



FREQUENTLY ASKED QUESTIONS

Q. *Are NuGeon's calipers new or rebuilt?*

A. NuGeon's calipers are remanufactured. Cores are disassembled, thoroughly inspected and carefully processed. All threads are chased; all grooves are meticulously cleaned and checked. Pistons are inspected and only salvaged if dent-free and scratch-free (on average, over 50% are replaced). All rubber components and hardware are replaced with new. Assemblies are air-pressure tested with genuine o.e. testing equipment and submitted to a thorough final inspection before packaging.

Q. *Are NuGeon's calipers loaded or bare?*

A. NuGeon's caliper program is a semi-loaded program. The NuGeon program addresses the needs of installers who want the freedom to select the type of pads that should be installed with their calipers. Everything but the pads is included, and any pre-assembly that can be done at the plant is done. A NuGeon remanufactured caliper is in fact a complete kit that is already partially assembled. Typically, in a NuGeon caliper box, you will find caliper installation hardware, pad installation hardware, lubricant, and, sometimes, squeal damping shims.

Q. *Are the brackets always included with NuGeon calipers?*

A. There are two main types of calipers: fixed and floating. Fixed calipers are bolted to the car without a bracket. Floating calipers, which represent the majority of recent designs, are assembled with a bracket - on which it slides when the brakes are activated - and the bracket is bolted to the car. For NuGeon floating calipers, most brackets are included, but not all of them. In determining which units should include the bracket and which should not, NuGeon engineers analyzed, part number by part number, what configuration would maximize product quality and installer convenience. As a result, about 80% of the floating units do include the bracket. For the other 20%, the bracket is not included, because it is better and often more convenient to leave the brackets on the car and to assemble the caliper to the bracket during the brake job.

Q. *If a part number is supplied with its bracket one day, can I be sure NuGeon will always continue to supply it that way?*

A. Yes. NuGeon calipers are assembled with the help of computerized bills of materials, at an ISO9001-2000-registered factory. This ensures the consistency of the program. At NuGeon, contrary to some competing programs, we do not simply rebuild cores as they come; we have remanufactured units built to our bills of materials and we do not accept deviations from those bills. This guarantees consistency in our caliper configurations and in our quality. We also invite our customers to help us continue to supply the most complete and most consistent calipers in the industry by making sure they return their cores complete: all the critical components (bracket, yoke, lever, etc...) that need to be returned with the hydraulic housing are shown under the bar code on the part number label.

Q. *What kind of coverage does NuGeon offer?*

A. NuGeon's current coverage is very complete. Our 2004 catalog contains 2,690 part numbers, representing over 98.5% of the demand in today's market conditions. NuGeon's range covers import and domestic passenger cars, light trucks, mini vans and SUVs, as well as medium duty trucks. Most 2004 and some 2005 applications are already available.

Q. *What numbering system is NuGeon using?*

A. NuGeon is using its own numbering system. *First*, there is a seven digit number. The first three digits are for the product code: 22-0 for remanufactured import calipers and 22-1 for remanufactured domestic calipers. The next 2 digits are for the vehicle make, and the last 2 digits are a sequential number within the make. *Then*, there is a suffix which can be "L" (left-hand), "R" (right-hand), "-1" (left-hand forward mount or right-hand rearward mount) or "-2" (right-hand forward mount or left-hand rearward mount). This is a unique "smart" numbering system in the industry, which makes it simple and easy for the customer to figure out which numbers belong to the same pair.

Q. *What makes the NuGeon caliper program better than the competition?*

A. *First*, as mentioned above, the "partially assembled kit" concept of our program makes the NuGeon caliper much more user-friendly than any competing program we know. *Second*, our pricing is extremely competitive. We have compared it to several other national programs and some regional programs, and have found that the NuGeon price advantage is anywhere between 5 and 35%. *Third*, the quality is high, consistent and stable, with full traceability of every component and labor that went in each unit, and automatic date-coding of every production lot on the part number label; also, the cosmetic appearance of the NuGeon caliper is second to none; the NuGeon box is attractively designed and full of useful information; and the caliper itself is wrapped in VCI ("Vapor Corrosion Inhibitor") paper, which helps prevent rust for up to two years of shelf life and protects the appearance of the product. *Fourth*, and most importantly, we truly focus on VALUE, striving to always give you the highest fill rate, the quickest and most stable turnaround, the quickest and most hassle-free core credits, and the best catalog and product support.

Q. *With today's open-wheel environment, the appearance of calipers is getting more and more important. How cosmetically appealing are NuGeon caliper?*

A. NuGeon calipers are natural gray-iron color. That is typically a better match with the rotor and the wheel than zinc- or cadmium-plated units. Moreover, for true caliper appearance enthusiasts, NuGeon offer the NHT program, where calipers are available in black, red, silver or yellow powder-coat finishes for an additional charge. The quality, appearance and durability of the NHT color calipers are truly second to none.