

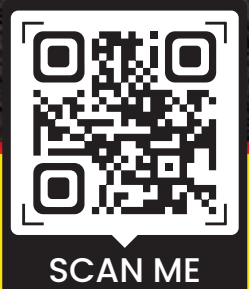


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ULTIMATE EXCHANGE COMPONENTS



REMAN PEX CUSTOMER REFERENCE ON
CORE CREDIT REFUNDS



SCAN ME

YOUR PARTNER IN EARTHMOVING

ULTIMATE EXCHANGE COMPONENTS

YOUR PARTNER IN EARTHMOVING

ULTIMATE EXCHANGE COMPONENTS (UEC)

Core Acceptance Criteria UEC REMAN / PEX

UEC REMAN / PEX helps you maximise your investment in equipment and is an industry leader in parts availability and Warranty coverage.

The following pages contain core criteria specific to UEC REMAN / PEX components. Please use these instructions when reviewing cores for credit. Any other components not covered specifically in these pages need to conform to the UEC Reman / PEX core criteria.

**OUR COMMITMENT TO QUALITY IS
REINFORCED BY THE POLICY WE OFFER.**



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ULTIMATE EXCHANGE COMPONENTS (UEC)

CORE ACCEPTANCE CRITERIA UEC REMAN / PEX



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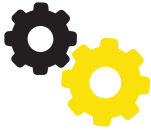
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ALTERNATOR

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete.
- No Non-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Not cracked or damaged.



PARTIAL CREDIT:

- Housing or shaft cracked or damaged.
- Non-operational damage such as excessive rust, corrosion or pitting.



NO CORE REFUND:

- Unacceptable part number.
- Disassembled.
- Fire damage.
- Unsuccessful attempt to salvage.

*"A transparent credit policy builds trust long
before a claim is ever made."*



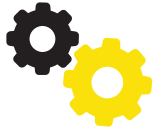
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AXLE GROUPS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non failed, running core.
- No non-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on the stand that was provided.
- Case, housings, and trunnion support arms (oscillating axle only) not visibly cracked, broken, or welded.



Ask the service dept or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Case, housings, and trunnion support arms (oscillating axle only) not visibly cracked, broken, or welded.
- Failed, non-running core.
- Non-operational damage (such as mishandling, excessive rust, corrosion, pitting, or torch marks).



NO CORE REFUND:

- Unacceptable part number.
- Disassembled or not complete.
- Fire damage.
- Unsuccessful attempt to salvage.

*"Confidence in our parts is matched by
confidence in how we handle returns."*



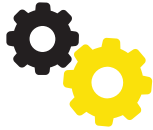
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DIFFERENTIAL

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non failed, running core. Must pass rotation check. Rotate pinion shaft twice clockwise and twice counter clockwise.
- No non-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided.
- Differential, spider gears, or housing not visibly cracked or broken.



NOTE: Ring and pinion gear wear and damage is acceptable as Full Credit.



Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Failed non-running core.
- Differential, spider gears, or housing visibly cracked or broken.
- Non-operational damage such as excessive rust, corrosion, mishandling, or torch marks.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.

*"Fair credit terms are part of the service,
not an afterthought."*



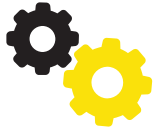
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ENGINES

Ancillary Parts

The following parts are not shipped with an engine and should be removed from your core prior to return:

- Starters
- Alternator and Belt
- Air Cleaner and Boots
- Fans and Drive Group
- A/C, A/C Brackets, and Belts
- Belt Tensioner Group
- Rear Engine Mounts
- Front Cross Member/Mounts
- Cores returned without sipping stands are subject to an additional charge

You will receive...



FULL CREDIT:

- Acceptable part number. Same arrangement number as component sold or agreed in writing by Ultimate Exchange Components.
- Complete assembly and "As removed" condition.
- Fully assembled and complete. Non failed, running core.
- No non-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Cores returned on Reman shipping stand.
- Core must be tagged with completed Reman Core Return Card noting all pertinent information.
- Cylinder block reusable.
- Camshaft(s) reusable (must be STD or 0,025"US after polish/regrind).
- Cylinder head(s) can be reused and have not been welded.
- Cylinder block is not visibly cracked, broken, or welded.
- The crankshaft must rotate through 360 degrees twice in one direction and once in the opposite direction.



Note: This must be performed after the engine has been removed from the machine.



Inspection Tip: Ask customer or service department for the reason for replacement.

▶ Continued on the following page...



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PARTIAL CREDIT:

- Crankshaft will not rotate through 360 degrees twice in one direction and once in the opposite direction.
- Known internal damage (i.e. dropped valves or spun bearings).
- Cylinder block cannot be reused due to damage, excessive wear or being below minimum deck height after machining.
- Camshaft(s) cannot be reused after polish or grinding.
- Crankshaft cannot be reused at either STD or 0.025"US after polishing or grinding
- Cylinder head(s) cannot be reused due to damage, excessive wear, being below minimum height after machining or having previously been welded.
- Missing Parts
- Non-operational damage (mishandling, excessive rust, corrosion, or pitting)
- Failed, non-running core.

BLOCK SURGE:

- Cylinder block visibly cracked or broken and will be charged separately.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt at salvage.



INSPECTION NOTES TO CONSIDER:

- Fully Assembled and Complete: Engines which appear to have salvageable parts removed from them and had non-salvageable parts substituted in their place and will be subject to detailed inspection. If a returned core is found to have been scavenged or assembled from scrap material, the core will be rejected and the customer will be assessed and R8 000.00 inspection fee.

▶ *Continued on the following page...*



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INSPECTION NOTES TO CONSIDER *continued*:

- **Preparing for Shipment:** Please ensure that all oil and fluids are drained prior to shipment and the engine is securely fastened to its metal shipping stand. Failure to do so could result in further damage to the core which relates to extra costs.
- **Crankshaft Rotation:** After the engine has been removed from the machine, rotate the crankshaft through 360 degrees twice in one direction and once in the opposite direction using approximately a 2 ft. Johnson bar or 9S9082 crankshaft turning tool. Listen for internal damage while performing the inspection. If you hear internal damage or know there is internal damage from moving the machine prior to removal, the core will be considered for PARTIAL CREDIT and surcharge must be charged to customer.
- If the cylinder block is equipped with sound suppression panels, the panels should be examined for signs of broken block, such as dents on the outside of the panels or oil leaks from behind the panels.
- Engines which have been disassembled (i.e. loosened main or rod caps or bearings removed) to ensure the crankshaft rotates freely will be subject to PARTIAL CREDIT or additional SURCHARGE.

Surcharges to be determined by Ultimate Exchange Components on an individual basis after disassembly/Evaluation.



Note: All additional parts charges will be charged at the OEM Dealer retail list price.

"When quality matters, accountability matters just as much."



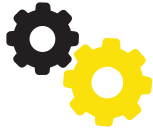
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FINAL DRIVES

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. No-failed, running core.
- Perform rotation test on component. Must rotate twice clockwise, and twice counter clockwise.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided.
- Wheel hub, carrier or spindle not visibly cracked and broken.
- Gears not visibly broken or rusted (with cover plate removed).



Inspection Tip: Ask the service dept or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Failed non-running core.
- Non-operational damage (mishandling, excessive rut, corrosion, or pitting).
- Wheel hub, carrier, gears, or spindle is cracked, broken, welded.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.

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INSPECTION NOTES TO CONSIDER:

- **Full vs. Damaged Core Refund:** To receive a Full Core Refund, the final drive or swing drive must be non-failed "running core". The major components including the wheel hub, carrier, spindle, or pinion gear must not be damaged or broken.
- The customer must be informed at the time of sale that a partial core credit will apply for damage or broken major components.



IMPORTANT: OUT BOARD COVER MUST BE REMOVED AND REPLACED FOR INSPECTION OF INTERNAL GEARS.

- **Shipping Stand:** All final drive cores must be returned securely fastened to the metal stand that the part was shipped on. Cores not returned on this stand are subject to a R3 500.00 additional charge.
- **Drain Oil:** Drain all oil from cores. Seal all openings with plugs and covers prior to shipping.

"A reliable refund process reflects a reliable supplier."



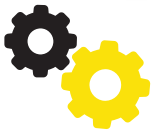
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HYDRAULIC PUMPS & MOTORS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No non-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided.
- Not previously disassembled.
- Housing not visibly cracked, broken, or welded.
- External shaft not cracked, broken, chipped, or bent.



INSPECTION TIP: Rotate shaft twice in one direction and once in other direction.
Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Housing visibly cracked, broken, or welded.
- External shaft cracked, broken, chipped, or bent.
- Failed non-running core.
- Non-operational damage (mishandling, excessive rust, corrosion, or pitting).



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.



INSPECTION NOTES TO CONSIDER:

- **Non-Operational Damage:** If rust can be removed with an emery cloth, the core will be accepted for full credit. Excessive rust, corrosion, or pitting is most likely caused by improper storage and will result in no core credit.
- **Fully Assembled and Complete:** No credit will be issued for cores that are returned disassembled. External parts that are missing or damaged will be subject to additional billing at the replacement cost of the component. If the core has been disassembled and reassembled, additional charges will apply.



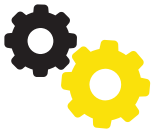
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HYDRAULIC CYLINDER GROUP

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided.
- Tube not visibly damaged on the outside.
- Both eyes and trunnion are not visibly cracked or broken.
- Rod not visibly bent.



Inspection Tip: Ask the service dept or customer for the reason why the component was replaced.



Note: External oil leakage from seals or cylinder drift is not considered "failed" and is considered a Full Credit. Leakage and drift is considered wear.



PARTIAL CREDIT:

- Ruptured tube/barrel.
- Non-operational damage (mishandling, excessive rust, corrosion, torch marks, or pitting).
- Rod eye barrel eye cracked or broken.
- Rod cracked, broken or visibly bent.
- Failed, non-running core.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.
- Rod eye and barrel are cracked or broken.

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INSPECTION NOTES TO CONSIDER:

- Rod Straightness Inspection: the full length of the rod must be able to slide into the barrel.
- Preparing For Shipment: Please ensure that all oil and fluids are drained prior to shipment and the barrel is securely fastened to a proper skid.

Failure to do so could result in further damage to core which relates to extra charges.



Note: External oil leakage from seals or cylinder drift is not considered 'failed' and is considered a Full Credit Core. Leakage and drift is considered wear.

*"Strong partnerships are built on clear policies
and consistent follow-through."*



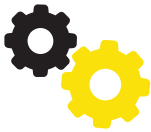
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HYDRAULIC ROD PACKS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided.
- Rod not visibly cracked, broken or visibly bent.
- Head or piston not damaged or missing.
- Rod eye not visibly cracked or broken.



Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Rod visibly cracked, damaged, broken or visibly bent.
- Non-operational damage (mishandling, excessive rust, corrosion or pitting).
- Failed, no-running core.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.

"Integrity is measured by how we stand behind every component we supply."



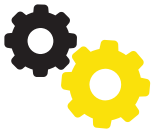
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STARTERS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- No cracked or damaged housings.



PARTIAL CREDIT:

- Housing cracked or damaged.
- Non-operational damage (mishandling, excessive rust, corrosion, or pitting).



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.

*"Clear credit procedures keep operations
moving and relationships strong."*



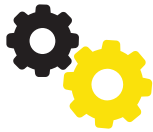
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TORQUE CONVERTER & TRANSMISSIONS:

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided.
- Case, housing, splines, shafts and yoke not visibly cracked, broken or welded.
- No damage to mounting surfaces.



Inspection Tip: Ask the service dept or customer for the reason why the component was replaced.



Note: See inspection notes for rotation test.



PARTIAL CREDIT:

- Failed non-running core. Evidence of bearing, gear or other internal failure. (Use Spin Test)
- Performance problems may indicate a failed unit resulting in a partial core credit.
- Case, housing, splines, shafts, and yoke visibly cracked, broken or welded.
- Non-operational damage (mishandling, excessive rust, corrosion, or pitting).



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.



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INSPECTION NOTES TO CONSIDER:

- Rotation Requirements
- Using a strap wrench or other suitable rotation tool, perform a rotation test to assess that the core is a non-failed, running core. Listen primarily for noises that would indicate failures.
- **Torque converters:** The following inspection may be performed while core is fastened to the metal stand. This will be followed by "Step 1".
- **Step 1** – Rotate output shaft (yoke) two full revolutions in one direction. Unit must rotate freely without noise, rubbing, vibration, or looseness of parts.
- **Step 2** – Repeat Step 1 for input end (flywheel pilot).
- **Partial Credit: Failed Unit:** Cores found to be in non-running condition will be subject to a partial core credit. Evidence of failed bearing, gear, or other internal parts may be seen in the filter or screen in the form of metallic material. A SOS sample may also provide evidence of a failed unit. A failed unit will not drive or shift properly in all forward and reverse gears.
- **Surcharges:** Broken or previously welded cases will be subject to additional billing.
- **Fully Assembled and Complete:** Torque converters which appear to have salvageable parts removed from them and non-salvageable parts substituted in their place will be subject to a detailed inspection.
- **Preparing for Shipment:** Please ensure that all oil and fluids are drained prior to shipment and the torque converter is securely fastened to its metal shipping stand. Failure to do so could result in further damage to the core which relate to extra costs.

*"Our commitment to quality continues even
after the part is delivered."*



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TURBOCHARGER

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided if applicable.



Ask the service department or customer for the reason why the component was replaced.



Note: Inspection tip – shaft spin freely and no damage to turbine or compressor fins.



PARTIAL CREDIT:

- Housing or turbine wheels damaged from operational failure.
- Non-operational damage (mishandling, excessive rust, corrosion, torch marks, or pitting).
- Failed, non-running core.
- Band clamps are loose or missing.
- Nozzle ring damaged



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.
- Coked or damaged turbine shaft.



INSPECTION NOTES TO CONSIDER:

- Fully Assembled and Complete. Band clamps must be tightened prior to shipment to prevent damage to the cartridge. Turbocharger cores disassembled or with loose or missing band clamps will receive PARTIAL CREDIT, provided they meet all other core criteria.
- **Housing Damage:** Extensive damage to either housing caused by a severe failure of the wheel and shaft which makes the housing non-repairable will be given only a PARTIAL CREDIT. Guidelines to use include severe scoring of the internal housing surface particularly on the compressor side.



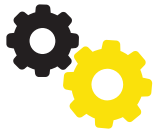
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CYLINDER HEAD

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided if applicable.
- Casting is not visibly cracked, broken, or have severe damage (minor damage such as dents, light scratches, pitting, and minor gouges are acceptable).
- Casting is not welded.



Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Casting is visibly cracked, has severe damage or metal stamp marks in machined surfaces.
- Casting is welded.
- Failed, non-running core.
- Non-operational damage (mishandling, excessive rust, corrosion, torch marks or pitting).



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.

*"Trust is earned through products that perform
and policies that support them."*



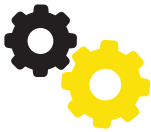
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RADIATORS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned on stand that was provided if applicable.
- Ask the service department or customer for the reason why the component was replaced.



Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Non-operational damage (mishandling, excessive rust, corrosion, torch marks or pitting).
- Failed, non-running core.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.

"A clear path to resolution ensures peace of mind."



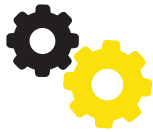
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AIR COMPRESSORS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned in the packaging that was provided.
- Component not visibly cracked, broken or welded.
- Drive gear mounting nut or bolt must easily thread on.
- Ask the service department or customer for the reason why the component was replaced.



Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Non-operational damage (mishandling, excessive rust, corrosion, torch marks or pitting).
- One or two major parts damaged. See list of major parts below.



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.
- Three major parts damaged. See list of major parts below.

MAJOR PARTS:

- | | |
|--|---------------------|
| · Crankshaft | · Mounting Flange |
| · Crankshaft Threads | · Block housing |
| · Cooling Fins | · Missing End Cover |
| · Governor Mounting Pad | · Cylinder Head |
| · Missing or Broken Connecting Rod and Cap | |



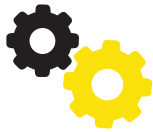
071 603 3991
071 351 0504



sales@uecpty.co.za
www.uecpty.co.za



207 Aloe Street, Putfontein
Benoni, 1515



WATER PUMPS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned in the packaging that was provided.
- Housing, pulley or gear not cracked, broken, or welded.



PARTIAL CREDIT:

- Non-operational damage (mishandling, excessive rust, corrosion, torch marks or pitting).



NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.
- Housing, pulley, or gear is cracked, broke, or welded.

"We stand by our products and the policies that support them."



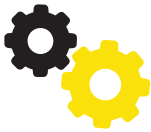
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Benoni, 1515



FUEL SYSTEMS AND FUEL PUMPS

You will receive...



FULL CREDIT:

- Acceptable part number.
- Fully assembled and complete. Non-failed, running core.
- No no-operational damage such as excessive rust, corrosion, mishandling, torch marks, or fire damage.
- Must be returned in the packaging that was provided.
- Housing, pulley, or gear not cracked, broken, or welded.



Ask the service department or customer for the reason why the component was replaced.



PARTIAL CREDIT:

- Non-operational damage (mishandling, excessive rust, corrosion, torch marks or pitting).
- Failed core.



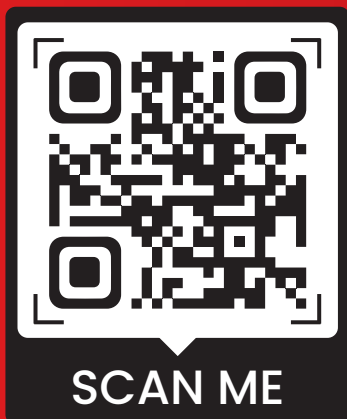
NO CORE REFUND:

- Unacceptable part number.
- Fire damage.
- Disassembled or not complete.
- Unsuccessful attempt to salvage.
- Housing, pulley or gear not cracked, broken, or welded.



Notes: All additional parts charges will be charged at the OEM list price.

"Your trust is the most valuable part we earn."

**Contact No:**

071 603 3991

071 351 0504

Sales Team

sales@uecpty.co.za

Office Address

207 Aloe Road, Putfontein Rd,
Benoni, 1515, South Africa

Working Hours

Mon–Thur: 07:00 – 16:00

Fri: 07:00 – 13:00

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*Ultimate Exchange Components – Engineered to Restore, Support,
and Extend the Life of Your Earthmoving Equipment.*