

Vendor:

Donaldson Filtration Solutions

Vendor Information

The Donaldson platform will allow every Hino dealer the opportunity to grow their business with the premier commercial vehicle filter manufacturer in the world. The program allows you to participate in the marketing and sale of over 6,000 items designed and built with our customer in mind. Specific program details are below. Dealers can access www.donaldsonfilters.com for cross references, application information and to order or download a wide array of product information, catalogs and other supporting documentation. You have access to more than 6,000 products that include air and liquid filters, hydraulic filters, engine housings and accessories, hydraulic housings and exhaust products. Note: The program does not include exhaust aftertreatment systems (DPF and SCR Retrofit kits).

Customer Service & Technical Support

Hino Parts Support Phone: 866-372-4466
Hino Parts Support Email: helpdesk@hino.com
Hino Parts Support Fax: 662-342-3939
Donaldson Phone: 888-888-3835
Donaldson Web: www.donaldsonfilters.com

Order Procedures:

All orders are to be placed through the Hino Dealer Connect System (DCS). For special orders or for customer support contact Vendor directly via phone number.

Stock Orders Enter orders in DCS Screen DC202 under Sales Type "S".

Emergency Orders Emergency orders may be entered into DCS screen DC202 as a Sales Type "E" or "V". All emergency orders will be processed with a "rush" order. Freight and Handling fees will be identified on the Hino invoice.

Minimum Order Quantity The minimum order amount is \$50 and all parts must be ordered in case quantities as listed in Donaldson's Distributor Price List and contained within the Hino DCS system.

Freight Policy:

Direct ship items will be shipped from Donaldson's North American distribution center in Rensselaer, Indiana. Orders will ship 24 to 48 hours after order placement in the Hino DCS system. All orders will be shipped via the most efficient method.

Free Freight Policy:

Direct Ship Freight is prepaid on all orders over \$1,500.00 within the Contiguous United States. Please contact Hino for orders to be shipped to Hawaii and Alaska. Non-Catalog items are excluded from the free freight program (Examples: M111062, M110824, M101280, M101281, M101440, M101451) as they ship direct from the plant (made to order).

Order Fulfillment Policy:

The standard order processing time is 2 business days from date of order placement. Lead time varies based on your location in the USA, West coast typically 1-2 days, East coast typically 2-4 days.

Part Number Pricing:

Pricing will be available on-line in the Hino DCS system. In addition, the prices will be forwarded to your service bureaus within two weeks of each pricing update.

Format:

Standard Part numbers are directly carried over; no prefix or suffix.

Mega Fleet:

All-Makes parts are not included in the Hino Mega Fleet pricing file but should be sold to Mega Fleet customers and filed as Miscellaneous Items in Corcentric when submitting for reimbursement.

Warranty:

Please always view Suppliers warranty documents as warranty varies based on items/products/vehicle applications, etc... Refer to the Donaldson Engine Aftermarket Warranty (F110064) attachment. Please view Vendor warranty documents as warranty varies based on item. Contact vendor directly for a RGA approval number. Warranty covers manufacturers defects only and does not cover damage (installation or progressive). If the vendor provides a RGA number, contact Hino Trucks warranty department. Warranty claims are to be sent back through Hino Trucks corporate.

Returns:

Contact vendor directly to obtain a Return Goods Authorization code by phone number or email address listed above. All returned items MUST have prior approval and the Return Goods Authorization (RGA) marked on the outside of the box. Refer to the Donaldson Engine Aftermarket Product Return (F115114) attachment – for excess stock returns, contact Donaldson Customer Support at 888-888-3835.

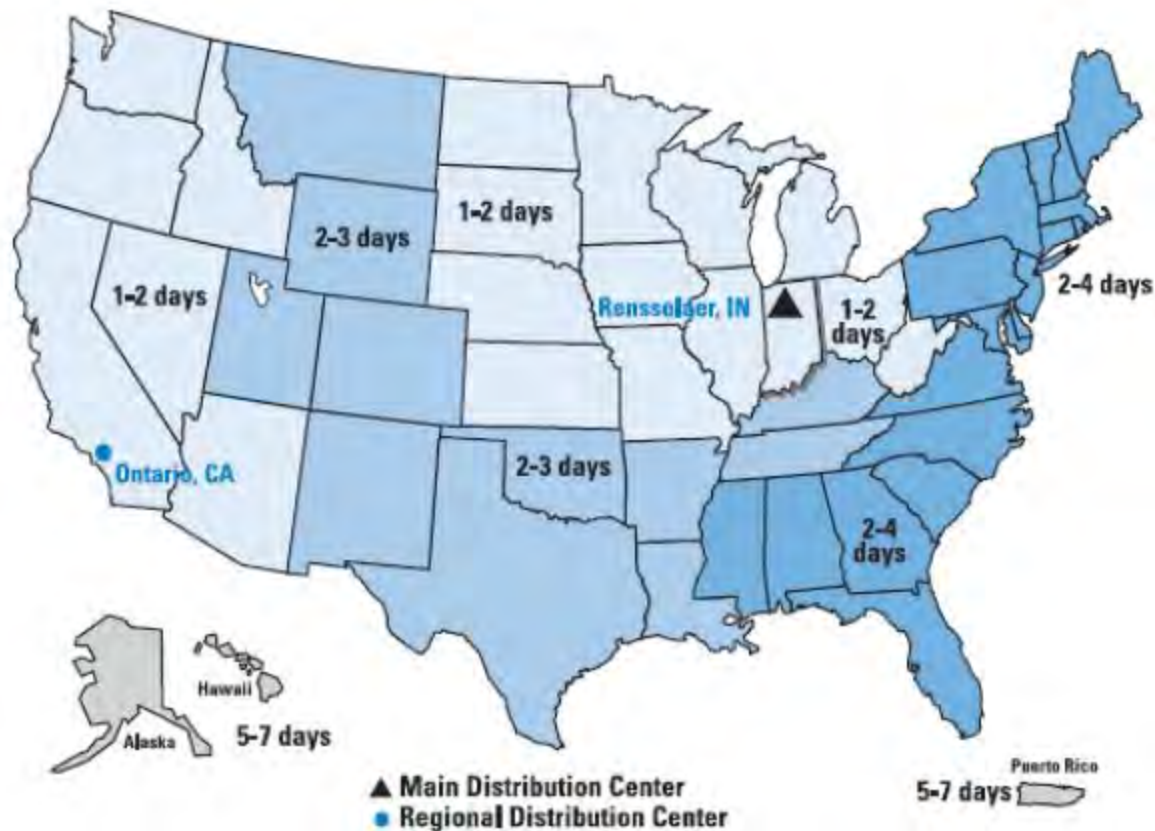
Shipping Inspection and Damaged Product:

Refer to the Shipment Inspections & Damaged Product (F115112) attachment - to report Ship Damage or Ship Quantity issues, contact Donaldson Customer Support at 888-888-3835. For excess stock returns, contact the Vendor directly.

Vendor Cross Reference Web Site:

For technical questions, cross reference, part availability, order tracking and catalog information you may visit the Donaldson website www.donaldsonfilters.com or call the Donaldson Customer Support line toll free at 1-888-888-3835.

Estimated Shipping Times:





Field Sales Contacts for Engine Aftermarket Distribution Outlets

Canadian Regional Manager:
Brynn Wettergreen (403) 816-1660
Rebate Team: Rosie Reiniger

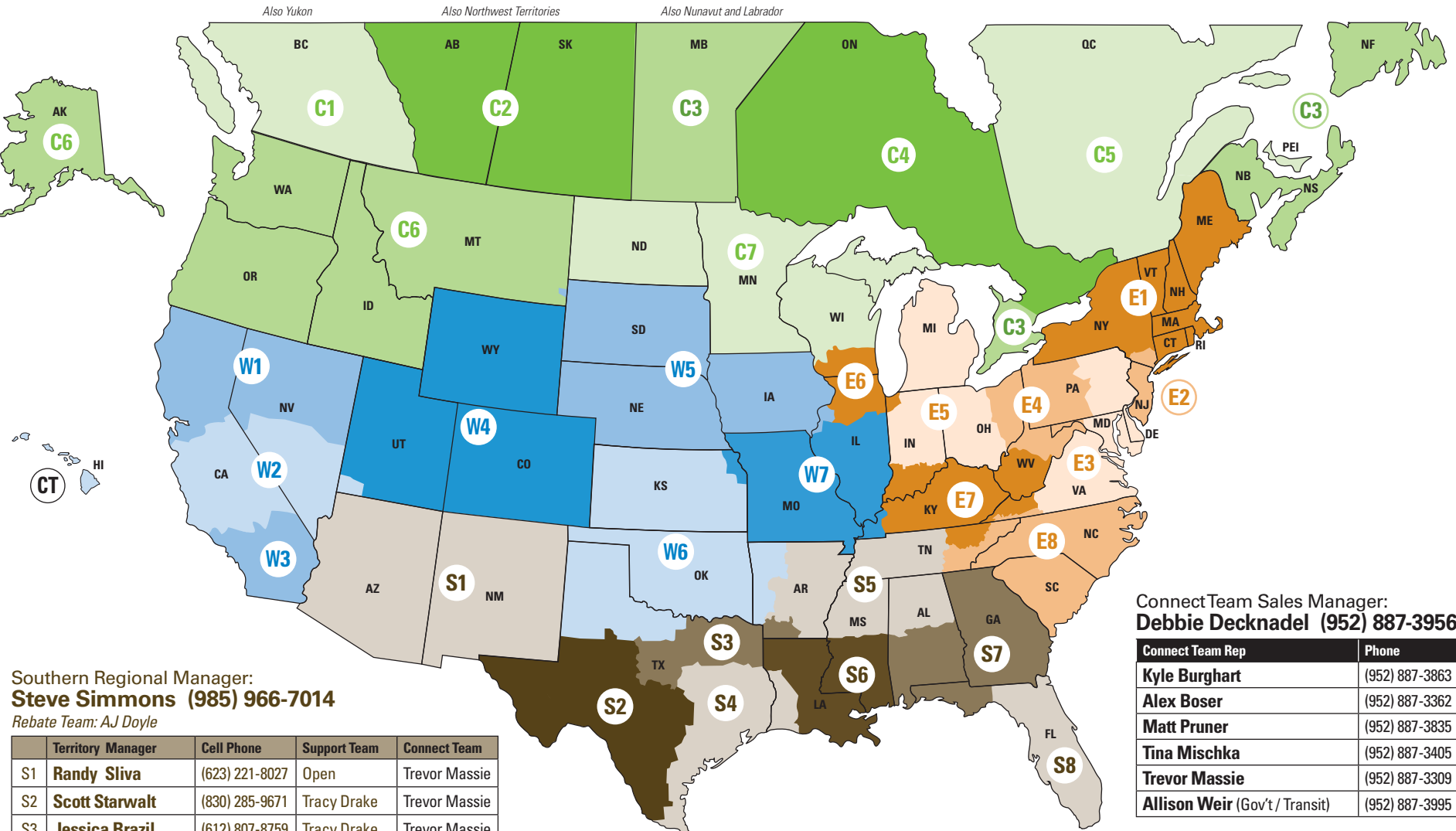
	Territory Manager	Cell Phone	Support Team	Connect Team
C1	Dallas Millard	(778) 953-1665	Greg Metayer	Tina Mischka
C2	Paul Ratke	(587) 334-0035	Greg Metayer	Tina Mischka
C3	Rob McMaster	(905) 328-1539	Greg Metayer	Tina Mischka
C4	Domenic Paris	(416) 570-7776	Fredo Teko-Folly	Tina Mischka
C5	Real Richard	(418) 840-1421	Fredo Teko-Folly	Kyle Burghart
C6	OPEN TERRITORY		Jane Bidon	Alex Boser
C7	Blake Conde	(715) 450-2807	Colleen Smith	Tina Mischka

Western Regional Manager:
Frank Edwards (510) 913-8316
Rebate Team: AJ Doyle

	Territory Manager	Cell Phone	Support Team	Connect Team
W1	Bert Brown	(916) 316-0626	Jane Bidon	Alex Boser
W2	RJ Fabbian	(559) 260-9061	Open	Alex Boser
W3	Javier Alvarez	(805) 276-3276	Open	Alex Boser
W4	Jerry Nichols	(970) 203-4664	Heidi Coleman	Alex Boser
W5	Mark Raney	(712) 789-2707	Heidi Coleman	Alex Boser
W6	Katie Weiss	(405) 479-5730	Mary Kalinowski	Alex Boser
W7	David Gillispie	(314) 570-4875	Kyle Weberg	Alex Boser

Eastern Regional Manager:
Frank Fabrizio (610) 517-2845
Rebate Team: Rosie Reiniger

	Territory Manager	Cell Phone	Support Team	Connect Team
E1	Tyler Treadway	(781) 771-6413	Linda Oates	Matt Pruner
E2	OPEN TERRITORY		Linda Oates	Matt Pruner
E3	Thomas Hellyer	(717) 364-8675	Mike Anhalt	Matt Pruner
E4	Jeffrey Taddie	(724) 454-5405	Open	Matt Pruner
E5	Marisa Roerig	(616) 250-7909	Open	Tina Mischka
E6	Maria Larson	(312) 450-4187	Colleen Smith	Tina Mischka
E7	Joseph Serrenho	(423) 851-1868	Kyle Weberg	Matt Pruner
E8	Anthony Ray	(704) 408-1623	Mike Anhalt	Matt Pruner



Southern Regional Manager:
Steve Simmons (985) 966-7014
Rebate Team: AJ Doyle

	Territory Manager	Cell Phone	Support Team	Connect Team
S1	Randy Sliva	(623) 221-8027	Open	Trevor Massie
S2	Scott Starwalt	(830) 285-9671	Tracy Drake	Trevor Massie
S3	Jessica Brazil	(612) 807-8759	Tracy Drake	Trevor Massie
S4	OPEN TERRITORY		Tracy Drake	Trevor Massie
S5	Jesse Brewer	(662) 701-9169	Mary Kalinowski	Trevor Massie
S6	Eddie Ganucheau	(504) 250-2351	Frances Raidt	Trevor Massie
S7	Steve Slay	(904) 891-5584	Frances Raidt	Trevor Massie
S8	Lauren Vann	(813) 310-3174	Frances Raidt	Trevor Massie

ConnectTeam Sales Manager:
Debbie Decknadel (952) 887-3956

Connect Team Rep	Phone
Kyle Burghart	(952) 887-3863
Alex Boser	(952) 887-3362
Matt Pruner	(952) 887-3835
Tina Mischka	(952) 887-3405
Trevor Massie	(952) 887-3309
Allison Weir (Gov't / Transit)	(952) 887-3995

CUSTOMER SUPPORT TEAM: MONDAY-FRIDAY 7AM-6PM CENTRAL

Toll Free	Local	French Line	Fax
800-374-1374	952-887-3699	888-436-5376	952-887-3716

Engine Aftermarket Warranty for the Americas



Donaldson warrants its Aftermarket products against failure due to defects in materials and workmanship for the period specified under Terms and Conditions for the particular product. Donaldson's obligation under this warranty covers replacing the failed product, including transportation charges, only. If the Donaldson product failure is the sole and direct cause of damage to the equipment on which the product was properly installed, Donaldson will reimburse reasonable costs to restore the equipment to the condition it was in immediately before the failure. This warranty does not cover failure due to misapplication, misuse, abuse, neglect, rust through and corrosion (mufflers), improper service practices or non-Donaldson approved modifications. Engine and equipment manufacturers warranties remain in effect when Donaldson products are used.

Donaldson must be notified in writing of any claims covered by this warranty within one year of the date of failure. Donaldson, at its discretion, will either physically visit the site where the alleged failure has been found; or, request that all parts, Donaldson and other relevant parts, be shipped prepaid to its General Office, in care of the Product Lab or as otherwise specified.

Terms & Conditions

Warranty coverage begins on the date and mileage the product is purchased by the user and expires when the specified number of years or miles has passed, whichever occurs first. (Details on warranty length by product on the reverse side.)

The length of warranty for replacement products provided under warranty coverage is the balance of the warranty period remaining on the product being replaced.

Donaldson®

Warranty Length by Product Type

Filtration Products	Warranty from Date of Delivery to User
----------------------------	---

Liquid Filter Assemblies & Accessories	1 Year
Air & Liquid Filters	Until first cleaned or serviced in any manner.
Air Cleaner Housings & Accessories	1 Year
Air/Oil Separators	6 months/1,000 hours from in-service date

Exhaust Products	Warranty from Date of Delivery to User
-------------------------	---

Diesel Mufflers	
Vertical Installation	4 Years or 500,000 miles (800,000 km)
Horizontal Installation	3 Years or 500,000 miles (800,000 km)
Gas Mufflers	1 Year
Silent Partner™, Exhaust Silencer	
Stainless Steel	8 Years or 1,000,000 miles (1,600,000 km)
Aluminized Steel	4 Years or 500,000 miles (800,000 km)
Exhaust Accessories	1 Year
Chrome Parts (peeling & blistering only)	1 Year or 100,000 miles (160,000 km)
Flex Pipe	90 Days
Long-Life Flex Pipe	1 Year or 120,000 mile (200,000 km) (on-highway use only)



Donaldson®

Donaldson Company, Inc.
Minneapolis, MN
55440-1299

North & South America
800-374-1374

www.donaldson.com

Brochure No. F110064 (2/06)

© 2006 Printed in the U.S.A.
Equal Opportunity Employer
Donaldson Company, Inc. reserves the
right to change or discontinue any model or
specification at any time and without notice.



Shipment Inspections & Damaged Product

Effective October 1, 2009

Shipment Title & Risk of Loss

Title to (and ownership of) goods pass to the Buyer at the FOB point and any claims for damage or loss during transit are the responsibility of the Buyer against the carrier. However, Donaldson will process the claim with the carrier on your behalf if you follow the inspection and notification practices below.

Delivery Inspection Upon Receipt

If you find or suspect there is a problem with your shipment, DO NOT REFUSE the shipment. You need to sign the Bill of Lading "Damaged - Subject to Inspection" and accept the shipment. Follow the procedure below and contact a Donaldson Inside Sales Representative immediately (800-374-1374) for claim processing. If you refuse a shipment, any storage and handling charges are the responsibility of the Buyer. By signing clear for a shipment, you are stating that the shipment is free from visible damage and the carrier is no longer liable for freight damage.

Follow the procedure below if you find or suspect there is a problem with your shipment:

1. Upon receipt of goods from Donaldson, the goods must be inspected carefully.
2. If the goods do not appear to conform to the specifications, sign the Bill of Lading "Damaged - Subject to Inspection."
3. Take photographs of the pallet(s) upon delivery as well as photos of damaged product.
4. Notify your Donaldson Inside Sales Representative (800-374-1374) within ten (10) days of receipt and provide the following information:
 - Donaldson order number and/or customer purchase order #
 - Bill of Lading number
 - Part number(s)
 - Quantity(s)
 - Description of damage
 - Photographs of pallets upon delivery showing configuration as well as any damaged products

(Note: do not hold damaged product for your Territory Manager to issue credit.)

Inspection Process (per carrier guidelines)

- In the presence of the driver, insure that the shipping piece count agrees with the quantity shown on the Bill of Lading.
- Check for violation of "Special Handling" instructions on the package or the Bill of Lading (i.e., "DO NOT STACK").
- If shipping labels are not on the outside of the stretch wrap (a clear plastic film over the entire pallet load), this may be a sign that the pallet has been broken down. Check pallets for:
 - stretch wrap: torn or too tight, causing cartons to collapse and color other than clear
 - loose bands or missing end caps on tubing
 - missing cartons
- Check cartons for tears, crushing, or punctures. Cartons with any evidence of mishandling should be opened for a thorough inspection.
- In the event of damage, take pictures of pallet(s) and damaged product. The Bill of Lading must be signed "Damaged - Subject to Inspection." The photographs are required by the carriers to document the damage.
- Clearly note any problems found on all copies of the Delivery Receipt.
- The driver must date and sign his/her acknowledgement of the notations.

Exhaust Pipe and Flex Tubing

- If pipe/tubing has bent ends or dents, this should be documented.
- If a muffler box has collapsed, inspect the product immediately for potential damage.

Continued

Shipment Inspections & Damaged Product, continued

Effective October 1, 2009

Contingencies

Donaldson is not liable for any default or delay caused by any contingency beyond its control, or beyond the control of its suppliers or manufacturers, preventing or interfering with delivery by Donaldson, including war, military conflicts, strikes, lockouts, fire, accidents, restraints affecting shipment or credit, non-arrival or delay of carriers, natural disasters, short or reduced supply of fuel or raw material or excessive cost thereof, or of production, or any other similar contingency affecting Donaldson or its suppliers.

Donaldson may, at its option, deliver ratably with reference to all its customers or cancel any delivery not made due to such contingencies.

Damaged Product

The key factor in obtaining satisfactory settlement of freight claims for loss or damage in transit is proper documentation of all discrepancies and other problems at the time of delivery. Upon verification of the damage and/or shortage, credit will be issued. In the meantime, the parts can be reordered.

Concealed Damage

In the event you receive a product which was damaged or defective and such damage or defect was not the result of carrier handling (for example, shipping carton showed no sign of mishandling), contact your Donaldson Inside Sales Rep for resolution.

Concealed Shortage

It is the buyer's responsibility to file claims with Donaldson which may arise as a result of any shortage. If you receive a shipment which appeared to be intact but contained a shortage (for example, a mixed load with stretch wrap intact), immediately contact your Donaldson Inside Sales Rep to report the shortage indicating your purchase order number, Donaldson Bill of Lading number, part number and quantity.

Generally, all mixed pallet loads shipped from our distribution center will be stretch-wrapped. Occasionally, such wraps will be broken in transit, resulting in more "pieces" being delivered than were shipped, or if pallets were broken and other parts of the load were lost, the total "piece" count may be the same. Donaldson's Bill of Lading will clearly describe the composition of the shipment as it left the distribution center; however, if the wrap or pallets appear to arrive damaged, inspect the delivery against the Bill of Lading and contact your Donaldson Inside Sales Rep to report any discrepancies.



Donaldson Company, Inc.
PO Box 1299
Minneapolis, MN
55440-1299

www.donaldson-filters.com
www.donaldson.com

United States and Canada 800-374-1374
Mexico, Latin America and
Caribbean +52-449-910-6150

Brochure No. F115112 (12/09)
© 2009 Donaldson Company, Inc. All rights reserved.
Donaldson Company, Inc. reserves the right to change or dis-
continue any model or specification at any time and
without notice. Printed in the U.S.A.



Product Returns and Shelf Life

Engine Aftermarket - United States

Acceptable Product Returns

Annual Returns

As a Donaldson Distribution Partner you are eligible to return Donaldson active¹ products only one time per year per location based on Donaldson's fiscal year (August – July). You may return up to 2% of your prior fiscal year sales.

Annual returns are subject to the following terms:

- Returned products must be in salable condition, in the original packaging and less than 4 (four) years old.
- Return fees will be applied to your return.
 - For acceptable product returns, a 10% or 15%² processing and handling fee will be applied to the total value.
 - For unacceptable returns, a \$1.50 U.S. fee will be charged per item. This fee helps to offset our inspection, handling and disposal costs.
- A Donaldson returned goods authorization number must be reflected on all shipping documents and correspondence.
- Return authorizations are valid for 30 days.
- You are responsible for the shipping expense and all paperwork to return the product to Donaldson's warehouse.

Initial Stock Return

A new Donaldson distribution outlet may return excess inventory based on the terms and conditions below:

- Initial stocking order was placed based on the suggestion of Donaldson Company.
- The return must be initiated within 18 months of the initial stocking order.
- Not subject to a restocking/handling fee.
- Fees will apply for unacceptable items (a \$1.50 U.S. fee will be charged per item. This per item fee covers our inspection, handling and disposal costs)
- You are responsible for shipping expenses and all paperwork to return the product to Donaldson's warehouse.

Other Acceptable Returns

Full credit will be issued and no return fee will be applied to product returns due to:

- Order processing errors by Donaldson
- Over shipments
- Defective product

Donaldson will arrange and pay for shipping expenses for the above return conditions upon prior authorization from Donaldson.

Unacceptable Returns

The following products may not be returned:

- Products that exceed four (4) years in age. Age is determined by manufacturing date code on the product.
- Made-to-order, non-catalog or special order products
- Broken cases
- Damaged product and packaging not in its original condition

Return Handling Process

Do not return any product to Donaldson until you have received a written confirmation from Donaldson. To request an authorization number, call Customer Support at 800-374-1374.

Shipping Location & Freight Expenses

You are responsible for the shipping expense and all paperwork to return the product to Donaldson's warehouse. Below is the shipping address for product returns:

Donaldson Company, Inc.
Annual Surplus Return
1401 South Melville
Rensselaer, IN 47978

As a reminder, you are the owner of the returned product shipment until it reaches the Donaldson warehouse.

Continued

Product Returns and Shelf Life, continued

Engine Aftermarket - United States

Inspection of Goods

Upon receipt of your shipment, Donaldson distribution center personnel will photograph and inspect the returned product. The inspection is based on general appearance and condition. Donaldson Company can refuse any product that is not in resalable condition.

Processing Time and Final Disposition of Your Return

Allow 30-60 days for processing all product returns. Donaldson will credit your account for acceptable returns and, at the same time, send you a separate letter of any non-acceptable items.

You have 30 days from the date on the letter to notify Donaldson on the disposition of these products. If you want these items returned to your distributorship, you must pay for the return shipment. After no customer notification within 30 days, the product will be recycled.

Shelf Life

Donaldson air and liquid filters have a current shelf life of six (6) years from date shown on the product.

This time period was specified as a result of tests conducted on the constituent materials over time. The parameters tested include various physical tests designed to measure the strength degradation of the materials.

The evaluation included such tests as tensile strength, burst strength, and elongation. The test results showed that the materials maintain their strength and integrity for a time period in excess of the indicated shelf life.

Specifying a shelf life insures that our products will continue to maintain their strength through the interval of their field life. Please note that the conditions under which the filters are stored can have a significant impact upon the shelf life of the filter; i.e., conditions of excessive temperatures or exposures to certain chemical environments can have an adverse effect on shelf life.

NOTES:

1 - Active means the product must be on current Donaldson Engine Aftermarket price list and supplements.

2 - 10% fee for a return submitted electronically (using Donaldson DYNAMIC™ or e-mailing an Microsoft® Excel spreadsheet). 15% fee for a return submitted manually (hard copies, faxed, mailed).



Donaldson Company, Inc.
PO Box 1299
Minneapolis, MN
55440-1299

www.donaldsonfilters.com
www.donaldson.com

United States and Canada 800-374-1374
Mexico, Latin America and
Caribbean +52-449-910-6150

Brochure No. F115114 (6/10)
© 2010 Donaldson Company, Inc. All rights reserved.
Donaldson Company, Inc. reserves the right to change or
discontinue any model or specification at any time and
without notice. Printed in the U.S.A.

Stepped SealClamp™ Exhaust Clamp

Fewer Parts, Lighter Weight and Easier to Install



Easier to install!

- Pre-assembled with fewer parts
- Requires less torque than other designs
- One wrench installation
- Reversible threaded nut bar

Visual torque indicator

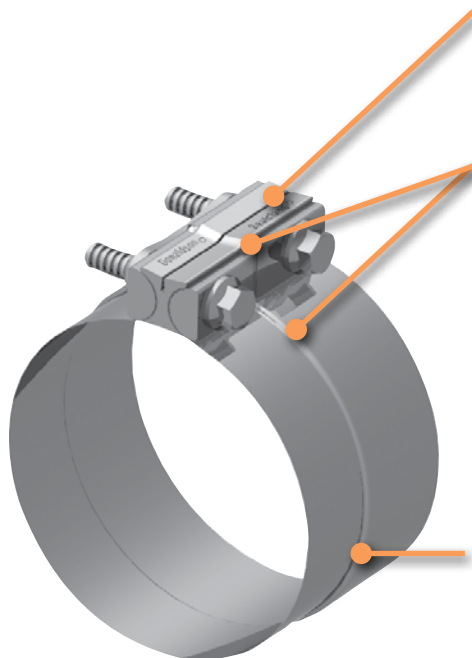
- Lower torque makes for easier and quicker installation
- Groove provides a visual guide to proper torque

360° stepped shape improves joint seal

- Reduces exhaust leaks by more than 65% compared to other non-gasketed clamp designs
- Resistance to joint separation is nearly twice that of other brands
- Conforms tightly to overlapping connections – ideal for most overlapping I.D. to O.D. joints
- Reduced flex pipe pinching
- Reduces exhaust noise

Quality materials

- .14-.20 lbs. lighter than other brands
- Improved rust resistance
- Available in stainless or aluminized steel with aluminum and zinc-plated components
- High strength, grade 8 fasteners



Bolts fit both 9/16" and 14mm wrenches

Donaldson®

Three Simple Installation Steps

1



1. Position the SealClamp over the smallest tube. Larger end of the clamp must be on the overlapping tube or flex.

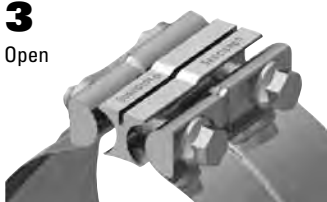
2



2. Locate the step of the clamp to the overlapping tube at the joint.

3

Open



Closed



3. Using the groove as a visual guide, **alternately** tighten bolts until the groove is approximately half closed (~50 ft. lbs).

Note: Do not exceed 70 ft. lbs. torque as clamp damage may occur.

Order Information

O.D. Pipe		Part No.	
inches	mm	Aluminized	Stainless
2.50	64	X007832	X007829
3.00	76	X007833	X007830
3.50	89	X007834	X007831
4.00	102	X007824	X007784
5.00	127	X007805	X007785
6.00	152	n/a	X009076



Donaldson

Donaldson Company, Inc.
Minneapolis, MN
55440-1299

www.donaldson.com

Brochure No. F111098 (1/11)

© 2006-2011 Donaldson Company, Inc.
Printed in the U.S.A. All Rights Reserved.
Donaldson Company, Inc. reserves the
right to change or discontinue any model or
specification at any time and without notice.

North & South America
800-374-1374

Europe & Middle East
32-16-38-3811

Asia Pacific
65-6311-7373

South Africa
27-11-389-8800

Australia
612-4350-2033