



DPF/DOC CORE RETURN

Click here to watch the Visual Core Video now!

REQUIRED FOR RETURN:

CUSTOMER INFORMATION	
Distributor Name	
Customer Name	
Serial Number	
Part Number	
Branch Location	
PO Number	
Return Date	

RETURN CORE DPF/DOC TO:

Ceramex North America
2401 E. Sunshine
Springfield, MO 65804

Date Received at Ceramex

**DO NOT THROW OUT THIS BOX, BAG,
CARDBOARD CORNERS, PADS OR INSERTS.**

They must be re-used to return your restorable DPF
CORE safely to address above, ensuring core credit.

Ceramex DPF/DOC Core Criteria:

- Core must be returned in the replacement DPF/DOC box
- Core must be protected from damage after removing from vehicle
- DO NOT include any additional components with the core
Loose hardware may damage the unit in shipping
- Core must be undamaged and completely intact.

DPF/DOC Core return checklist:

- ☐ Carefully remove exchange unit from both the box and the plastic containment bag
- ☐ Inspect core using provided criteria
- ☐ Repack core unit first in plastic bag, then in this box, adding all other packaging materials
- ☐ Use enclosed pre-printed shipping label to return core unit to Ceramex

See reverse for specific core examples

VISUAL CORE INSPECTION CRITERIA

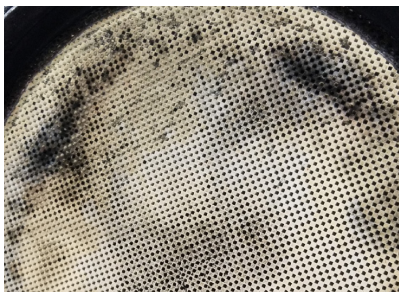
It is extremely important to inspect core in good light

YES	NO	OUTLET/INLET FACE INSPECTION
		Face has no sign of melting present
		Face is free of cracks
		Shifted substrate that touches bungholes or retaining ring
		Gouges or scars less than quarter size in total, less than 1/2" deep
		Outlet only: Clean, free of soot and ash <i>Outlet side should be cream or light gray in color, inlet side will be black</i>

YES	NO	EXTERIOR INSPECTION
		Housing is free of deep dents or bends

If all answers are "Yes", Core is acceptable for return

UNACCEPTABLE



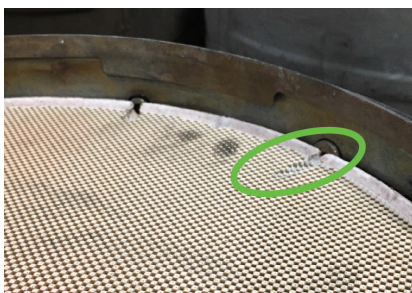
Signs of Melted Filter:

A large dark blackened area on the outlet side of the filter. Possibly accompanied with a warped surface on the outlet side.



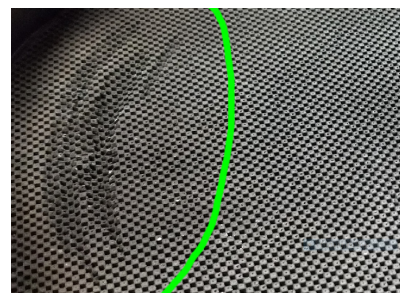
Signs of Cracked Filter:

Dark straight lines that extend across multiple cells. This could be a single line or multiple lines connected forming squares.



Signs of Moved Substrate:

Substrate has shifted enough to touch the sensor ports or retaining ring.



Signs of Deep Gouges:

Gouges less than 3/16" in depth are acceptable. Anything beyond that depth is not.