



FORCEUM LIMITED WARRANTY

PASSENGER & LIGHT TRUCK TIRES

**COVERS WORKMANSHIP & MATERIALS,
MILEAGE WARRANTY, AND
ROAD HAZARD WARRANTY**

EFFECTIVE OCT 2017

North America

A. WORKMANSHIP & MATERIALS

WHO IS WARRANTED AND WHO IS ELIGIBLE UNDER THE WARRANTY?

Pt. Elangperdana Tyre Industry (EPTI), Jl Elang Desa Sukahati, Citeureup, Bogor, Indonesia, warrants to the original purchaser that all Forceum replacement radial tires with a complete D.O.T identification number, supplied either directly or through an authorized Forceum dealer, and which are mounted on passenger cars, vans and light trucks within North America, if become unserviceable for any reason within the manufacturer's control, will be replaced with an equivalent Forceum tire.

This warranty applies only to consumers actually purchasing and using the tires in all of North America, limited to the 48 contiguous states, the District of Columbia, the non-contiguous states of Hawaii and Alaska, and Canada.

WHAT IS COVERED BY THE WARRANTY AND FOR HOW LONG?

Under Forceum's Limited Warranty conditions, if any eligible tire becomes unserviceable due to a covered warranty condition, Forceum will do the following:

- i. During the first 2/32" of the original usable tread, or within (12) twelve months from the date of purchase (proof of purchase required) whichever comes first, Forceum will replace the tire with a comparable new Forceum tire 100% free of charge. Applicable fees and taxes and costs of mounting and balancing are payable by the owner.
- ii. After the 100% replacement term expires and the tire is still within (60) sixty months of the date of purchase, credit will be issued towards the purchase of a comparable Forceum tire. The credit will be determined by the percentage of original tread depth remaining on the tire. Applicable fees and taxes and costs of mounting and balancing are payable by the owner.

The authorized Forceum dealer will determine the adjustment cost by multiplying the percentage of original usable tread worn by the current Forceum price in effect at the time of adjustment.

Refer to the example below to obtain the credit percentage:

R.T.D = Remaining Tread Depth

O.T.D = Original Tread Depth

If R.T.D = 5/32" = 5 and O.T.D = 10/32" = 10

The calculation is:

$$\frac{\text{Remaining Usable Tread Depth (5-2)}}{\text{Original Usable Tread Depth (10-2)}} = \frac{3}{8} = 0.375$$

=38%

WHAT IS NOT COVERED BY THE WARRANTY?

1. Ride disturbances that occur after the first 2/32" of treadwear
2. Replacement of (3) three or more tires from the same vehicle

3. Tires used or equipped on a vehicle registered or operated outside of North America
4. Tires worn beyond the wear bars (less than 2/32" remaining tread)
5. The cost of mounting and balancing and applicable taxes and fees
6. Tire damage or irregular wear due to:
 - a. Road hazards, including, but not limited to: cuts, punctures, snags, and bruises, or impact damages caused by potholes, curbs, spins, stone drills or other objects on the road
 - b. Continued use while run flat or under acute under-inflation
 - c. Improper repair, or with repairs not conforming to the Rubber Manufacturers' Association standards, or with section repairs, or with self-vulcanizing plug only
 - d. Improper use or operation, including, but not limited to: over inflation, overloading, contamination or degradation by petroleum products or other chemicals, tire chain damage, use for racing or competitions, excessive off-road use, or willful damage or abuse
 - e. Improper or insufficient maintenance, including, but not limited to: misalignment, wheel imbalance, defective brakes or shock absorbers, improper mounting or demounting, or other vehicle conditions
 - f. Failure to rotate the tire at least every 5,000 - 6,000 miles as evidenced by Forceum's Tire Rotation Card
7. Tires that are:
 - a. Used beyond the original tread life, i.e. the wear indicators are exposed
 - b. Sold as "Defective Appearance" ("DA") Tires
 - c. Branded "Blemished", or "Non Adjustable"
 - d. Installed on any other vehicle other than the vehicle of original installation
 - e. Acquired as used tires or purchased by somebody other than you
8. Ozone or weather cracking on tires purchased over four (4) years from date of purchase. Proof of purchase is required. Without proof of purchase, date of manufacture will be used to determine eligibility
9. Tire alteration of any manner, including, but not limited to: siping, buffing, stud pin holes, re-grooving, or additives
10. Any other damage caused by user's actions or omissions not in conformity with vehicle manufacturer's specifications or instructions

B. FORCEUM MILEAGE WARRANTY

In addition to the above workmanship and materials warranty, Forceum also warrants that the tread life of all replacement passenger tires or light truck tires, supplied either directly or through an authorized Forceum dealer, will have the following mileage warranty coverage for the described vehicle odometer miles from the point of original purchase:

Passenger Tires	
Pattern	Mileage Coverage
ECOSA	45,000 miles (72,420km)

Light Truck Tires	
Pattern	Mileage Coverage
PENTA	35,000 miles (56,327km)
ATZ	35,000 miles (56,327km)
HEPTAGON	35,000 miles (56,327km)

The authorized Forceum dealer will determine the adjustment cost by multiplying the percentage of mileage obtained by the current Forceum price in effect at the time of adjustment.

To make a claim, the owner must present the original copy of Forceum Limited Warranty Claim Form, which records the date of purchase, name of purchaser, original mileage and identification of the vehicle to an authorized Forceum dealer.

ELIGIBILITY FOR MILEAGE WARRANTY

1. The tires must be rotated every 5,000 – 6,000 miles
2. The owner must be the original purchaser of the tires and have the original copy of the invoice showing the application mileage
3. The original purchaser must be the owner of the vehicle on which the tires were originally installed
4. The tires are worn out evenly across the tread, down to the treadwear indicator (2/32") at which time they are considered to be 100% worn out. The tire must not have more than 2/32" tread depth difference
5. The Tire Rotation Card must be completed by the servicing Forceum dealer
6. For vehicles equipped with staggered size fitments (different tire sizes on the front and rear axles) which cannot be rotated, the mileage warranty for the front or rear tires will be 50% of the warranted miles specified under the standard Forceum treadwear warranty

C. ROAD HAZARD WARRANTY

Forceum warrants road hazard warranty coverage on most patterns sold by Forceum (see "Summary" for pattern specific coverage) for non-repairable tread damage such as nails, glass, potholes or other debris. Covered tires will be eligible for a **free replacement for the first 12 months from the date of purchase or within the first 2/32"nds of treadwear**, whichever comes first.

The cost of mounting, balancing and any other service charges including applicable taxes are required to be paid by the consumer. Road hazard coverage applies only to the original purchaser and is not transferable. The road hazard program is **effective on tires purchased on or after October 1st, 2017.**

WHAT IS NOT COVERED BY THE FORCEUM ROAD HAZARD WARRANTY

1. Tires damaged due to accidents, collision, theft, larceny, snow chains or studs, explosion, lightning, earthquakes, fire, windstorms, hurricanes, water, floods, malicious mischief, vandalism, etc
2. Tires damaged due to misuse, abuse, negligence, improper application, improper towing, improper balancing or alignment, improper inflation, brake lock up, wheel spinning, torque snags, etc.
3. Tires that are repairable under Rubber Manufacturers Association (RMA) standards

4. Tires that have failed due to commercial use
5. Tires damaged or failed due to racing or off road use
6. Tires damaged due to mechanical wear damage
7. Tires transferred to another vehicle
8. Tires that reflect damage due to continued run flat or acute under-inflation

SUMMARY OF FORCEUM LIMITED TIRE WARRANTY COVERAGE

Category	Pattern	Road Hazard	Mileage Warranty
PCR	OCTA	YES	N/A
PCR	EXP70	YES	N/A
PCR	D800	YES	N/A
PCR	TRIDEKA	YES	N/A
PCR	D650	YES	N/A
PCR	D600	YES	N/A
PCR	N300	YES	N/A
PCR	HENA	YES	N/A
PCR	ULTRA	YES	N/A
PCR	ECOSA	YES	45,000
PCR	D700	YES	N/A
PCR/UHP	HEXA	YES	N/A
PCR/UHP	HEXA-R	YES	N/A
PCR/UHP	D850	YES	N/A
PCR/UHP	DEKA	YES	35,000
SUV	PENTA	YES	35,000
SUV	D550	YES	N/A
4X4	ATZ	YES*	35,000
4X4	ATZ-R	YES*	N/A
4X4	HEPTAGON	YES*	35,000
4X4	MT-08	N/A	N/A
4X4	MT-08+	N/A	N/A
LTR	ULTRA2	N/A	N/A
LTR	DIGON LT	N/A	N/A

*Limited Applications. No coverage for commercial use (LT-metric sizes)

Note: Road Hazard Coverage excludes tires for commercial and winter applications

OWNER'S OBLIGATION

In order to be eligible for Forceum's Limited Warranty or Road Hazard Warranty coverage, the owner must:

1. Present the tire to any authorized Forceum dealer
2. Submit or present a copy of the original purchase receipt with documented automobile mileage at time of tire installation and tire dismounting

3. Submit a tire rotation record showing that all tires have been rotated at least every 5,000 – 6,000 miles (applicable to mileage warranty and road hazard warranty claims only)
4. Complete and sign a Forceum warranty claim form, which is available at any authorized dealer
5. Pay the amount due on a new tire, less the amount of credit, including taxes, mounting and balancing charges and/or the cost of other services

Once tires are returned to Forceum by an authorized dealer and credit has been issued, submitted tires become the property of Forceum.

To locate an authorized Forceum dealer, please contact us at info@forceumtire.com.

DISCLAIMER:

THIS IS THE ONLY EXPRESS WARRANTY GIVEN BY FORCEUM, APPLICABLE TO FORCEUM BRAND REPLACEMENT PASSENGER CAR RADIAL AND LIGHT TRUCK RADIAL TIRES. FORCEUM DOES NOT MAKE ANY OTHER EXPRESS WARRANTY OR ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. FORCEUM DOES NOT AUTHORIZE ANY OTHER PERSON, INCLUDING AUTHORIZED FORCEUM DEALERS OR CAR MANUFACTURERS, OR CAR DEALERS, TO CHANGE THIS WARRANTY OR CREATE ANY OTHER OBLIGATION IN CONNECTION WITH FORCEUM. FORCEUM WILL NOT DO ANYTHING OTHER THAN WHAT IS STATED IN THIS WARRANTY IF AN ANOMALY IS FOUND TO EXIST IN A FORCEUM BRAND REPLACEMENT PASSENGER CAR OR LIGHT TRUCK RADIAL TIRE. ALL OTHER REMEDIES ARE EXCLUDED, INCLUDING ANY OBLIGATION OR LIABILITY ON THE PART OF FORCEUM FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES (SUCH AS A LOSS OF USE OF VEHICLE, LOSS OF TIME OR INCONVENIENCE) ARISING OUT OF AN ANOMALY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE

DEALER'S OBLIGATION

To claim an adjustment from Forceum, the dealer must first complete a "Claim Adjustment Form" with the required details, which can be requested via email at claims@zafco.com with the subject "Claim Adjustment Form Request." Each claim must be supported by (3) three medium resolution pictures per tire of the following:

1. Serial and DOT number, labeled as 1-1
2. Damaged portion, labeled as 1-2
3. Complete tire with the tread portion clearly visible, named 1-3; and so forth
4. A copy of the Forceum Limited Warranty Claim Form & Tire Rotation Card (applicable to mileage warranty and road hazard warranty only)

The completed "Claim Adjustment Form", together with the pictures, must be emailed to claims@zafco.com. The D.O.T and serial number cut-outs of adjusted claims must be mailed to us at the following address:

3200 NW 67th Ave, Building 2, Suite 260
Miami, FL 33122
United States

All claims will be settled within (30) thirty working days upon receipt of full details using the instructions stated above.

TIRE REGISTRATION

It is important that you register your Forceum tires promptly upon purchase. Registration is an important safety procedure since it enables the manufacturer to notify you in the event of a product recall. To complete registration, you will need to provide:

1. Your contact information
2. The tire D.O.T codes located on your tires
3. Your dealer's contact information (where you acquired the tires from)

Please use the form available on www.forceumtire.com for quick and easy registration of your tires.

SAFETY WARNING



Forceum makes your safety our top priority. It is essential for you to ensure proper use and maintenance of your tires to avoid any serious injury. Here are some safety tips we recommend to mitigate your risk of tire failure:

1. Owners must continue to rotate tires in accordance to their vehicle owner's manual or every 5,000 - 6,000 miles
2. Tires should be regularly inspected by a qualified tire professional for any signs of damage
3. Tires should be mounted only by trained professionals. Follow all instructions in the vehicle owner's manual or tire placard in vehicle to avoid under-inflation, overloading and misapplication
4. Use approved rims and wheels only
5. Do not spin tires on slippery surfaces such as snow, ice, or mud, or spin in excess of 35 mph (56 kph), as indicated on the speedometer
6. We recommend replacing any tires that are beyond (10) ten years from their date of manufacture. If your vehicle manufacturer has specific recommendations for tire replacement, you should follow the specific recommendations for that vehicle
7. Always avoid purchasing used tires. Previous usage may have damaged internal components that may lead to tire failure
8. We recommend replacing all four tires at the same time. However, when only two are replaced, the new tires should be on the rear since deeper tread may provide better grip and water evacuation in wet conditions

Any tire, no matter how well constructed, may fail in use as a result of damage or misuse. If you experience any vibrations or ride disturbances, or notice a bulge, bump, or any kind of irregularities, we recommend having your tires evaluated by a qualified tire servicer immediately

For further assistance and information, please contact us at:

Forceum Tire

3200 NW 67th Ave, Bldg 2, Suite 260

Miami, Florida 33122

United States

(305) 406-3811

www.forceumtire.com

Or email us at:

info@forceumtire.com

WARRANTY

CLAIM FORM



Forceum Limited Warranty Claim Form

CUSTOMER INFO:	
Name	
Address	
City	
State	
Zip Code	
Phone	()

DEALER INFO:	
Name	
Address	
City	
State	
Zip Code	
Phone	()

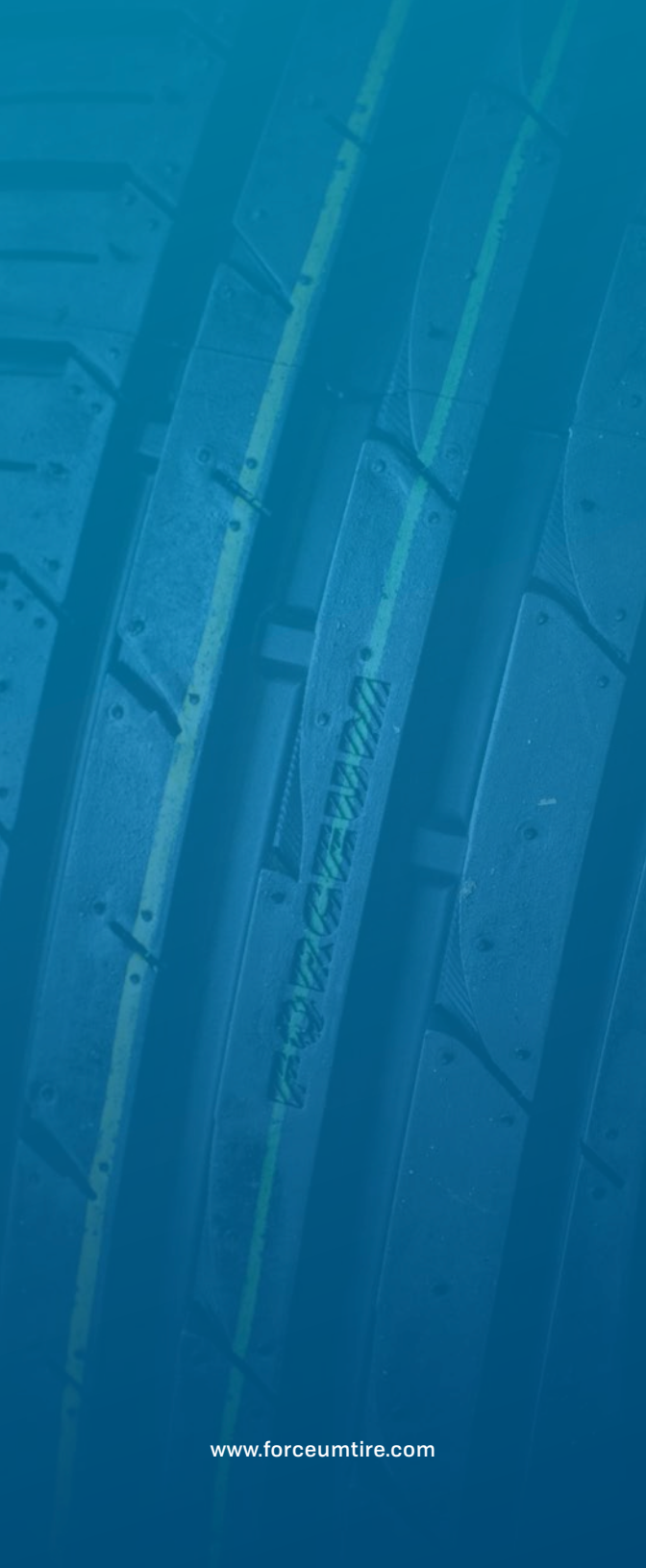
TIRES PURCHASED	
Pattern	
Size	
Quantity	
Invoice No	

Car Make	Model	Year	License #

D.O.T Identification No (12 Digits):											
Odometer Reading						Date					
ON											
OFF											

D.O.T Identification No (12 Digits):											
Odometer Reading						Date					
ON											
OFF											

D.O.T Identification No (12 Digits):											
Odometer Reading						Date					
ON											
OFF											



www.forceumtire.com