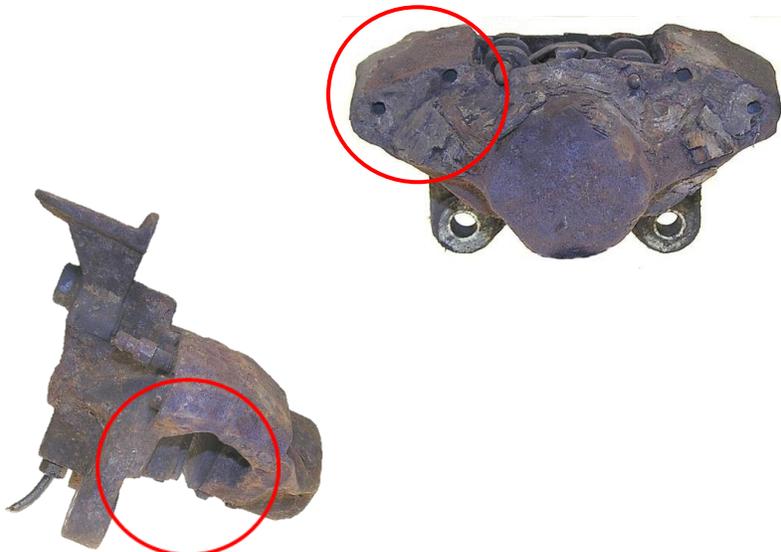
Not acceptable because of wear and corrosion



Extreme corrosion

The contact surfaces for the brake-pads are corroded and are therefore almost non-existent. The functional dimension of the core must correspond to the dimension of the new caliper.

Not acceptable because of wear and corrosion.



Heavy corrosion

Severe corrosion all over the housings e.g. broken support for pins, surface for brake pads. These areas are extremely corroded and are therefore almost non-existent. The caliper is not remanufacturable.

Not acceptable because of wear and corrosion

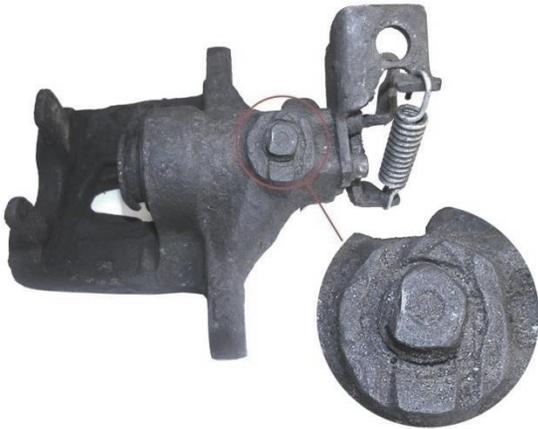
3. Heavy damage / unauthorized repair



Damaged part / unauthorized repair

The electrical motor of the electrical handbrake must not be damaged in any way.

Not acceptable because of damaged parts / unauthorized repair



Heavy damage / unauthorized repair

Unauthorized repair.
A bolt was inserted. Marks of the unauthorized repair are visible, the screw thread is damaged.

Not acceptable because of unauthorized repair

4. Broken part / Faulty disassembly



Broken bleeder screw

Broken bleeder screw hole

Not acceptable because of a broken part.



Broken part / unauthorized repair

A part of the housing is broken. The support for the clips is broken and therefore the caliper cannot be remanufactured.

Not acceptable because of a broken part.

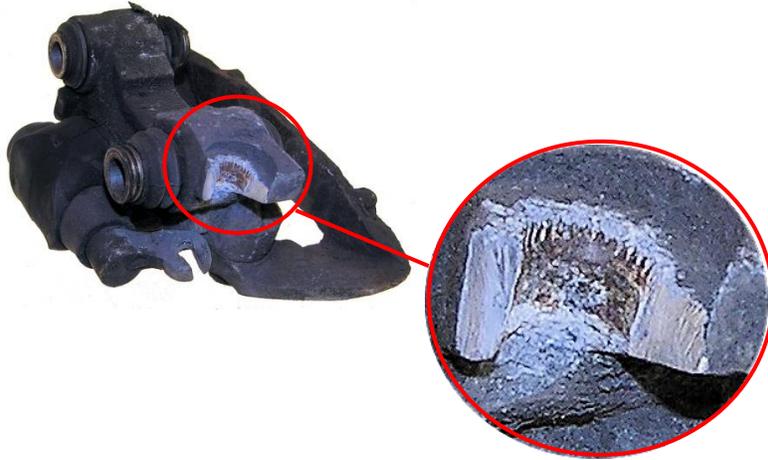


Broken part / unauthorized repair

Because of a faulty disassembly or something like that, a part of the housing is missing.

Not acceptable because of a broken part.

4. Broken part / Faulty disassembly



Broken part / unauthorized repair

A part of the housing has been cut off.
(Support for hand brake cable)

Not acceptable because of a broken part.



Broken part / unauthorized repair

The support for clips (eye for the guide pin) is broken.

Not acceptable because of a broken part.

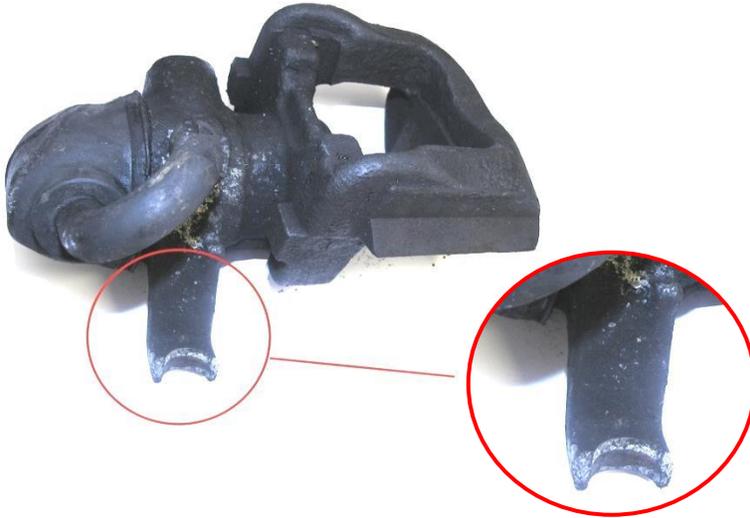


Broken part / unauthorized repair

A part at the caliper housing is broken.
(Guide pin hole)

Not acceptable because of a broken part.

4. Broken part / Faulty disassembly



Broken part / unauthorized repair

A part at the caliper housing is broken. (Support for hand brake cable).

Not acceptable because of a broken part.



Broken part / unauthorized repair

A part at the caliper housing is broken. (eye for fixing bolt)

Not acceptable because of a broken part.

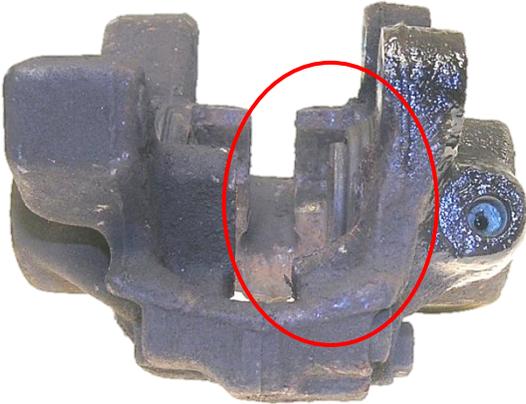


Broken part / unauthorized repair

The support for clips is damaged. (Eye for guide pin).

Not acceptable because of a broken part.

4. Broken part / Faulty disassembly



Broken part / unauthorized repair

The support for brake pads has broken off the housing.

Not acceptable because of a broken part.

5. Konstruktive Veränderung / unautorisierte Reparatur



Broken part / unauthorized repair / change in construction

There are saw marks across the caliper housing visible. That means an unauthorised repair respectively a change in construction.

Not acceptable because of a change in construction.



Broken part / unauthorized repair / change in construction

There are saw marks across the caliper housing visible. That means an unauthorised repair respectively a change in construction.

Not acceptable because of a change in construction.

