

Core Exchange Policy & Return Instructions

A core deposit is a refundable charge added to your order total. The Emission & Cooling Solutions core return program is designed to facilitate an efficient and cost-effective way of returning your cores.

If you return your old unit's core parts, we'll inspect them upon receipt and determine whether the component qualifies as an acceptable core. If found to be acceptable, a core credit will be issued within 30 days of receiving them. If we do not receive your return core within 60 days of the invoice date, your core deposit will be retained.

Please note that an OEM product must be returned to be eligible for a core refund; aftermarket replacements will not be accepted.

Below are the core acceptance guidelines for each component type:

- **DPFs** – full credit allowance unless damage is identified as set out in the Acceptance Guidelines
- **DOCs** – full credit allowance unless substrate bricks are missing or drilled out
- **SCRs** – full credit allowance unless substrate bricks are missing or drilled out
- **Oneboxes** – full credit allowance unless substrate bricks are missing or drilled out

Core Return Instructions

1. Completely fill out the form below; please only include information pertaining to the pickup location and contact.
2. Email completed forms to purchasing@ecspart.com and include a copy of this form in the box; we will process your request up receipt.
3. Please include a valid email address: any shipping labels or Bill of Lading will be distributed via email.
4. Ensure all core components are repackaged using the packaging from the replacement component; this minimizes the probability of damage during transit. Detailed steps to prepare the unit for shipping are as follows:
 - a. Remove any clamps and gaskets from the unit; do not include these with the core return.
 - b. Place the core into the bag provided and tie or tape shut.
 - c. Place the packaging foam on either side of the component, ensuring a snug fit.
 - d. Insert the unit into the box and use additional filler material to ensure the box closes snugly.

1. Contact Information		
Company Name	Address	
City	State	Postal Code
Contact Name (First & Last)	Phone Number	Email Address
2. Core Information		
Invoice Number of Original Purchase	Number of Cores Being Returned	Type of Component Being Returned ☐ DPF ☐ DOC ☐ SCR ☐ Onebox

Core Acceptance Guidelines

All Diesel Particulate Filters (DPFs) are eligible for full core credit **except** units exhibiting the damage defined by these guidelines. Many of the issues shown occur due to improper servicing or shipping.

All Diesel Oxidation Catalysts (DOCs) & Selective Catalytic Reduction (SCRs) are eligible for full core credit **regardless** of whether they exhibit damage defined by these guidelines and should always be returned for core credit. As previously noted, the substrate must be fully present, as missing substrate bricks will result in no credit.

All Oneboxes are eligible for full core credit **regardless** of whether they exhibit damage defined by these guidelines and should always be returned for core credit. As previously noted, the DOC substrate(s) must be fully present, as missing substrate bricks will result in no credit.

Below are the damage guidelines and how to identify the different types of damage:

Substrate Cracking

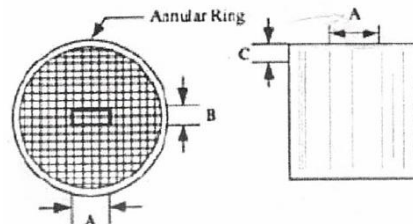
- Cracks that run laterally through the substrate and can be seen on one or both sides of the surface.
- Cracks running symmetrically along the structure or in a webbed pattern.
- Soot residue around the circumference of the substrate.



Substrate Surface Damage

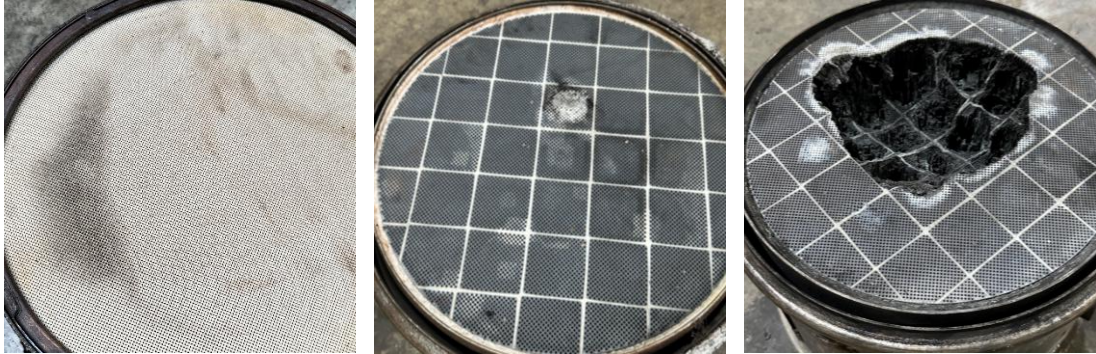
- Any damage or gouges to the surface of the substrate within the following specification limits:

- Radial (A) – less than or equal to .5" in length
- Circum (B) – less than or equal to .25" in width
- Axial (C) – less than or equal to .125" in depth



Melted Core / Bad Cells

- Evidence of burn through present, resulting in black soot exiting through the outlet side of the substrate.
- Deteriorated core such that the cell structure has converted to molten ceramic due to an uncontrolled thermal event.



Core Shift

- Substrate slippage resulting in the substrate moving inside the stainless steel can; typically caused by high back pressure.
- Shifted substrates may protrude past the can flange and/or may come into contact with sensor bungs.



Housing, Flange, or Sealing Ring Damage

- Excessive damage to the stainless steel can, including the flange, may result in internal damage.
- Damage such as crimped, bent, or distorted flanges due to improper removal, handling, or shipping of the part.
- Witness marks from band clamps are acceptable as long as the worn or rusted area has not penetrated through the can, as pictured below.

