

EBERSPÄCHER CLIMATE CONTROL SERVICE BOOKLET



INTRODUCTION

Eberspächer (UK) Ltd (EBUK), UK vehicle systems are available with up to a 3 year warranty. Systems supplied to other market sectors are available with different warranty terms. Please contact EBUK for full details.

To ensure full warranty, it is necessary to maintain the system to the following guidelines. The use of an EBUK supplied service kit is necessary to support the full cover.

Correctly maintaining climate control systems ensures optimum system reliability, performance and fuel efficiency.

Cooling systems undercharged with refrigerant will work harder to achieve temperature control, requiring more energy and also shortening the life of components by accelerated wear and tear.

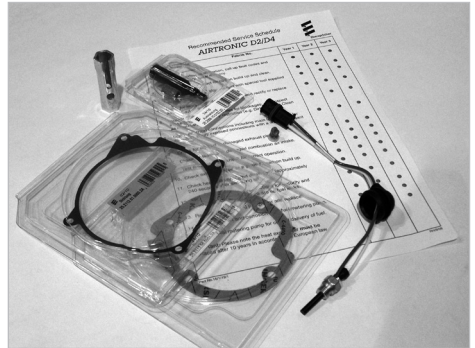
Heaters that are neglected will require more frequent intervention, smoking and carbonisation can be as a direct consequence of failing to maintain the filters.

Regular servicing not only ensures system reliability, but also extends the service life of the components.

Extended Warranty Service Kits are only available from Eberspächer (UK) Ltd or its Accredited Dealer Network.

BENEFITS

- Fuel Efficiency.
- Reliability.
- Peace of Mind.



WARRANTY COVER

WARRANTY CLARIFICATIONS AND TYPICAL TENDER FAQ'S

Q Please specify the recommended service intervals and the current costs for each service, separating and identifying the parts and labour costs. Labour rate should be identified separately as service engineer hourly rate and service engineer mileage rate.

- EBUK 36 months warranty requires a service every 32,000 miles. General service involves 2 hours for an AC system and 1.5 hours for the heater. Service parts costs vary due to the installation; however EBUK and its dealer network can give competitive quotes for Repair and Maintenance contracts. EBUK will always advise using your nearest Accredited or Approved agent. Please contact the Area Sales Managers for details.

Q What is covered by Warranty

- The warranty covers exclusively only those parts of delivery by EBUK.
- **Default Position.**
- If no service history available then warranty defaults to 12 months parts and labour. Installation faults are not covered by warranty, unless the systems have been installed by an EBUK approved installer. Parts warranty does not extend beyond 12 months or 32,000 miles, whichever is soonest, for parts included in the EBUK recommended service kit.

- Any fault caused by the failure of a service item will also invalidate the warranty on some components e.g. A faulty compressor caused by a filter drier fault will not be considered warranty, nor will engine damage caused by a failed belt or idler assembly, if the system has not been serviced to the schedule.

Q Exclusions from Warranty

- Failure of the equipment through fair wear and tear.
Fair wear and tear is defined as exceeding 12 months or 32,000 miles per annum.
- Damage and abuse.

Q Please specify the number and location of service engineers within the UK to be used for the provision of service and maintenance backup for EBUK systems.

- EBUK operate an Accredited Dealer Service Network throughout the UK and mainland Europe. The UK dealer network is available via:
<http://www.eberspacher.com/dealers.html>

WARRANTY COVER

Q Please provide details of the technical support offered for the EBUK systems, including assistance given in the event of defects being found with any equipment.

TLC Helpline – Vehicles within Warranty

- In the event of a failure, the customer may contact our TLC call line on **01425 482110**, providing us with the following information;
 - Vehicle location,
 - Vehicle registration,
 - System serial number.
 Our call line operator will endeavour to arrange for the vehicle to visit the closest EBUK Accredited or Approved agent, or have one of their engineers visit the site (subject to conditions), where the repair will be undertaken. The customer will be kept updated on the repair progress and anticipated completion time / date. In the event that the failure is not under warranty, the customer will be advised and authorisation to continue will be sought.

SERVICE RESPONSIBILITY

- During the warranty period, EBUK will take responsibility for all repairs within the Terms & Conditions attached.
- The customer will undertake service to retain the warranty. Servicing must be completed by an Eberspächer Accredited or Approved agent however, your attention is drawn to the fair wear and tear exclusion within the warranty terms.
- Service is required every 32,000 miles or 1,000 hours in order to enjoy the full warranty terms.
- Servicing is the sole responsibility of the customer. EBUK will not offer reminders unless the system is subject to a Repair and Maintenance contract. All service costs are the responsibility of the customer.

Please also provide details of the locations of such after sales facilities, including mobile engineers and parts distribution network.

- EBUK operate via dealers throughout the UK. The dealer network is available via:
<http://www.eberspacher.com/dealers.html>

EBUK can supply service kits for every system supplied. Each service kit will include all parts required to complete the recommended service schedules.

SERVICE / RECOMMENDATION DETAILS

TABLE SERVICE SCHEDULE AND CONTENT

	LOW USER – RECOMMENDED		FLEET USER	
PRODUCT DEFINITION	12 MONTHS	24 MONTHS	32,000 MILES	64,000 MILES
Air Conditioning	Service A	Service A	Service A	Service B
Refrigeration	Service A	Service A+	Service A+	Service A+
Airtronic	Service A	Service B	Service A	Service B+
Hydronic	Service A	Service B	Service A	Service B+
	For users whose system / vehicle covers less than 32,000 miles – an annual service / inspection is recommended.		For users whose system / vehicle covers more than 32,000 miles – a mileage based service regime is required to fulfil warranty conditions.	

30mph / 30,000 miles

= 1,000 hours

52 weeks x 40 hours

= 2,080 hours

Vehicles with no allowance for idle engine running time.

Vehicles with allowance for idle engine running time.

SERVICE SCHEDULES

EBERSPÄCHER UK | WARRANTY AND SERVICE DOCUMENTATION



32,000 MILES SERVICE SCHEDULE – AIR CONDITIONING

Vehicle Details		Manufacturer	
Vehicle Reg.		System Serial No.	

TASK		ACTION			SERVICE			
					A	A+	B	B+
1.	Fit refrigerant gauges.				●	●	●	●
2.	Replace belt.	Renew belt	Part number	Size	●	●	●	●
3.	Replace any EBUK supplied idler / tensioner pulley.	Service kit number					●	●
4.	Check compressor.	Mount kit	Yes / No		●	●	●	●
		Tension device	Yes / No		●	●	●	●
		Clutch bearing	Yes / No		●	●	●	●
		Bolts	Yes / No		●	●	●	●
5.	Check hoses.	Fittings	Yes / No		●	●	●	●
		Security	Yes / No		●	●	●	●
		Chafing	Yes / No		●	●	●	●
6.	Check condenser.	Security	Yes / No		●	●	●	●
		Clear of debris	Yes / No		●	●	●	●
		Fans operating	Yes / No		●	●	●	●
		Replace condenser fan	Yes / No			●		●
7.	Check evaporator.	Security	Yes / No		●	●	●	●
		Clear of debris	Yes / No		●	●	●	●
		Blower operating	Yes / No		●	●	●	●
		Replace evaporator fan	Yes / No			●		
8.	Pressure switch.	LP		bar	●	●	●	●
		MP		bar	●	●	●	●
		HP		bar	●	●	●	●

SERVICE SCHEDULES

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32,000 MILES SERVICE SCHEDULE – AIR CONDITIONING

TASK		ACTION			SERVICE			
					A	A+	B	B+
9.	Electrics.	Fuses			●	●	●	●
		Connections:			●	●	●	●
		Battery			●	●	●	●
		Ignition			●	●	●	●
		Earth			●	●	●	●
10.	Controller settings.	CoMeS			●	●	●	●
		Hi	Yes / No		●	●	●	●
		Lo	Yes / No		●	●	●	●
		Fan speeds	Yes / No		●	●	●	●
		Manual thermostat			●	●	●	●
		Correct operation	Yes / No		●	●	●	●
		Re-circulation controls			●	●	●	●
		Operating	Yes / No		●	●	●	●
11.	Check for leaks.	Dye added	Yes / No		●	●	●	●
12.	Reclaim refrigerant.	Amount recovered		kg	●	●	●	●
13.	Replace filter drier.	Part number			●	●	●	●
14.	Leak / pressure test system.	20 minutes		bar	●	●	●	●
15.	Evacuate system.				●	●	●	●
16.	Recharge system.	Refrigerant type			●	●	●	●
		Refrigerant charge		kg	●	●	●	●
		Oil type		g	●	●	●	●
		Oil added		g	●	●	●	●
17.	Run and test unit.	Pull down to set-point?			●	●	●	●
18.	Any additional work.				●	●	●	●
19.	Complete service certificate.	Certificate number			●	●	●	●

SERVICE SCHEDULES

EBERSPÄCHER UK | WARRANTY AND SERVICE DOCUMENTATION



32,000 MILES SERVICE SCHEDULE – CLIMATE CONTROL

Vehicle Details		Manufacturer	
Vehicle Reg.		System Serial No.	

TASK	ACTION	Code	SERVICE		
			A	B	B+
1. Heater diagnostic.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.		●	●	●
2. Heater glow pin.	Remove glow pin, inspect for carbon build-up and clean. Replace if faulty.		●	●	●
3. Heater fuel screen.	Replace fuel screen in glow pin port with special tool supplied with new screen.		●	●	●
4. Heater ducting.	Check for blocked or damaged ducting and rectify or replace as required (if applicable).		●	●	●
5. Heater intake / outlet.	Inspect intake and outlet grilles for blockages; also inspect intake fan blades for any restriction (e.g. dirt, fluff, etc.). Clean as necessary.		●	●	●
6. Heater electrical.	Check electrical connections, including fuse holders, for corrosion. Spray exposed connections with a water dispersant spray.		●	●	●
7. Heater exhaust.	Check for blocked or damaged exhaust pipe.		●	●	●
8. Heater combustion air.	Check for blocked or damaged combustion air intake.		●	●	●
9.	Replace blower and burner.				●
10. Heater test run.	Test fire heater and check for correct operation.		●	●	●
11. Heater exhaust colour.	Check exhaust colour as a guide for carbon build-up.		●	●	●
12. Heater shutdown.	Check heater delayed shutdown time (approximately 240 seconds after switching off).		●	●	●
13. Heater fuel lines.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.		●	●	●
14. Heater fuel pump.	Remove fuel metering pump filter and replace.		●	●	●
15. Heater fuel pump.	Remove all dirt and corrosion from fuel metering pump.		●	●	●
16. Fit refrigerant gauges.			●	●	●
17. Replace belt.	Renew belt	Part number	Size	●	●
18. Replace any EBUK supplied idler / tensioner pulley.	Service kit number			●	●

SERVICE SCHEDULES

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32,000 MILES SERVICE SCHEDULE – CLIMATE CONTROL

TASK	ACTION			SERVICE		
				A	B	B+
19. Check compressor.	Mount kit	Yes / No		●	●	●
	Tension device	Yes / No		●	●	●
	Clutch bearing	Yes / No		●	●	●
	Bolts	Yes / No		●	●	●
20. Check hoses (check water hoses on hydro climate).	Fittings	Yes / No		●	●	●
	Security	Yes / No		●	●	●
	Chafing	Yes / No		●	●	●
21. Check condenser.	Security	Yes / No		●	●	●
	Clear of debris	Yes / No		●	●	●
	Fans operating	Yes / No		●	●	●
22. Check evaporator.	Security	Yes / No		●	●	●
	Clear of debris	Yes / No		●	●	●
	Blower operating	Yes / No		●	●	●
23. Pressure switch.	LP		bar	●	●	●
	MP		bar	●	●	●
	HP		bar	●	●	●
24. Electrics.	Fuses			●	●	●
	Connections:			●	●	●
	Battery			●	●	●
	Ignition			●	●	●
	Earth			●	●	●
25. Controller settings.	CoMeS			●	●	●
	Hi	Yes / No		●	●	●
	Lo	Yes / No		●	●	●
	Fan speeds	Yes / No		●	●	●
	Manual thermostat			●	●	●
	Correct operation	Yes / No		●	●	●
	Re-circulation controls			●	●	●
	Operating	Yes / No		●	●	●
26. Check for leaks (water and refrigerant).	Dye added	Yes / No		●	●	●
27. Reclaim refrigerant.	Amount recovered		kg	●	●	●
28. Replace filter drier.	Part number			●	●	●
29. Leak / pressure test system.	20 minutes		bar	●	●	●
30. Evacuate system.				●	●	●
31. Recharge system.	Refrigerant type			●	●	●
	Refrigerant charge		kg	●	●	●
	Oil type		g	●	●	●
	Oil added		g	●	●	●
32. Run and test unit.	Pull down to set-point?			●	●	●
33. Any additional work.				●	●	●
34. Complete service certificate.	Certificate number			●	●	●

SERVICE SCHEDULES

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32,000 MILES OR 1,000 HOURS SERVICE SCHEDULE – AIRTRONIC D2 / D4

HEATER MODEL NUMBER		SERIAL NUMBER		SERVICE		
				A	B	B+
1.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.			●	●	●
2.	Remove glow pin, inspect for carbon build up and clean.			●	●	●
3.	Replace fuel screen in glow pin port with special tool supplied with new screen.			●	●	●
4.	Check for blocked or damaged ducting and rectify or replace as required (if applicable).			●	●	●
5.	Inspect intake and outlet grilles for blockages; also inspect intake fan blades for any restriction (e.g. Dirt, fluff, etc.). Clean as necessary.			●	●	●
6.	Check electrical connections including main fuse holders for corrosion. Spray exposed connections with a water dispersant spray.			●	●	●
7.	Check for blocked or damaged exhaust pipe.			●	●	●
8.	Check for blocked or damaged combustion air intake.			●	●	●
9.	Replace blower and burner.					●
10.	Test fire heater and check for correct operation of system.			●	●	●
11.	Check exhaust colour as a guide for carbon build up.			●	●	●
12.	Check heater delayed shut down time (approximately 240 seconds after switching off).			●	●	●
13.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.			●	●	●
14.	Remove fuel metering pump filter and replace.			●	●	●
15.	Remove all dirt and corrosion from fuel metering pump.			●	●	●
16.	Check fuel metering pump for correct delivery of fuel.			●	●	●

SERVICE SCHEDULES

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32,000 MILES OR 1,000 HOURS
SERVICE SCHEDULE – AIRTRONIC D5

HEATER MODEL NUMBER		SERIAL NUMBER		SERVICE		
				A	B	B+
1.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.			●	●	●
2.	Remove glow plug, inspect for carbon build up and clean or replace.			●	●	●
3.	Replace fuel screen in glow plug port.			●	●	●
4.	Check for blocked or damaged ducting and rectify or replace as required (if applicable).			●	●	●
5.	Inspect intake and outlet grilles for blockages; also inspect intake fan blades for any restriction (e.g. Dirt, fluff, etc.). Clean as necessary.			●	●	●
6.	Check electrical connections including main fuse holders for corrosion. Spray exposed connections with a water dispersant spray.			●	●	●
7.	Check for blocked or damaged exhaust pipe.			●	●	●
8.	Check for blocked or damaged combustion air intake.			●	●	●
9.	Replace blower and burner.					●
10.	Test fire heater and check for correct operation of system.			●	●	●
11.	Check exhaust colour as a guide for carbon build up.			●	●	●
12.	Check heater delayed shut down time (approximately 240 seconds after switching off).			●	●	●
13.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.			●	●	●
14.	Remove fuel metering pump filter and replace.			●	●	●
15.	Remove all dirt and corrosion from fuel metering pump.			●	●	●
16.	Decoke heat exchanger.				●	
17.	Check fuel metering pump for correct delivery of fuel.			●	●	●

SERVICE SCHEDULES

EBERSPÄCHER UK | WARRANTY AND SERVICE DOCUMENTATION



32,000 MILES OR 1,000 HOURS SERVICE SCHEDULE – D8LC

HEATER MODEL NUMBER		SERIAL NUMBER	SERVICE		
			A	B	B+
1.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.		●	●	●
2.	Remove glow plug and inspect (as a guide to heater operation). Replace with new glow plug.		●	●	●
3.	Clean inside glow plug port with soft brass brush.		●	●	●
4.	Check for blocked or damaged ducting and rectify or replace as required (if applicable).		●	●	●
5.	Inspect intake and outlet grilles for blockages; also inspect intake fan blades for any restriction (e.g. Dirt, fluff, etc.). Clean as necessary.		●	●	●
6.	Check electrical connections including main fuse holders for corrosion. Spray exposed connections with a water dispersant spray.		●	●	●
7.	Check for blocked or damaged exhaust pipe.		●	●	●
8.	Check for blocked or damaged combustion air intake.		●	●	●
9.	Replace blower and burner.				●
10.	Test fire heater and check for correct operation of system.		●	●	●
11.	Check exhaust colour as a guide for carbon build up.		●	●	●
12.	Check heater delayed shut down time (approximately 180 seconds after switching off).		●	●	●
13.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.		●	●	●
14.	Remove fuel metering pump filter and replace.		●	●	●
15.	Remove all dirt and corrosion from fuel metering pump.		●	●	●
16.	Decoke heat exchanger.			●	
17.	Check fuel metering pump for correct delivery of fuel.		●	●	●

SERVICE SCHEDULES

EBERSPÄCHER UK | WARRANTY AND SERVICE DOCUMENTATION



32,000 MILES OR 1,000 HOURS – HYDRONIC D4W / D5W SERVICE SCHEDULE

HEATER MODEL NUMBER		SERIAL NUMBER		SERVICE		
				A	B	B+
1.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.			●	●	●
2.	Remove glow pin, inspect for carbon build up and clean.			●	●	●
3.	Replace fuel screen in glow pin port (if applicable).			●	●	●
4.	Check for blocked, damaged or leaking water pipes and rectify. Check hose clamps, tighten if necessary.			●	●	●
5.	Check anti-freeze strength (min. 10%, max. 50%). Adjust if necessary.			●	●	●
6.	Inspect intake and outlet grilles for blockages of matrix unit/s (if applicable).			●	●	●
7.	Check electrical connections including main fuse holders for corrosion. Spray exposed connections with a water dispersant spray.			●	●	●
8.	Check for blocked or damaged exhaust pipe.			●	●	●
9.	Check for blocked or damaged combustion air intake.			●	●	●
10.	Replace blower and burner.					●
11.	Test fire heater and check for correct operation of system.			●	●	●
12.	Check exhaust colour as a guide for carbon build up.			●	●	●
13.	Check heater delayed shut down time (approximately 240 seconds after switching off).			●	●	●
14.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.			●	●	●
15.	Remove fuel metering pump filter and replace.			●	●	●
16.	Remove all dirt and corrosion from fuel metering pump.			●	●	●
17.	Decoke heat exchanger.				●	
18.	Check resistance values of overheat sensor, temperature sensor and flame sensor.				●	●

SERVICE SCHEDULES

EBERSPÄCHER UK | WARRANTY AND SERVICE DOCUMENTATION



32,000 MILES OR 1,000 HOURS SERVICE SCHEDULE – **HYDRONIC 10**

HEATER MODEL NUMBER		SERIAL NUMBER		SERVICE		
				A	B	B+
1.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.			●	●	●
2.	Remove glow pin, inspect for carbon build up and clean.			●	●	●
3.	Check for blocked, damaged or leaking water pipes and rectify. Check hose clamps, tighten if necessary.			●	●	●
4.	Check anti-freeze strength (min. 10%, max. 50%). Adjust if necessary.			●	●	●
5.	Inspect intake and outlet grilles for blockages of matrix unit/s (if applicable).			●	●	●
6.	Check electrical connections including main fuse holders for corrosion. Spray exposed connections with a water dispersant spray.			●	●	●
7.	Check for blocked or damaged exhaust pipe.			●	●	●
8.	Check for blocked or damaged combustion air intake.			●	●	●
9.	Replace blower and burner.					●
10.	Test fire heater and check for correct operation of system.			●	●	●
11.	Check exhaust colour as a guide for carbon build up.			●	●	●
12.	Check heater delayed shut down time (approximately 240 seconds after switching off).			●	●	●
13.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.			●	●	●
14.	Remove fuel metering pump filter and replace.			●	●	●
15.	Remove all dirt and corrosion from fuel metering pump.			●	●	●
16.	Decoke heat exchanger.			●	●	
17.	Check resistance values of overheat sensor, temperature sensor and flame sensor.			●	●	●

SERVICE SCHEDULES

EBERSPÄCHER UK | WARRANTY AND SERVICE DOCUMENTATION



32,000 MILES OR 1,000 HOURS – HYDRONIC M-II (M8 / M10 / M12) SERVICE SCHEDULE

HEATER MODEL NUMBER		SERIAL NUMBER		SERVICE		
				A	B	B+
1.	Carry out diagnostic investigation, call up fault codes and rectify if necessary. Clear memory.			●	●	●
2.	Remove glow pins, inspect for carbon build up and clean.			●	●	●
3.	Check for blocked, damaged or leaking water pipes and rectify. Check hose clamps, tighten if necessary.			●	●	●
4.	Check anti-freeze strength (min. 10%, max. 50%). Adjust if necessary.			●	●	●
5.	Inspect intake and outlet grilles for blockages of matrix unit/s (if applicable).			●	●	●
6.	Check electrical connections including main fuse holders for corrosion. Spray exposed connections with a water dispersant spray.			●	●	●
7.	Check for blocked or damaged exhaust pipe.			●	●	●
8.	Check for blocked or damaged combustion air intake.			●	●	●
9.	Replace blower and burner.					●
10.	Test fire heater and check for correct operation of system.			●	●	●
11.	Check exhaust colour as a guide for carbon build up.			●	●	●
12.	Check heater delayed shut down time (approximately 180 seconds after switching off).			●	●	●
13.	Check all fuel lines and connections for security and abutments; also ensure there are no fuel leaks.			●	●	●
14.	Remove fuel metering pump filter and replace.			●	●	●
15.	Remove all dirt and corrosion from fuel metering pump.			●	●	●
16.	Decoke heat exchanger.			●	●	
17.	Replace fuel screens (2) in glow pin port with special tool (supplied with new screens).			●	●	●
18.	Check resistance values of overheat sensor, temperature sensor and flame sensor.			●	●	●

SERVICE SCHEDULE

EBERSPÄCHER UK | TECHNICAL DOCUMENTATION | MAINTENANCE SCHEDULE



RECOMMENDED SERVICE SCHEDULE – HYDRONIC 24 / 30 / 35

Vehicle Reg.		Date		Mileage	
Fleet No.		Service Period			

SERVICE ACTIVITY		RECOMMENDED TIME TO TAKE (MINS)	AT EACH VEHICLE SERVICE OR NO LATER THAN 6 MONTHS	EACH YEAR / 12 MONTHS	EVERY 10 YEARS
1.	Run heater and check for successful operation.	15	●	●	
2.	Check for leaking or damaged water pipes and rectify.	5		●	
3.	Check water pump for damage or leaks.	5	●	●	
4.	Check coolant system for correct mixture of anti-freeze solution (minimum 10%).	5	●	●	
5.	Diagnostic check and rectify as necessary.	5	●	●	
6.	Check for blocked or damaged exhaust.	5	●	●	
7.	Check for blocked or damaged combustion air intake.	5	●	●	
8.	Check electrics, including fuses and battery connections.	5	●	●	
9.	Spray exposed electrics with a proprietary sealer or anti-corrosion spray.	5		●	
10.	Check heater box or enclosure for damage and water ingress.	5	●	●	
11.	Check fuel connections for any leaks (fuel filter and shut-off valve inclusive).	15	●	●	
12.	Release burner head, inspect ignition electrodes and combustion chamber for carbon deposits, clean if necessary.	15		●	
13.	Replace fuel nozzle.	5		●	
14.	Inspect photoresistive cell for cleanliness, clean with a dry rag.	5		●	
15.	Check flame tube / mixer head combined, clean / replace if damaged.	15		●	
16.	Check exhaust for carbon build-up inside heat exchanger.	5		●	
17.	Replace heat exchanger.	90			●
18.	Change fuel filter.	15		●	
19.	Check heater delayed shut-off time.	5	●	●	
Signed by:		Date:			

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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This publication was correct at the time of going to print however, Eberspächer (UK) Ltd have a policy of continuous improvement and reserve the right to amend any specifications without prior notice.

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