

轿车和轻卡替换轮胎保修规定
**PASSENGER AND LIGHT TRUCK REPLACEMENT
TIRE LIMITED WARRANTY**

Applicable to the Asia-Pacific region

适用于亚太地区

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感谢您选择了山东玲珑轮胎股份有限公司(以下简称“公司”)制造的优质轮胎,目前公司在中国拥有 5 个生产基地包括:招远、德州、柳州、荆门、长春,在海外拥有 2 个生产制造基地包括:泰国、塞尔维亚。为了确保最佳的轮胎性能并降低轮胎故障的风险,公司强烈建议您阅读并遵循所有维护和安全信息。希望通过适当的护理和保养,您应该可以长时间享受使用玲珑轮胎的驾驶乐趣。

THANK YOU! You have just purchased quality tires made in Shandong Linglong Tyre Co., Ltd. (Hereinafter referred to as “the Company”).At present,the Company has five Chinese manufacturing bases in Zhaoyuan,Dezhou,Liuzhou,Jingmen,Changchun and two overseas manufacturing bases in Thailand and Serbia. To ensure optimum tire performance and reduce the risk of a tire failure, the Company strongly recommends you read and follow all maintenance and safety information. With proper care and maintenance, you should enjoy the driving on your new Linglong tires for a long time.

一、适用范围 Warranty Eligibility

适用于山东玲珑轮胎股份有限公司生产的、合格的所有轿车和轻卡轮胎,必须是轮胎原始购买者,有完整的品牌, DOT 号或者条码等。轮胎因工艺和材料导致失效,将按照本规定进行理赔。

This limited warranty applies to the all qualified PCR and LIGHT TRUCK tires produced by Shandong Linglong Tyre Co., Ltd. You must be the original purchaser, and the tire has a complete brand identification, DOT or barcode . If the tire fails due to the workmanship or materials, the compensation will be made according to this warranty.

适用于山东玲珑轮胎股份有限公司及其旗下所有分子公司生产的、合格的、替换市场的轿车和轻卡轮胎。本有限保修仅适用于原购买者,有完整的品牌, DOT 号或者条码等,并在满足以下所有条件的情况下有效:

This limited warranty applies to all the qualified replacement market Passenger and Light Truck Tires produced by Shandong Linglong Tyre Co., Ltd. and all its subsidiaries. This Limited Warranty only applies to the original purchaser, and the tire has a complete brand identification, DOT or barcode . and it is valid if all of the following apply:

●轮胎为 2025 年 1 月 1 日及之后生产, 发往亚太地区销售和使用。

The tires are manufactured after January 1, 2025, and are shipped to the **Asia-Pacific region** for sale and use.

● 轮胎的尺寸、载重额定值和速度额定值等于或大于车辆制造商的推荐值。

The tire is a size, load rating and speed rating equal to or greater than that recommended by the vehicle manufacturer.

● 如果因轮胎工艺和材料导致失效。

the tire fails due to the workmanship or materials.

● 轮胎在质保期内，并且剩余花纹不低于 TWI。

The tire shall not exceed the warranty period, and the remaining pattern shall not be less than TWI.

二、保修期限 What is warranted and for how long

1、如果本有限保修范围内，轮胎因工艺或材料问题而无法使用，且剩余花纹超过 TWI，将在以下情况下给予理赔：

If the tire covered by this limited warranty become unusable due to a workmanship or material related condition during its usable tread depth is more than TWI, LingLong will provide compensation on the following conditions:

● 保修期自购胎之日起 **6 年**，或者生产之日起 **7 年**，二者以先到为准，且剩余花纹不低于 **TWI**。

The warranty period is 6 years from the date of purchase, or 7 years from the date of production, whichever comes first, and the remaining pattern depth is not less than TWI.

● 轮胎失效并且符合保修范围和条件，将依据（轮胎 FOB 价格+运费）和剩余花纹深度百分比计算理赔费用，计算方法具体见本规定第四条。

Tires that become unserviceable and meet this warranty's eligibility and term conditions, shall be compensated based on FOB price and freight, and a pro rata remaining tread depth.

The calculation method is described in Article 4 of these Provisions

三、不理赔范围 What is not warranted

1、因障碍物等道路危险而引起的轮胎损伤或破坏。例如割伤、刺穿（无论可否修补）、擦伤、撕裂、磨损、顶撞等。

Road hazard injuries or damages caused by obstacles or debris, such as cuts, punctures (whether repairable or not), snags, bruises, tears, abrasions or impact breaks.

2、不良修补或修补失效。Improper repairs or repairs that have failed.

3、气压不当或存在其他滥用情况。Improper inflation or other maintenance abuses.

4、安装或拆卸不正确。

Improper mounting/dismounting.

5、车辆技术状况不良，例如轮辋变形、校准偏差或使用有缺陷的组件。

Mechanical irregularities such as bent wheel assemblies, misalignment worn or faulty components.

6、不可抗力因素造成的损坏，例如交通事故、腐蚀、轮胎改动、故意损坏、火灾、盗窃或其他损伤。

Accident, corrosion, tire alteration, vandalism, fire, theft or damages cause by nature.

7、气压或载重过高、过低，车况不良。

Damage from overinflation or under-inflation, overloading, defective vehicle mechanical conditions.

8、非比赛或越野用途轮胎，被误用、滥用于比赛或越野。Non-racing or off-road tires that are misused or abused for racing or off-road purposes.

9、臭氧或天气原因导致的老化裂口，或其他误用以及轮胎改动、漏气。

Ozone or weather cracking or other abuse, misuse, tire alteration, run flat.

10、胎号或品牌标识被故意涂改。

Tire which D.O.T identification number and/or brand name removed intentionally.

11、轮胎在离厂后做过改动，例如添加填料、密封剂、平衡物质以及其它类似物质。如果轮胎失效是由这些添加物质导致的，则不予理赔。

Tires that have been modified after leaving the factory , such as fillers, sealants, balancing substances and external tire treatments or materials of any kind. If the added material is the

cause of a failure, a tire will not be accepted for warranty claim.

12、由于安装不当、车轮错位、轮胎/车轮安装不平衡等造成的不正常磨损。

Abnormal tread wear resulting from improper installation, wheel misalignment, tire/wheel assembly imbalance, etc.

13、车辆或轮胎在超出额定能力的状态下工作。

Vehicles or tires operated in excess of the rated Work Capacity Factor.

14、其它附带的索赔，例如车辆损失、时间损失。Additional monetary loss, such as damage of the vehicle or time, etc.

四、理赔费用 **Warranty Compensation**

在本保修规定范围内，理赔费用依据轮胎离岸价格加上运费，与剩余花纹深度百分比来计算。 理赔费用=（剩余原始花纹深度/原始花纹深度）*FOB 价格加上运费。

举例：如果失效轮胎原始花纹深度为 8mm，剩余花纹为 5mm，理赔费用=5/8*（FOB 价格+运费）。

Any compensation made pursuant to this warranty shall be according to Invoice FOB price plus freight, and based on a pro rata of the remaining tread depth.

Compensation = (RTD / OTD) *(FOB+Freight).

EXAMPLE: If the original tread depth of the faulty tire is 8mm ,the remaining tread depth is 5mm, Compensation =5/8*(FOB+Freight).

五、索赔需要提供以下证明 **To make a claim under this limited warranty**

1、能够提供失效轮胎实物并向销售点或授权代理商提供购买凭证。

Present your tires and the original purchase receipt to point of purchase or any the Company's dealer.

2、完成并签署玲珑轮胎理赔鉴定单并留存复件，将轮胎提供给经销商供理赔过程使用。

Complete and sign the Claim Adjustment form provided, keep a copy for your records and leave the tire with the dealer to process the warranty claim.

六、消费者责任 **Owner's obligation**

1、轮胎必须正确安装，保持额定气压，做动平衡，根据产品说明，轮胎必须定期换位和校准。

At the time of purchase, tires must be properly installed with recommended inflation and balanced. Observe rotation and alignment regularly according to recommendations.

2、需要鉴定索赔可以向销售点或公司授权代理商咨询。

Refer to any authorized the Company's dealer or point of purchase for adjustment claim.

3、须支付相关服务费用和税费。

Owner is responsible for service charges and applicable taxes.

4、提供购买凭证的复印件。

Submit a copy of the original purchase receipt to support the adjustment claim.

七、代理商责任和索赔处理 **Dealer's obligation and claim process**

1、授权代理商或顾客必须提供割胎号证明、剩余花纹深度、胎面照片以及轮胎病象部位照片，用来支持和处理索赔。The company's authorized dealer or customer (buyer) submit adjustment claim along with a cut-out slice of full DOT serial from the disabled tire, measurements of tread remaining, photos showing tread area as well as damage area, etc. to LINGLONG TIRE to validate and process the adjustment claim.

2、如有需要还需提供车辆序列号以及相关资料信息等。

Any other information such as VIN(Vehicle Identification Number) or relevant information/material must be submitted if required.

八、维护保养 **Tire safety and maintenance**

轮胎失效可能导致严重的损失和人身伤害，为减少此类风险，给消费者提供一些建议：

Tire failure can result in serious damage and/or personal injury. To reduce these risks we recommend the following :

1、保持额定/建议的轮胎气压，不过高、不过低，保持气压在推荐使用的水平。

Maintain proper inflation, do not under or over inflate. Always maintain inflation according to the vehicle manufacturer's or the Company's recommendations.

2、定期检查车轮定位和动平衡。

Wheel alignment and balancing should be checked at regular intervals.

3、不要超载，请参考轮胎胎侧的载重量信息。

Do not overload, refer to load carrying capacity information molded on tire sidewall.

4、避免轮胎空转，避免驶过路边石、坑洞、路障以及人行道路沿。

Avoid spinning, driving over curbs, potholes, obstacles and edges of pavement.

5、不使用花纹已经磨光的轮胎。法律上，轮胎磨损到磨耗标识后必须及时更换新胎。

Never drive with smooth(bald) tires. By law, tires must be replaced when worn to TWI (tread wear indicator).

6、定期检查轮胎是否有损伤，包括刮蹭、割伤、杂物、脱层、起鼓等。如果发现有损伤，要换上备用胎并咨询授权的代理商。

Check your tires frequently for any damage such as scrapes, cuts, foreign objects, separations or bulges. If damaged replace it with spare and refer to an authorized dealer.

7、不要超过轮胎允许的速度上限和额定条件。

Do not drive in excess of permitted speed limits and beyond the maximum specified by tire.

8、为避免偏磨和获得轮胎最大的使用寿命，至少每 6000 英里进行轮胎换位。

To achieve proper wear and optimize tread life, rotate your tires at least every 6000 miles.

九、RFT 轮胎

什么是 RFT? Run-Flat 轮胎是一种特殊的轮胎，它利用特殊设计的部件在充气压力损失的情况下暂时支撑你的车辆，比如爆胎。这使您能够开车到一个方便和安全的地方更换轮胎。What is RFT? Run-Flat Technology tires are extraordinary tires that utilize specially designed components to temporarily support your vehicle in the event of inflation pressure loss, such as from a puncture. This gives you the ability to drive to a convenient and safe location to change your tire.

RFT 轮胎根据具体的设计计而有所不同，某些跑平和低压操作限制适用。像所有的轮胎一样，在正常的操作过程中，它们必须适当的充气 and 保养。

Naturally, certain run-flat and low pressure operating limitations apply, which vary according to the specific self-supporting tire design. Like all tires, during normal operation, they must be properly inflated and maintained.

RFT 充气压力与其他轮胎一样，RFT 轮胎需要适当的充气压力维护，以确保安全运行，并达到最大的轮胎寿命和性能。每月检查并按照车辆制造商对充气压力的建议。请参阅本手册中的“轮胎充气压力” Like other tires, RFT tires need proper inflation pressure maintenance for safe operation and to achieve the maximum tire life and performance. Check inflation pressures monthly and follow the vehicle manufacturer's recommendation. See "Tire Inflation Pressure" in this manual.

不要将 RFT 轮胎与传统轮胎（没有跑气技术的轮胎）混合使用。

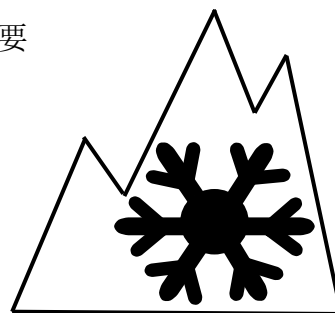
Do not mix RFT tires with conventional tires (tires that donot have run-flat technology).

十、冬季（雪地）轮胎 **WINTER (SNOW) TIRES**

冬季轮胎的使用, 提高雪地和冰面上的牵引性能的同时，需要特别注意加速、制动、转弯和速度。小心驾驶是很重要的，不仅在冰雪上，在干燥和潮湿的道路上也是如此。

The use of winter tires,while improving traction performance in snow and ice-requires special care

with regard to acceleration, braking, cornering, and speed. It is important to drive with care, not only on snow and ice, but on dry and wet roads as well.



WARNING !

冬季轮胎在干燥或潮湿的路面上需要更长的制动距离，没有足够的制动距离可能导致严重的人身伤害或死亡

Winter tires may require longer braking distances on dry or wet paved surfaces.Failure to allow for adequate braking distance could result in serious personal injury .

十一、安全警示、保养指南 **Safety warning and care guide**

充气 **Inflation**

WARNING !

► **DON'T DRIVE ON IMPROPERLY INFLATED TIRES.**

●气压不足或过高，都会影响轮胎的使用寿命，并且存在安全隐患，如造成轮胎异常磨损、裂口或爆破等故障。If overinflated or underinflated, it will affect the service life of the tire, and there are safety risks, such as abnormal tire wear, cracks or explosions.

●正常情况下轮胎每月会损失 1 psi（磅/平方英寸）。此外，温度每下降 10 华氏度，轮胎就会损失 1psi。所以每个月检查一下胎压，确保它符合标准，特别是在长途旅行或携带额外的重量之前。Tires can lose 1 psi (pound per square inch) per month under normal conditions. Additionally, tires can lose 1 psi for every 10° F temperature drop. Check your tire pressure every month to make sure it's up to specification, especially before long trips or carrying extra weight.

●新胎使用初期，建议在使用 24 小时或行驶 2000-3000 公里后检查轮胎气压，发现气压不足应及时补充。At the beginning of the use of new tires, it is recommended to check the tire pressure after 24 hours of use or 2000-3000 kilometers, and find that the insufficient pressure should be supplemented in time.

●轮胎保持与负荷相对应的气压，建议每次在出车前、行车中、收车后进行检查。若发现气压偏低过多，应检查是否漏气，及时消除故障。

The tire keeps the pressure corresponding to the load, and it is recommended to check each time before, during and after the car is finished. If the air pressure is found to be too low, check whether there is gas leakage and eliminate the fault in time.

●气压测量应在常温下进行。Measurement of air pressure should be carried out at normal temperature.

WARNING !

除非轮胎固定在车辆或轮胎安装机上，否则不要给轮胎充气。给不安全的轮胎充气是危险的。如果轮胎爆裂，可能会被推到空中，并造成严重的人身伤害。

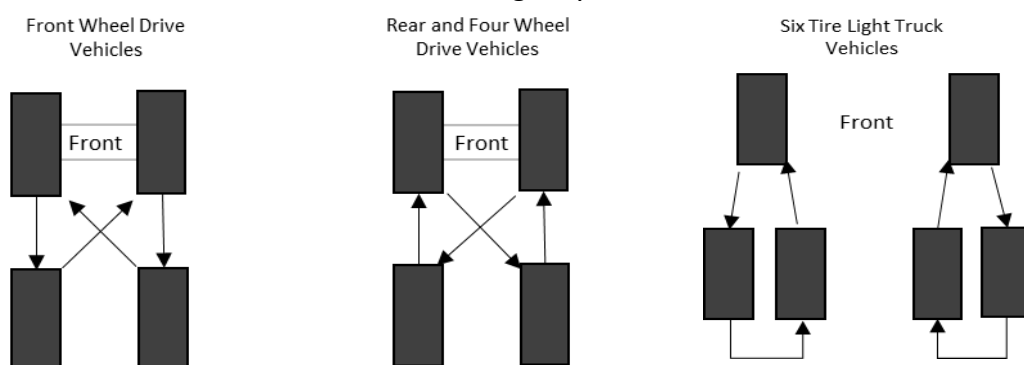
Never inflate a tire unless it is secured to the vehicle or a tire mounting machine.

Inflating an unsecured tire is dangerous. If the tire bursts, it could be propelled into the air with explosive force and cause serious personal injury.

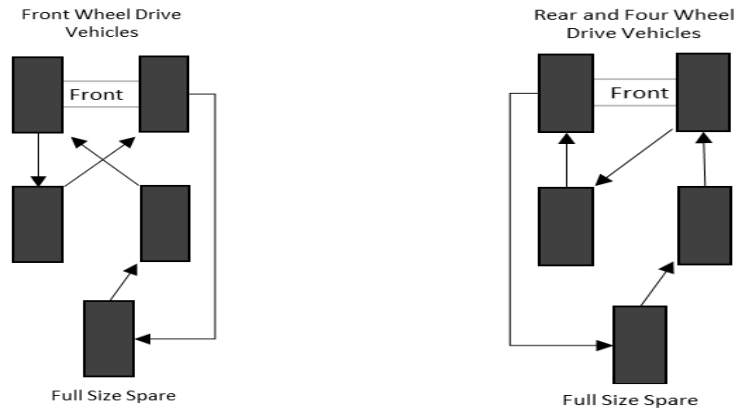
换位 Rotation

为了获得最大行驶里程，请根据汽车制造商的建议（请查阅您的车主手册）进行轮胎换位，或者使用如下的轮换模式每 6,000-8,000 英里轮换一次。For maximum mileage, you must rotate your tires according to the vehicle manufacturer's recommendations (consult your vehicle owner's manual), or if not provided, rotate every 6,000-8,000 miles(10000-12000kms)using a rotation pattern such as below.

●参照下面轮胎换位图示 The following may be used



●如果你的备用轮胎是相同的尺寸、负载等级和类型的轮胎，对于有“全尺寸”备用零件的车辆，可以使用以下轮换模式：If your spare is the same size, load rating, and type of tire as your road tires, for vehicles with a "full-size" spare, the following rotation patterns may be used:



速度管理 Speed management

WARNING !

► HIGH SPEED DRIVING IS DANGEROUS.

► DO NOT DRIVE AT SPEEDS FASTER THAN THE SPEED RATINGS FOR YOUR TIRES.

► NEVER EXCEED LEGAL SPEED LIMITS OR SPEEDS REASONABLE FOR THE DRIVING

CONDITIONS.

● 速度增加，会导致轮胎在路面上打滑现象增加，轮胎磨损加速，轮胎使用寿命减少。

Faster speed will lead to an increase in tire skidding on the road, accelerated tire wear, and reduced tire life.

● 速度加快，轮胎发热增加，容易发生爆破。High speed will increase the heat of the tire and cause the tire to burst.

● 速度提高，轮胎行驶阻力增大，从而增加油耗。Speed increases, tire driving resistance increases, fuel consumption increases.

检查 Inspection

WARNING !

INSPECT AND REPLACE ANY VISIBLY DAMAGED TIRE IMMEDIATELY.

●请每月至少检查一次轮胎，并在接触任何道路危险或物体（如路缘、坑洞或碎片）后立即检查。如果你发现轮胎有任何损坏，需立即更换相同规格的轮胎。

Inspect your tires at least once per month, and immediately after contacting any road hazard or object, such as a curb, a pothole, or debris. If you see any damage to a tire or wheel, replace a same tire at once .

●轮胎碰到道路危险物或物体可能会损坏，但其表面没有任何可见的损坏迹象。被撞击损坏的轮胎可能在一天、一周甚至几个月后突然失效。你可能不记得撞到什么东西或道路危险，也可能没有看到任何轮胎损坏，但这样的事件可能损坏了你的一个或多个轮胎。

A tire that hits a road hazard or object can be damaged but not have any visible sign of damage on its surface. A tire damaged by an impact can suddenly fail a day, a week, or even months later. You may not recall having hit an object or a road hazard and may not see any tire damage, but such an event may have damaged one or more of your tires.

●漏气、异常轮胎磨损、局部磨损或振动也可能是轮胎内部损坏的迹象，或者如果您感到或听到任何不寻常的振动，请立即更换轮胎和车轮，并立即由轮胎专业人员查看。

Air loss, unusual tire wear, localized wear, or vibrations can also be signs of internal tire damage, or if you feel or hear any unusual vibration, replace the tire at once and immediately visit a qualified tired professional.

负载 Loading

WARNING !

DO NOT DRIVE ON OVERLOADED TIRES.

轮胎的最大负载等级是标在轮胎胎侧，不要超过这个额定值。按照车辆制造商的装载说明，以确保轮胎没有超载。The maximum load rating of your tires is molded on the tire sidewall. Do not exceed this rating. Follow the loading instructions of the manufacturer of your vehicle to ensure that your tires are not overloaded.

定位和平衡 Alignment and balancing

WARNING !

DO NOT DRIVE ON UNEVENLY WORN, OUT OF ALIGNMENT, OR UNBALANCED TIRES.

每月至少检查一次轮胎磨损情况。如果轮胎磨损不均匀，如胎面肩部磨损得快，或者检测到过度振动，车辆可能会偏离直线或轮胎失去平衡。这些情况不仅会缩短轮胎的寿命，还会对车辆的操控特性产生不利影响，这是危险的，请立即检查您的对准和平衡。

Check how your tires are wearing at least once each month. If your tires are wearing unevenly, such as the inside shoulder of the tire wearing faster than the rest of the tread, or if you detect excessive vibration, your vehicle may be out of alignment or your tire out of balance. These conditions not only shorten the life of your tires but adversely affect the handling characteristics of your vehicle, which could be dangerous, have your alignment and balance checked immediately.

Claim Table

索赔日期 Claim Date			
经销商 Dealer		最终用户 Enduser	
品牌 Brand		规格花纹 Size, Pattern	
行驶速度 Speed		行驶里程 Mileage (km)	
购买日期 Tire purchase date		气压 Air pressure (Kpa)	
轮位 Wheel position		剩余花纹深度 Remaining pattern depth (mm)	
车辆购买日期/车牌/车型		原始花纹深度 Original pattern depth (mm)	
条码号 Barcode		磨损百分比 PERCENT WORN	
DOT number		故障 Fault description	
需提供的轮胎照片或视频资料包括：			
轮胎整体照片、品牌、规格花纹、条码和 DOT、损坏部位、损坏部位内侧、外侧，剩余花纹深度 (附卡尺测量刻度)，路面情况、抖动类视频，根据实际情况要求提供的其它证据资料。Tire photos or video data to be provided include: tire overall photos, brand, specification pattern, bar code and DOT, damaged parts, damaged parts inside and outside, remaining pattern depth (with caliper measurement scale), application environment, road conditions, jitter videos, and other evidence data required to be provided according to the actual situation.			