

湖北奥莱斯轮胎有限公司
Hubei Aulice Tyre Co.,Ltd

售后服务理赔规定

After-sale service claims

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全钢丝子午线载重轮胎售后服务理赔规定

All steel radial truck tire service claims provisions

1. 适用范围 Applicable scope

本规定适用于湖北奥莱斯轮胎有限公司的全钢丝子午线载重轮胎。

This provision applies to steel radial truck tire of Hubei Aulice Tyre Co. Ltd.

2. 引用标准 Reference standard

GB9744-1997 《载重汽车轮胎》

GB/T19047-20036 《增强型载重汽车轮胎》

HG/T2177-1998 《轮胎外观质量》

GB9768-88 《轮胎使用与保养规程》

《汽车轮胎理赔工作管理办法（试行）》

3. 原则 Principle

3.1 用户在正常使用过程中轮胎所产生的问题，依照本规定要求实施理赔。

We shall claim according to the provisions of the claims in the normal use of the tire.

3.2 理赔时必须持有本公司规定的有效证据。

Claims must hold the valid evidence provided by the company.

3.3 售后服务人员或其他授权人员负责按本规定对用户要求理赔的轮胎进行鉴定。

After sales service personnel or other authorized personnel are responsible for the claims of the user in accordance with the provisions of the claims.

4. 正常理赔范围 Normal claims range

4.1 按国家规定正常使用的，经鉴定因制作缺陷而引起的早期损坏的轮胎可以理赔。

In the normal use of the state regulations, the identification of the early damage caused by the identification of the defects caused by the use of the tires can be claims.

4.2 用户购买轮胎后在未使用前如发现存在外观质量问题（HG/T2177-1998《轮胎外观质量》标准允许的除外）的可免费更换轮胎。

Users buy tires in the absence of use before the appearance of the appearance of quality problems (except HG/T2177-1998 "the appearance of the quality of the tire" except) can be free replacement tires.

4.3 理赔的轮胎必须是自生产日起三年内（以轮胎的胎号为准）的轮胎，如因制造原因胎号不清的，则以轮胎售出之日一年内为理赔期限（需出据购货发票）。所有理赔轮胎必须符合本规定。

Claims of the tyre must be three years from the date of production in the numbers of tyres (in) tire, such as for manufacturing tire number is not clear, the tires sold, within one year of the settlement period (to be out according to purchase invoices). All claims must be in accordance with the provisions of the tire.

4.4 以下情况在正常理赔范围之内 Below are the normal range of claims.

4.4.1 冠部：轮胎行驶面。

Crown: Tire driving surface

4.4.1.1 冠空、冠脱：无外伤及撞击，胎冠胶与带束层脱开。

Crown, crown and empty: no trauma and shock, and tread rubber belt off.

4.4.1.2 冠露丝：胎冠部位露钢丝、无外伤。

Crown Ruth: fetal crown parts exposed wire, no trauma.

4.4.1.3 接头开：冠部横向胶与胶脱开，并有一定坡度。

Joint: crown glue and glue transverse disengaged, and there is a certain slope.

4.4.2 肩部：胎冠边缘至胎肩防擦线部位。

Shoulders: the edge of the tread to the shoulder of the shoulder and the line of the shoulder.

4.4.2.1 肩空：肩部胶与胶、胶与带束层脱开，但无明显突起，脱开处外表面无伤痕、无撕裂状，脱开处内表面无损伤。

Empty shoulder: shoulder glue and glue, glue and belt beam layer disengagement, but no distinct processes, disengaged at the outer surface, no scars, no lacerate, disengaged at surface without damage.

4.4.2.2 肩裂口：肩部胶与胶呈周向裂开，开裂处外面光滑无外伤，有一定的坡度和深度，严重时可见带束层。

Shoulder gap: the shoulder glue and glue is a circumferential crack, the crack is smooth and no trauma, there is a certain slope and depth, serious when the band.

4.4.3 侧部：胎肩防擦线至子口装配线部位。

Side of the shoulder line: anti rub to bead assembly parts.

4.4.3.1 侧脱：侧部胶与胎体层脱开，外表面无外伤。

From side to side: gum and carcass layer from outer surface, no trauma.

4.4.3.2 侧泡：侧部胶与胶体之间有气泡，造成脱开。

Bubble: air bubbles between side side glue and colloid, resulting from.

4.4.3.3 侧裂口：侧部胶与胶之间径向、周向裂开，无硬物伤。

Side split: the radial and circumferential split between the side of the plastic and the rubber, and no hard material injury.

4.4.3.4 侧鼓：子午胎帘线排列稀开，充气时侧部径向鼓起。

Side drum: radial tire cord arranged in dilute open, inflated radial side up.

4.4.4 子口部位：装配线附近至胎趾部位。

Bead parts: assembly line near to the fetal toe.

4.4.4.1 子口空：装配线至趾胎之间胶与胶、胶与帘线脱开。

Bead: assembly line to air between the toe of tyre rubber and glue, glue and cord torn off.

4.4.5 轮胎胎里：两边胎趾之间轮胎内侧面。

Tire: inside the tire between the sides of the tire.

4.4.5.1 脱层：冠、肩部胎体与内衬层胶非因超载因素造成大面积脱开。

Delamination: crown, carcass and shoulder lining rubber due to overload factors resulting in a large area off.

4.4.5.2 露帘线：胎里局部钢丝外露，影响内胎安装和使用，影响无内胎轮胎的气密性。

Dew cord: in the local steel cord tyre exposed, influence of the installation and use of tube, air tightness effect of tubeless tires.

4.4.5.3 胎里空：内衬层与内衬层之间脱开，影响无内胎的气密性。

The womb lining: empty between layer and the lining layer off, affect the airtightness of a tubeless tire.

4.4.5.4 真空轮胎理赔标准以及收费标准同样。

Vacuum tire claims standards and charges.

5. 磨损费收取 Wear charge

用户在使用过程中发现质量问题，如果胎面花纹磨损《2mm,不收取磨损费调换新胎。如果胎面花纹磨损超过 2mm,则厂家（或销售商）向用户收取轮胎花纹磨损费。

Users found that the quality of the problem in the use of the process, if the tread pattern wear is less than 2mm, we do not charge for the replacement of wear and tear of the new tire. If the tread pattern wear is more than 2mm, the manufacturer (or distributor) shall charge the tire pattern wear from the users.

规格型号 Specification model	收费标准（元/mm） Charge standard(RMB/mm)
12.00R20	135
11.00R20	125
10.00R20	115
9.00R20	105
8.25R20	95
12R22.5	105
11R22.5	95
8.25R16	65
7.50R16	60
7.00R16	55
6.50R16	50

5.1 轮胎剩余花纹深度的测量： Measurement of the depth of tire pattern:

5.1.1 测量工具应使用专侧花纹深度的游标卡尺，其精度 0.1mm,量程 30mm.

Measurement tools should be designed using vernier caliper side pattern depth, the accuracy of 0.1mm, range 30mm.

5.1.2 测量方法 Measurement method

A 测量时，应避免胎面磨损标志，游标卡尺必须保持与花纹沟底部相垂直。

We should avoid the sign of tread wear, vernier caliper must remain with the groove bottom is vertical.

B 测量轮胎花纹时，应同时测量圆周对称四点两边花纹深沟度并取平均值，结果保留一位小数。

Measurement of tire tread pattern should be simultaneous measurement of circular symmetric four point on both sides of the tread groove degree and take the average value of the retained a decimal.

5.1.3 测量位置 Measurement position

A 横向花纹在冠中心线外侧 1/2 处测量。

Lateral pattern measurement of lateral 1/2 in the central line of the crown.

B 四道沟条形花纹在靠近冠中心线花纹沟测量；三道沟条形花纹在靠近冠中心线两边花纹处测量。

Four channel groove pattern in the near the central line of the pattern groove measurement; the three channel groove in the shape of the groove near the central line on both sides of the pattern.

C 块状花纹测量边部花纹与中间花纹块连接花纹沟。

The block pattern is measured in the edge pattern and the pattern block is connected with the middle pattern block.

6 不理赔范围（并有其他质量问题） Not claims range (and other quality problems)

6.1 不正常使用，因使用不当引起早期损坏的轮胎不能理赔。

The early damage is caused by improper use . The tire can not claim.

6.2 按非正品等级销售的轮胎不能理赔。

Non genuine grade sales of tires can not claim.

6.3 翻新轮胎不能理赔。

Refurbished tires can not claim.

6.4 伪造质量缺陷、标识（包括规格标识）、层级和胎号的轮胎不能理赔。

Forged quality defects, identification (including specifications), level and tire number can not claim.

6.5 使用方修补过的（包括修补部位和缺陷部位有或没有因果关系的）轮胎不能理赔。

Tires can not be claims that the use of the use of the repair (including the repair parts and the defect site has or no causal relationship).

6.6 轮胎剩余的花纹深度低于原始花纹深度的一半时不再予理赔。

The rest of the tire is less than half of the original depth of the original pattern.

6.7 剩载超过轮胎标准的不能理赔。

Left over the standard of the tire can not claim.

6.8 存放不当 Improper storage

6.8.1 与油类、易燃品、化学腐蚀品混放，造成轮胎发粘软化。

Mixed with oil, flammable chemicals, chemical corrosion products, resulting in the tire hair sticky and soft

6.8.2 长期露天存放、阳光直射、风吹、雨淋引起的轮胎老化。

The long-term open storage, direct sunlight, wind, rain caused by tire aging

6.8.3 存放不当引起轮胎变形的。

Improper storage of tire deformation.

6.8.4 由于保管不当，造成轮胎表面龟裂，严重变形的。

Due to improper storage, resulting in tire surface cracking, severe deformation.

6.9 使用不当导致下列问题引起异常损坏的轮胎不能理赔。

Improper use of the following problems caused by abnormal damage to the tire can not claim.

6.9.1 冠爆：冠部呈规则爆破。

Crown burst: the crown part is a regular blasting

6.9.2 超负荷肩空：肩部周向肩空，大于 1/4 周长。

Over load shoulder: shoulder week to shoulder, greater than 1/4 circumference.

6.9.3 冠啃坏：胎面胶粗糙，成块脱落。

The Crown Bite bad: the tread of the tire is rough, and the piece falls off.

6.9.4 偏磨：胎冠单面磨损过快（两侧花纹深度相差 3mm 以上或偏磨一侧剩余花纹深度低于不予理赔剩余花纹深度）。

Partial wear: the tread of the crown is worn on one side (the side of the pattern is less than 3mm, and the depth of the remaining pattern is less than the depth of the remaining pattern).

6.9.5 磨冠或单点磨损：冠中部或单点严重磨损，最低点剩余花纹深度不小于不予理赔剩余花纹深度。

Wear the crown or single point wear: the central or single point of serious wear and tear, the lowest point of the remaining depth of the pattern is not less than the remaining pattern of non settlement.

6.9.6 畸形磨损：冠部呈波浪状、锯齿状磨损，最低点剩余花纹升读低于不予理赔剩余花纹深度。

Abnormal wear: the crown part is wavy, serrated wear, the lowest point of the remaining pattern is read lower than the rest of the non settlement pattern.

6.9.7 磨趾扣：因气压不足或轮辋不匹配造成子口包布磨坏，严重者包布露出，胎趾与胎侧之间呈周向胎体钢丝断裂（子口钢丝断裂）。

Wear toe buckle: because of insufficient air pressure or rim mismatch cause Zikou package cloth worn seriously, wrap cloth exposed, the bead toe and sidewall is circumferential matrix wire

breakage (bead wire breakage).

6.9.8 胎圈变形：子口破损，或胎圈钢丝变形。

Bead bead: deformation damage, deformation or bead wire.

6.9.9 子口爆：因气压过高，超载或装胎不当造成胎圈部位周向爆破。

Bead damage: because of high air pressure, tire bead circumferential blasting caused by improper overload or tyre.

6.9.10 子口三线断裂：因气压过低，超载或者装胎不当造成胎圈部位周向裂开。

Its three line: because the pressure is too low, hypospadias or overload caused by improper mounting the tire bead part circumferential crack.

6.9.11 因气压不足造成轮胎胎侧碾伤、胎体帘线断开或变形。

Cause the tire side crushed, carcass cord is broken or deformed because of insufficient air pressure..

6.9.12 因使用不当造成的其他问题。

Other problems caused by improper use.

6.9.13 因外界因素造成的硬伤问题。

Flawed problem caused by external factors.

6.9.13.1 冠划伤：冠部周向整齐划伤，深度达到带束层帘线。

Crown scratch: the crown of the week to scratch, the depth of the band with the cord.

6.9.13.2 冠刺穿：胎冠被尖锐物刺穿（胎冠胶有明显硬伤痕迹，伤口有规则的切口），引起刺穿点处带束层、胎体局部帘线断裂、脱层，严重会引起轮胎爆破。

Pierced crowns, crown by sharp objects piercing (tread is obviously flawed traces, wound incision), caused by the pierce point with beam layer, local carcass cord fracture, delamination, serious will lead to tire bursting.

6.9.13.3 肩外伤：受障碍物划伤（引起胎侧钢丝断裂）或划穿肩部，伤口粗糙，伤口处无脱层。

Shoulder injury: the damage caused by the damage of the tire side wire fracture, or wear the shoulder, the wound is rough, the wound is no delamination.

6.9.13.4 径向裂口：胎侧或胎冠在高速情况下遇尖锐物造成胎体径向裂口。

The radial gap: sidewall or tread in the case of high speed in case of sharp objects caused by radial tire.

6.9.13.5 侧外伤：胎侧被尖锐物割破或磨损（引起胎侧钢丝断开），无脱层。

Side injury: the side of the fetus is cut or worn (caused by the side of the wire is broken), without the delamination.

6.9.13.6 胎圈撬坏：装胎时操作不当，撬破胎圈包布，无内胎轮胎撬坏轮胎圈唇口。

Skid tyre bead bad: improper operation, skid broken chafer, tubeless tire skid tire ring lip.

6.9.14 气压高低不一，并装轮胎一条气压高，一条气压低，造成单胎超载损坏。

The air pressure is different, The pressure of one tyre is high, the pressure of the other tyre is low, resulting in a single tire overload damage.

6.9.15 车况不良（如车辆前束角、外束角之间的调整不当等）引起的轮胎偏磨，不规则磨损或随之发生的轮胎损伤。

Bad condition (such as vehicle before the beam angle, beam angle adjustment improper) caused by tire eccentric wear, irregular wear or consequent of tire damage.

6.9.16 轮胎未定期换位，轴距偏差过大，造成胎面异常磨损。

The tire has not been replaced regularly, the wheelbase deviation is too large, resulting in abnormal wear of tire.

6.9.17 斜交结构轮胎和子午线结构轮胎混装，造成轮胎损坏。

The skew structure and radial tire structure mixed, caused by tire damage.

6.9.18 各种轮胎均有时速的限制，超速行驶造成轮胎损坏。

All kinds of tires have speed limit, over speed of the tire damage.

6.9.19 在甲、乙、丙级以外的路面，如便道、矿区等路面条件差的地方使用，造成的胎冠啃坏、冠划伤、冠刺伤、花纹沟肩部开裂、肩外伤或测外伤。

Outside the A, B, C on the pavement, sidewalk, mining and other pavement conditions such as poor local use, caused by the Crown Bite bad, stabbing scratches on the crown, crown, grooves shoulder cracking, shoulder trauma or measuring trauma.

6.9.20 因轮辋失圆、轮辋不标准或轮胎不按规定换位而引起的轮胎早期损坏、磨子口、波浪形、出现凹凸不平等。

Due to the round rim loss, tire rim standard or tire not according to the provisions of the transposition caused the early damage, Mozi, wave shape, concave and convex inequality.

6.9.21 安装不当或使用不当造成子口部位磨破、子口局部包布磨破，帘线折断，钢丝锈蚀折断外露，子口局部压缩、钢丝变形。

Installation or improper use of improper bead parts to be worn and bead package local cloth worn, broken cord, wire corrosion broken exposed, bead local compression, steel wire deformation.

6.9.22 商标磨损、胎号损坏或人为割划无法辨认生产日期等。

Mark wear, damage to the tire or man-made cut can not identify the production date, etc..

6.10 已鉴定过的轮胎。

The tire as been identified.

6.11 其他因使用或外界不正常因素造成的轮胎损坏。

Other tire damage caused by the use of or outside of the environment.

6.12 对于真空轮胎刺穿不能理赔。

Vacuum tire puncture can not claim.

湖北奥莱斯轮胎有限公司

Hubei Aulice Tyre Co.,Ltd

7. 本标准最终解释权归湖北奥莱斯轮胎有限公司，其他未尽事宜公司有权根据实际情况解释和进行理赔确定。

The final interpretation is from Hubei Aulice Tyre Co., Ltd. We reserves the right to other matters which is not included in the company.We have the right of Interpretation and claims determination. according to the actual situation.

8.此售后服务理赔规定中英文解释不一致时，则以中文为准。

If the explanation of english after-sale service and chinese after-sale service is different, then the chinese version should govern.

9. 本规定自发放之日起执行。

The provisions of the implementation is the date of issuance.

湖北奥莱斯轮胎有限公司

Hubei Aulice Tyre Co.,Ltd

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