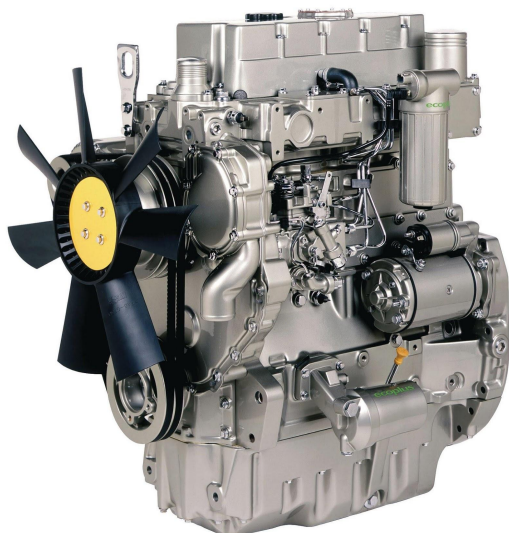


REMAN BY MANITOU

Process Data Sheet for Remanufactured Parts

Manitou REMAN parts offer you an effective alternative to Manitou NEW spare parts.

Manitou REMAN provides reliability and a fair quality/price ratio for machine maintenance.



Cost-effective



Safety



Eco-friendly



TCO

PROCESS EXCHANGE STANDARD



Manitou offers a wide selection of spare parts under the “remanufacturing” program to keep your machine in top condition. That’s REMAN by Manitou.



The Manitou REMAN program is:



- A wide range of spare parts that provide the same **as new performance**.



- A wide array of spare parts covering the **majority of your machine’s mechanical devices**. We are committed to ongoing product development based on the latest technology, market trends and clients’ expectations.



- **Eco-friendly products:** Using standard spare parts reduce the environmental impact of your activities (less waste, higher product’s life)

ADVANTAGES

- **Price:** Standard spare parts provide a **cost-effective** alternative to new parts. **Save up to 25 to 30% on average, based on product range.**
- **Availability:** We strive to maintain **adequate stock levels to immediately meet your needs**. However, if a part is not available, we will meet your order as soon as possible.
- **Quality:** Manitou REMAN parts are **completely remanufactured** from their core **by skilled and qualified personnel**, using Manitou genuine spare parts only. Parts are individually assessed in a testbed for validation and certification.
- **Warranty:** Manitou REMAN parts are returned to the same product quality as corresponding Manitou genuine spare parts. Spare parts and labour are covered for 6 months commencing on the date of installation or for 12 months from the invoice date, whichever is the sooner.



RANGE OF PRODUCT



Manitou is continuously developing its existing range of products under the Remanufacturing program.

REMAN by Manitou parts currently available include:

- Gearbox
- Bevel drive
- Torque converter
- Final drive
- Diesel particulate filter
- Injection pump
- Engine
- Turbo
- Alternator
- Starter motor
- ... and much more!

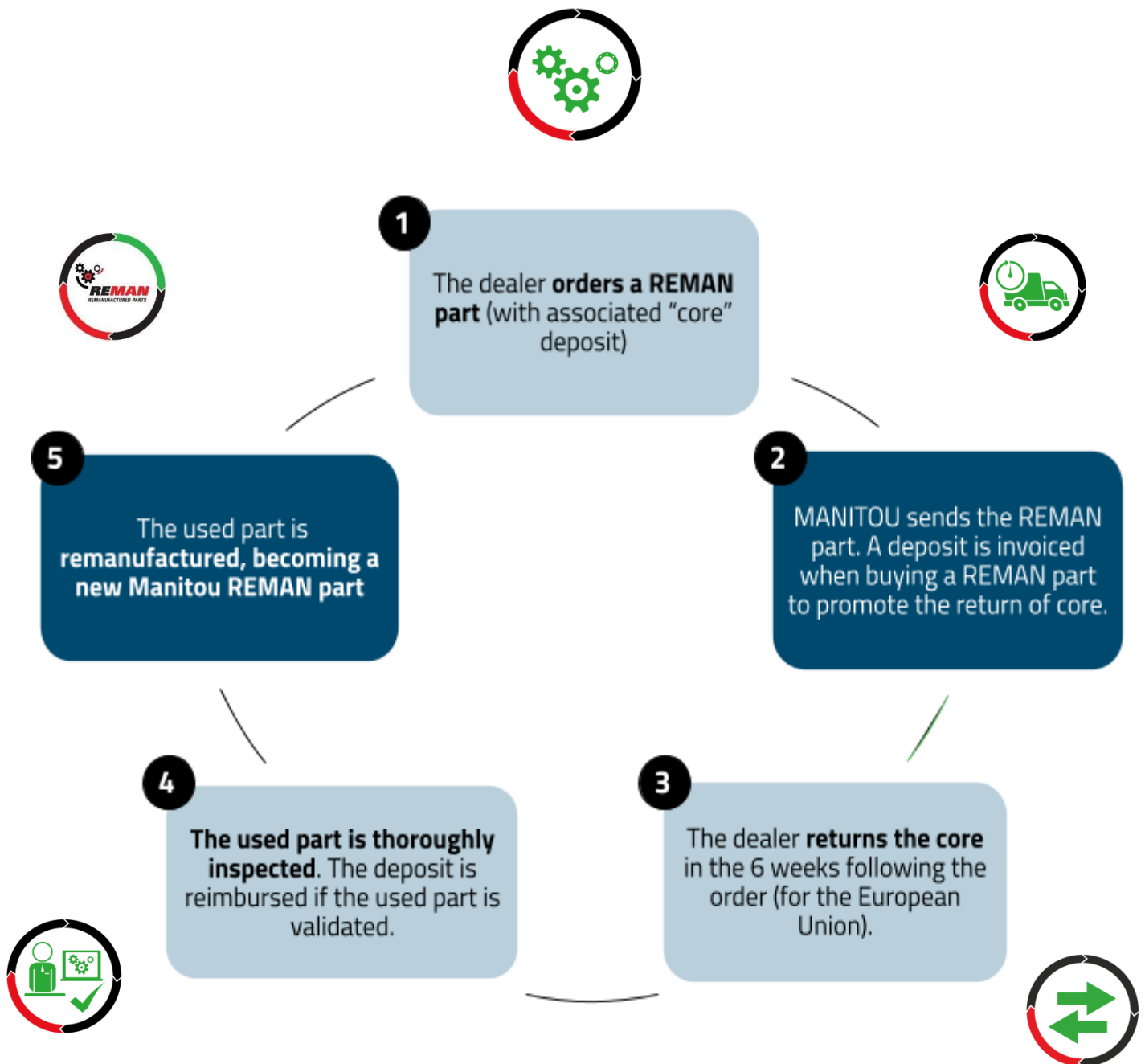


→ See the **DATA SHEETS** per **REMAN product family** for a full list of spare parts and their equivalence in new parts, as well as the return criteria for cores.





The success of the "Standards Replacements" program lies on a highly effective circular flow from the purchase of a REMAN product to the return of the used part (or defective material)



The used part must comply with the following conditions for its validation:



- Complete part
- Not disassembled
- No external damage (impact, cracks...)
- No corrosion
- All parts must be properly packed in the original REMAN packaging, or with the original bottom support for handling.
- In good return conditions: thoroughly drained and cleaned
- All part must have a tracking label (sent with the Manitou REMAN part)



See DATA SHEETS per REMAN product family

We will perform a comprehensive analysis to validate product return conditions, and we will **reimburse the deposit in no later than six weeks** after its reception.

CONDITIONS TO VALIDATE CORE



→ For further details on return conditions for each REMAN product family, refer to the relevant **DATA SHEET**.

The conditions below apply to all Manitou REMAN parts:

• NON-ABRASIVE CLEANING

The used part must not be cleaned using abrasive techniques (abrasive blasting or microblasting). The guarantee will not be reimbursed if a critical area of the item has been damaged due to an abrasive process.



- **DISASSEMBLED PART**

Spare parts may be disassembled only for diagnostic or fault analysis purposes. If an item is disassembled, it must be put back together with all genuine parts before delivery.

Disassembled parts have a higher risk of corrosion or missing components. This may result in the guarantee not being reimbursed. The guarantee will not be reimbursed if there is a component that is not a Manitou genuine part.

- **ATTEMPTED REPAIR**

Any attempt to repair a component will not be accepted- Please refer to the relevant data sheets for further information.

- **NON-OPERATIONAL DAMAGES**

The guarantee will not be reimbursed if used parts are damaged due to incorrect handling, corrosion, rust or fire.

Similarly, the guarantee will not be reimbursed due to incorrect or lack of maintenance or vandalism, which may seriously deteriorate the sub-components of the spare part beyond repair.

- **PACKAGING**

The client who has ordered a REMAN spare part is responsible for the packaging of the core. The core must be returned in the original packaging of the remanufactured part, in good conditions without deterioration. If the original package is no longer available, the client must pack the item in an adequate package to avoid damages during transport.

If the core is damaged due to improper packaging, as detailed in section "NON-OPERATIONAL DAMAGES" above, the guarantee will not be reimbursed.

Certain products are sent with bottom supports for handling purposes (as detailed in the following pages). If these supports are not returned or if they are deteriorated, the guarantee will not be reimbursed.



CORE RETURN

When you buy a Manitou REMAN product or standard replacement, the reference number for the part includes the acronyms E.S. or ESA for Manitou. The REMAN product is sent to you with two identical "return labels".

- **Model of E.S. label (both sides)**

ECHANGE STANDARD STANDARD EXCHANGE	
ÉTIQUETTE DE RETOUR RETURN LABEL	
MANITOU GROUP	
Point-point de la butte de Tir - BP10240 44258 Ancenis FRANCE	
ÉCHANGE STANDARD	Date:
Numéro de commande échange Standard	
Standard Exchange order number	
Référence de l'article échange standard	
Standard Exchange part number	
Numéro de série de la contrepartie	
Core serial number	
Numéro client	
Customer number	
Concessionnaire	
Dealer	
Adresse	
Address	
Commentaire	
Comment	

ECHANGE STANDARD STANDARD EXCHANGE	
ÉTIQUETTE DE RETOUR RETURN LABEL	
MANITOU GROUP	
Point-point de la butte de Tir - BP10240 44258 Ancenis FRANCE	
Bon état du conditionnement Carton, emballage d'origine	Packaging in good condition Cardboard, original packaging
Bon état du Socle de manipulation Belle condition d'usage	Handling base must be in good condition Baseless and intact
Bon état général extérieur de la contrepartie Aucune déformation, fissure	Core aspect Not dented, not cracked
Contrepartie complète	Complete core
Contrepartie non démontée	Core not disassembled
Contrepartie dépolluée Huile, dégrais	Core decontaminated Clean, drained
Contrepartie sans fuite Huile, dégrais	Core leakless Oil, debris-free
Contrepartie sans trace de réparation	Core without repair attempt
Fiche de renseignement complémentaire	Information sheet
à compléter, à retourner	To be filled in, to be returned

These labels are also for sale in case or loss or need, under reference number 958310.

- **Returning used parts:**

All orders for REMAN by Manitou parts must be returned within 6 weeks. Transportation costs for this return are at the dealer's expense.

1- Fill-in and include IMPERATIVELY these two labels. One must be stuck outside the parcel, and must be readable. The second one must be inserted inside the parcel.



2- Send used parts to:

Manitou - C.L.P.R
Service Retour
Rond-point de la butte de Tir – BP10249 44158 ANCENIS – France

- Except for **radiators**, which must be sent to
RADIATEUR AUTO RÉZÉENS
21 Rue de la Californie
44406 REZE – France

DEPOSIT REIMBOURSEMENT

1- Deposit invoice

When you buy a Manitou REMAN part, you are invoiced for the reman part + a deposit that will be reimbursed after receiving and testing the used part (which you must send to us within the requested timeframe).

2- Quality control for used parts:

Manitou applies a strict quality control process for used parts to validate compliance with return criteria.



- Certain parts require additional controls to be carried by you before their return. For further details on the aspects to comply with for each product family, please refer to the relevant **DATA SHEET**.

3- Deposit reimbursement through credit note:

Manitou will send you a positive (credit note) or negative (refusal to remanufacture) response within 6 weeks after receiving the core.



- The deposit amount depends on each product family. Please refer to the relevant **DATA SHEET** for the exact amount.
- If, following the quality control process, we verify that the **return criteria have not been fulfilled**, we will inform you by email that the core has been set aside for you to pick it up. **A credit note will not be issued**. Following that timeframe, Manitou will destroy the core.