

Company Manual

Gostaresh Tejarat Tire Middle East

With more than 7 years of experience in the import of tires for passenger cars, buses and trucks to road construction and mining vehicles, we have come a long journey. Thanks to our experienced team with 15 to 25 years of experience and our technical support and 5-year warranty and after-sales services we're making an impact in the domestic market. We have proudly been able to acquire the ISO 9001 management standard certificate.

We take our customers' satisfaction seriously by providing robust and responsive after-sales services for all kinds of tires and growing our sales force throughout the whole country.

- Selling all kinds of PCR, TBR truck, road construction, industrial and OTR mining tires
- After-sales service, 5-year warranty and product warranty

Mission and Vision

- Protecting the company's reputation in the tire industry by selling high-quality products.
- We are providing the best sales and technical support to customers and providing outstanding after-sales services.
- Providing product warranty and after-sales service to support customers

Our Brands

Gostaresh Tejarat Tire Middle East is the exclusive and official representative of all types of PCR, TBR truck, road, industrial and mining OTR tires with the following brands in Iran's market:

- Goodyear
- Westlake
- Tianli

A Brief Guide for Tire Maintenance

Tire maintenance is especially important in an unstable market where the tires may stay and rot in warehouses for a long time. Thus, if the tires are mounted on the rim, they should be kept horizontal, and if you put them vertically, you will put unnecessary pressure on one single point of them.

The best solution is to prepare a metal base that keeps the tires without touching each other. But if the tires are separate from the rim, they can be placed vertically because there is not much weight on them. In general, tires, tubes and tapes are very sensitive to atmospheric factors and should not be stored near other chemicals.

For proper tire maintenance, pay attention to the following hints:

- Keep the tire in a dry and cool place or under the roof and avoid exposing it to direct sunlight and other heat sources.
- Avoid exposing the tire to sources of ozone production such as the sun, welding centres, mercury vapour lamps, and high voltage cables.
- The presence of chemicals such as oil, grease, etc. in the warehouse and the vicinity of the tire destroys the tire components.
- As far as possible, store the tires vertically on suitable racks, and if you place the tires horizontally on top of each other, the height of stacking them should not exceed 1.5 meters.

Before mounting tires on the car's rim and to increase tire lifespan and performance, pay attention to the following hints:

- Clean the outer surface of the tire from any stones.
- The contact area of the rim with the tire collar must be clean and without rust, because it will cause air leakage and tire inflation.
- Use the appropriate device to install and remove the tire, the smallest impact on the tire collar will cause air leakage, heating of the tire and even double skin.
- Avoid excessive inflation for the tire to sit completely on the rim, and for this purpose, use special lubricating liquids (such as water and soap) and avoid applying oil and wax to the rim area.
- Balance the rimmed tire with the device and after installing the wheel on the car, balance and control it using a mobile balance device.
- Adjust the air of the wheels before moving the car and in a cold state. - Always adjust the tire pressure according to its load. For this purpose, the minimum and maximum amount of wind and load that can be tolerated for the tire is specified on the tire wall.

Education related to tires

Training through frequent seminars and training workshops to increase the technical knowledge of customers including:

1- Tire identification

Tire production date: The first two digits of this number represent the week of production and the next two digits represent the year of tire production. Each year consists of 52 weeks. In example 3617, this tire was produced in the 36th week of 2017.

Tire size example: R1465/185

- The number 185 shows the width of the tire section, which is equivalent to the outer distance of the two sides of the tire wall in millimetres.
- The number 65 is the aspect ratio or percentage of tire width, which is calculated by dividing the cross-section height by the cross-section width.
- The Latin letter R is the sign of a radial tire.
- The number 14 is the inner diameter of the rim in inches.

Load Index

Marking of permissible load in two modes of single wheel and pair of wheels at different speeds.

- The maximum load-bearing capacity of each tire can be seen on its wall.
- The amount of load on the tire should not exceeds its maximum tolerance.
- Bearing the maximum load on the tire is possible when the inside air pressure is at maximum.
- The amount of load on the wheels must be controlled through the correct loading of the vehicle.

Speed Index

It does not mean to be allowed to move continuously at this speed, but it shows the durability of the tire at this speed in a limited time and the special conditions of testing on a special device. Despite this, a higher speed index means better technical capabilities of the tire.

Mud and Snow

(snow & mud) (S+M) tires with a speed index lower than the index determined by the car manufacturer. As long as such tires are installed under the car, the speed of that car will be limited.

The TWI indicator shows the tread wear limit for retreading.

Permissible tread depth: In all European Union member countries, compliance with the minimum tread depth of 6.1 mm is mandatory for passenger, van and cargo tires. (at least three-fourths of the circumference is crispy).

When this tread depth is low, the length of the brake line is increased in wet road conditions.

A thin layer of water between the tire and the road can lead to reduced contact with the road surface even at low speeds, which results in reduced steering control. This phenomenon is known as water scrolling.

These issues require changing the tires before their tread depth reaches the minimum allowed.

2- TKPH index

One of the indicators used for OTR tires in mining sites is km-ton per hour or TKPH. This measure is obtained based on a series of engineering calculations and is used to ensure that the tires do not overheat. But managers and managers of machinery can use the same engineering principles to prevent machine sleep and maximize the efficiency of these components.

To measure this criterion, the formula:

- $TKPH = \text{load} * \text{safe speed}$

At a glance, it can be seen that the heavier the load, the lower the speed of the device to keep this index constant. Conversely, if it is necessary to increase the movement speed of the device, the amount of load should be reduced. TKPH index for tires can be defined as a graph and for the site as the desired number.

TKPH related to the site depends on things such as size, design and type of rubber material. The resulting graph for the tire shows its limits in terms of speed and load. For a workshop site, the TKPH number indicates how far the machines can travel. To avoid overheating and damage to the tires, the TKPH number of the site should be lower than the TKPH graph of the tire.

3- Our website address

<https://gttholding.com>

4- Optimum use of tires/user guide and main features of tires

It is recommended to pay attention to the following points for optimal use and increase the useful life of the tire: 1

1- Driving at a very high speed will cause an excessive increase in heat and rapid wear and shorten the life of the tire.

2- Starting to move quickly and sudden and severe braking and turning at high speed in turns will not only damage the car's mechanical parts and parts but will also shorten the life of the tire.

3- It is necessary to comply with the permissible air pressure of each tire and avoid hitting road obstacles and bumps.

4- The amount of load allowed on each tire is a determining factor in the life of each tire and an increase of 20% of additional load will reduce the life of the tire by 50%.

5- To avoid excessive heat and sudden bursting of the tire, under no circumstances should the maximum load mentioned in the cold state be exceeded on the tire and for each axis.

Note: In case of hitting obstacles on the road at any speed, the inner parts of the tire will be damaged, which will lead to the loss of vehicle control. These damages will not be visible from the outer parts of the tire and it is recommended to remove the tire from the rim and check the inside of the tire and the edges of the rim.

L - highway

R - All roads

M - civil works

X - maximum load

U - inner city

S - snow road

The use of different tire designs / how to choose the right tire for bus and truck

WSR1

- This tire is manufactured with the latest Westlake engineering facilities.
- The advanced five groove design of this tire creates uniform to wear in the tire and improves the car's handling to a significant extent.
- The distance between the grooves is specially designed to reduce external noise.
- The pattern with direct water drainage grooves greatly improves the tire's movement on wet surfaces.
- Computer-designed tire covers ensure a long life for the outer parts of the tire.

WDR1

- This powerful new tire is designed for use on intercity roads.
- The high tread depth of this tire increases its lifespan.
- The directional tread design and resistant tread blocks will increase the grip ability on dry and wet roads.
- The high contact surface of the tire with the road causes uniform wear.
- In the design of the shoulder part of this tire, a compound has been used that produces little heat, as a result of which the non-uniform wear of the tire reaches its minimum level.
- It can be used on snowy roads that require high grip.

CM912

- This new tire is designed for use on inner and outer city roads.
- The design of the tire with four grooves makes steering and driving smoother.
- The zig zag tread design increases the grip ability on muddy and wet roads.
- Deep tread throughout the tire provides proper water repellency, endurance and tire life.

AT559

- This wide tire has high efficiency and long life due to its compact and dense tread.
- The optimal design of the collar of this tire has made it durable.
- The resistant strips used in the wall area of this tire protect the tire against cuts.

The use of different tire designs/how to choose the right tire for mining and road construction machines:

- E-4 TL RM-4A +4SL Goodyear brand
- Goodyear brand RM4B
- EV-4D-IND Goodyear brand
- +4A RT Goodyear brand
- Tianli brand TUE400 and TUE402

Safety recommendations and maintenance procedures

Safety tips for mounting rims, removing tires from rims and inflating tires of heavy machinery before starting any work on the machines, must be in proper working condition as follows:

1- It is parked on firm and level ground and its brake is applied.

2- The car engine must be turned off.

3- The car's electricity must be disconnected from the battery.

4- Follow the specific instructions for each machine announced by the manufacturer (such as folding the boom stacker or the bottom of the loader bucket, etc.).

a) Removing the tire from the rim

1- The place where the tire is removed from the rim should be at a safe distance from the place of other works and operations.

2- The vehicle must be stabilized by the vault, fifth gear and similar supports.

- All wheels except the one we are going to remove must be in fifth gear.
- Heavy jacks suitable for the weight of the car should be used and be sure not to jack on steep ground.
- The vaults and stands used must also have the capacity to bear the load of heavy machinery.
- During work, avoid placing the weight of the car only on the jack, and after lifting the car, fill it with vaults and similar tools.
- Avoid placing the jack in unsafe parts of the car and choose the location of the jack according to the recommendations of the device manufacturer.
- If you use an air jack, make sure the air hose connection is intact.

3- Before starting any operation on the tire, such as loosening the screws, be sure to completely deflate the tire, and in the case of paired tires, both tires must be completely deflated.

4- When deflating the tire, make sure that the valve discharge channel is not blocked, if the valve is blocked, do not use impact to open it because the impact may break the valve tube and the force of the exhaust air will cause the valve parts to be thrown towards the person and He will be hurt. It is better to open the duct with a piece of wire and stay away from the wind outlet while opening it.

5- Use an air pressure gauge to measure the remaining air pressure inside the tire during deflation.

6-Avoid deflating an overheated tire, and before deflating, the tire and the car in question should be taken to a suitable place to cool down sufficiently.

7-Make sure that all employees and people who are present in that area are away from the direction where there is a possibility of the ring being thrown.

8-Tyre shop personnel should avoid putting their hands in the location of the tools related to removing the tire from the rim as much as possible.

9- To move the tire, appropriate human or mechanical force should be used, and safety points such as regular checking of the machine, use of experienced operators and signalling methods should be used. Also, when lifting the tire, make sure that there are no people around the tire.

10- After deflating the tire, loosen the rim screws. At this stage, care should be taken to ensure that the tire is restrained to prevent a sudden fall of the tire after opening.

11- In all the stages of putting on rims, inflating the tire and removing the tire from the rim, make sure that no other people are present in the operation area except the tire shop personnel.

b) Tire rims

1- The place where the ringing takes place must have a safe distance from the place of other works and operations.

2- Before installing the rim, the components of the rim must be carefully inspected to ensure that it is healthy. Make sure that there are no cracks, wear, rust, decay, deformation and broken collars in the rim components and they should not be used in rim mounting.

3- Before installation, the inside of all tires (even new tires) must be inspected and any kind of dirt, water and rust must be cleaned from the inside. Also, the grooves in the rim must be cleaned from mud to the O-rings and rim components during installation. be well in place.

4-Use rims, flanges, locking rings, etc., which are suitable for the same type of tire and recommended by the tire manufacturer, and avoid moving parts of multiple rims together as much as possible.

5-After placing the tire on the wheel axle, the bolts and nuts should be tightened by a torque gauge so that they are not tightened more or less than the amount recommended by the device manufacturer.

6- After installing the tire and before inflating, once again ensure the correct installation of all rim components.

7-Do not use petroleum-based flammable grease and oils for lubrication when inserting the tire into the rim, and use vegetable-based grease instead.

8-Ring components should be painted to protect them from decay and rust.

9- Never weld or heat the tire during tire installation and after that, the high temperature created will increase the tire air pressure to the extent that it may cause the tire to burst. If the temperature of the tire rises too much, the possibility of pyrolysis (thermal decomposition) of the tire and the resulting explosion increases.

c) Inflating the tire:

1- The place of tire inflation should be separate and located at a safe distance from other operations.

2- Before inflating the tire, all the components of the rim must be checked to make sure that these parts are appropriate, healthy and installed correctly.

3- When inflating the tire, be sure to use safety tools to prevent the rim from being thrown (cage and protective frame). These tools should be proportional to the size of the tire and bear the force caused by throwing the rim. Also, none of the personnel should lean on the cage or any part of his body should be in contact with the frame or the cage while inflating the tire.

4-For some heavy machines, the tire is inflated after it is installed on the car. In these cases, before inflating the tire, you should tighten all the screws of the rim with a torque gauge according to the standard and then inflate the tire.

5- When inflating the tire, all personnel must stand away from the direction where there is a possibility of throwing the rim. The hose used for inflation must have a clip and be connected to the valve without the need to hold personnel. In the path of this hose, a pressure gauge equipped with a regulator should be installed along with a valve to close the compressed air path, and it should be monitored that the tire pressure never exceeds the amount recommended by the factory.

6- If it is not possible to use a protective cage or frame, the tire or the car should be placed in such a way that people and equipment are not in the possible path of the ring being thrown.

7- While inflating the tire, make sure that the rim components are correctly installed in their place, otherwise, the tire must be completely deflated and inflated again after installing the components correctly.

8- If the condition of the rim of a tire is out of standard, for example, the tire has moved for a while with low or no air pressure, it should be avoided to inflate it. Because the components of the tire may break apart and be thrown out during inflation.

9- By using solid tires (if the conditions are right), the risk of bursting and puncture can be eliminated.

e) Operation of moving tires

1- In order to avoid putting pressure on a worker, if needed, the operation of moving tires should be done as a team and with the help of other machines.

2- In order to reduce risks for personnel, it is better to use overhead cranes, forklifts and special devices for moving tires.

3- In all stages of working with tires, all personnel are required to use personal protective equipment such as safety helmets, protective glasses, safety vests, safety shoes, etc.

4- Using canvas straps with a wide width are the most suitable method for carrying cargo.

5- The use of towing wire, chain, mould and cable in the tire collar is strictly prohibited.

How to submit a complaint and pursue damages

After receiving any written or telephone complaints from customers, the sales department will issue a customer complaint registration form. According to the training, the customer should send photos of the tire damage so that the technical unit can check the type of damage. You will come back. According to the expert, the amount of damage is estimated and based on the price of the sales invoice, the damage is paid to the customer. (last one week)

Note 1: The organization is obliged to obtain their consent regarding all the complaints of its customers. Any type of customer complaint, whether received or not, the organization will use all its power to obtain customer

satisfaction. If the customer's complaint is not received, the organization will send the available documents to inform the customer while using its power to obtain the customer's satisfaction.

Thank you for your attention, the address, contact number and website of the group:

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