



## LIUGONG WARRANTY SUPPORT POLICY

### CES FORKLIFT Authorized Dealer

#### PRINCIPAL OF WARRANTY

The LIUGONG warranty is LIUGONG commitment to protect its customers from defects in either material or workmanship during a specified period of time or product usage. LIUGONG or CES will repair or supply a new component at no charge to the customer. A warranty repair returns the product to its correct operating condition. This involves either repairing or, if necessary, replacing the defective parts.

#### 1. STANDARD WARRANTY

- A defective part is the LIUGONG part that caused the failure.
- LiuGong Standard Warranty;

Limited warranty on Counter balance forklifts = 24 months or 3000 hours.

Forklifts battery warranty = 12 months.

Forklifts Lithium battery warranty = 60 months. (Sliding scale)

Limited warranty on Material handling machines = 12 months or 2000 hours.

Material handling battery warranty = 12 months.

Material Lithium battery warranty = 24 months or 3000 hours.

- Replacement/New parts warranty to be free of defect in material or workmanship for a period of 6 months (180 days) If a part has been replaced under the machine warranty period, the warranty for the part is applicable only until the end of the normal warranty for the machine. If a part has been replaced under the part warranty period, the warranty for the part is applicable only until the end of the normal warranty for the purchased part.

#### 1.1 SPECIFIC EXCLUSIONS:

- The warranty is subject to CES Forklift or one of its agents servicing the forklift as per the manufacturer's recommendation i.e. 250 hours. (Or by written arrangement)
- The warranty is subject to LiuGong original parts being used at all times.
- LIUGONG or CES Forklift can elect not to participate in any failure resulting from misuse, unauthorized modification, poor maintenance, operator abuse, or abnormally severe application and others conditions stated outside the warranty coverage.

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- The warranty specifically excludes damages arising from loss of use or profits, incurrence of costs or expenses or injury to business and other direct, Incidental or consequential damages.
- Does not undertake any cost of oils, antifreeze, filter elements and other maintenance items replaced during warranty repairs or maintenance
- Abuse, neglect, improper operation, misapplication, overloading, accidents.
- Force of nature such as earthquake, flood or any other man-made damage or failure
- LiuGong reserves the right to make changes in the design of its machines without being obligated to make corresponding changes in previously manufactured machines.
- Cost of transportation, loaner or rental.
- Operation of the equipment beyond its rated capacity or designed application will void all warranty terms
- Specific Exclusions;

#### **NON-WARRANTABLE PARTS**

#### **THE PERIODIC/SERVICE REPLACEMENT PARTS**

Oil plants, coolant, refrigerant, grease, filter elements, filter screen, wiper blades, rubber part (including, but not limited to: fan belt and rubber track), gaskets.

#### **THE NORMAL WEAR PARTS**

O-Rings, fasteners, pin, bush bearing, grease fittings, fuel injectors & nozzles, tires, seats, forks, wear ring, wear plate, brake linings, carrier rollers, wire rope (cables stop and accelerator)

#### **THE VULNERABLE PARTS**

Glass, mirror, locker, lamp, bulbs, fuse, battery, antenna, wiper, clutch friction plate, gate lock, sliding block, fuel injectors/nozzles, hydraulic hoses, batteries, electric looms.

## 2. EXTENDED WARRANTY

An extended warranty sometime called a “service agreement”, or a “service contract”, is a prolonged warranty offered to consumers. These warranties extend the period of the manufacturer’s standard warranty and are not “double coverage”. For example, the extended warranty covers two years past the manufacturers’ one-year warranty. Extended warranties cost extra and are priced in correspondence to the machine’ sell price.

An extended warranty is coverage for the full machine, power-train (Engine and Transmission) as well as power-train plus Hydraulic components.

## 3. GOODWILL WARRANTY

LiuGong has responsibility to support defects in material and workmanship during the stated limited warranty period. However, often a machine experiences repetitive or catastrophic failure outside of the warranty period. Support of these types of failures is called “Goodwill” or “Policy” support.

Requirements for goodwill requests are as follows:

- Original Standard Warranty must be expired.
- All requests must be submitted through the LCS claim system.
- Goodwill has various approval levels.

## WARRANTY CLAIM PROCEDURE

### COMPLETE WARRANTY CLAIM FORM

- ✓ Full-service history;
- ✓ Failure information;
- ✓ Photo’s;
- ✓ Customer and the application;
- ✓ Product operating conditions;
- ✓ Customer’s operating and maintenance practices;
- ✓ Parts involved in the failure;
- ✓ Performing failure analysis;
- ✓ Determining if the failure is covered by warranty, and if so, what expenses are covered;
- ✓ Determining the most economical method of repair;

## WARRANTY CLAIM VALIDITY

- The warranty claim application must be submitted and received at LIUGONG within forty-five (45) days from the repair completion date.
- For any claims submitted beyond this 45-day limit and within 90 days, LIUGONG will only pay 90% of the total amount of the claim. submitted beyond 90 days and within 180 days, LIUGONG will only pay 70% of the total amount of the claim; submitted beyond 180 days, LIUGONG will refuse the whole claim.

### **SERVICE WARRANTY RATES**

The warranty is subject to the manufacturer's approval and therefore subject to the correct Information requirement i.e. photos, failure Information. Thus CES Forklift Is not carrying the warranty but dependant on the satisfactory approval by the manufacturer. Approval of the claim may Include repair or parts replacement, however limited travel (200km) and labour (3 Hours)

- **Labour Hours:** Paid at LIUGONG dealer Rate (please note: labour hours only include remove, assemble or replace hours for the failure parts limited to 3 hours)
- **Mileage:** Paid at LIUGONG Dealer Rate. Mileage is to be calculated on the round trip from the Dealer's closest shop facility to the repair site, the total mileage cannot exceed 200 Km for one failure round trip.
- **Parts:** Reimbursed at LiuGong cost price.

### **CUSTOMER RESPONSIBILITY**

- Customers are responsible for daily checks and maintenance including greasing, level checking. Stop operation at sign of trouble.
- Clearly understanding the LIUGONG warranty; what is covered and what is not;
- Operating the product properly and within the limits of its intended capacity and application. If it is determined that the failure was caused by poor maintenance, abuse, overloading of machine or abnormally severe application, the user and not the manufacturer or dealer is responsible;
- Properly maintaining the product as instructed during delivery and according to Operation & Maintenance manual provided in the delivery package. However, if a machine user elects to forego periodic maintenance, the consequences for failures resulting from such actions should be covered by customer;
- Notifying the dealer promptly when a problem/failure exists in writing within 48 hours
- Not making any modifications or using anything other than genuine LIUGONG parts and attachments without express written consent.