



LiuGong Warranty Support Policy VER52025
CES Forklift Branches & Authorized Dealers

Principle of Warranty

CES Forklift facilitate the OEM's limited warranty in registering, ordering, supplying the defective parts.

The LIUGONG warranty is LIUGONG's commitment to protect its customers from defects in either material or workmanship during a specified period or product usage. LIUGONG will repair or supply a new component at no charge to the customer via CES Forklift. A warranty repair returns the product to its correct operating condition. This involves either repairing or, if necessary, replacing the defective parts. The warranty is carried by LiuGong and therefore subject to their approval.

Standard Warranty

- A defective part is the LIUGONG part that caused the failure.
- LiuGong Standard Warranty;
 - Limited warranty on Counterbalance 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

Specifics & Exclusions

- The warranty is subject to CES Forklift or one of its agents servicing the forklift as per the manufacturer's recommendation every 250 hours with full-service history (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.
- Does not undertake any cost of oils, antifreeze, filter elements and other maintenance items replaced during warranty repairs or maintenance
- 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.
- This warranty specifically excludes all liability for damages arising from loss of use or profits, incurrence of costs or expenses or injury to business, credit, and reputation of financial standing and for all other direct or consequential damages.
- Lack of maintenance, including, without limitation: failure to inspect and maintain in accordance with LIUGONG published schedules, improper repair, and the use of non-LIUGONG parts not approved by LIUGONG.
- Abuse, including, without limitation: neglect, improper operation, misapplication, overloading, accident, or alterations not approved by LIUGONG.
- Force of nature such as an earthquake, flood or any other man-made damage or failure.
- Specific Exclusions; (Non-Warrantable Parts)

Regular maintenance replacement items

- Oil, coolant, refrigerant, grease, filter elements, rubber part (including but not limited to belt and adjust shim)

Normal wear/ consumable items

- pin, bush bearing, grease fittings, brake linings, tyre, rubber pad, wear ring, wear plate, wiper blades, lamp bubble, seats, forks,

Vulnerable Items

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

Service-related items

- Related to daily operator checks i.e. loose hydraulic fittings, nuts, bolts etc.

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 requirements i.e. photos, failure Information etc. Therefore, 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,

- Parts: Replace or reimbursed at LiuGong **cost price**.
- 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.
- LiuGong rates can be requested from CES HQ.

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 one year past the manufacturers' two-year warranty. Extended warranties cost extra and are priced in accordance to the machine' selling price. An extended warranty is coverage for the powertrain (Engine and Transmission) as well as Hydraulic components.

Goodwill Warranty

LiuGong has the responsibility to support defects in material and workmanship during the stated limited warranty period. However, if a machine often 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 to CES HQ, and subsequently through the LCS claim system.
- Goodwill has various approval levels.

Warranty Procedure & Requirements

COMPLETE LIUGONG WARRANTY CLAIM FORM

- Determining if the failure is covered by warranty.
- Determine if the product is within the warranty period.
- Performing failure analysis.
- Customer details.
- Machine details including model and serial number.
- Failure information and description.
- Parts involved in the failure, including part numbers and quantity.
- Photo's Required:
 - Photo of Forklift from the side/profile
 - Photo of Serial Plate
 - Photo of Hour Meter
 - Photo of Failure Location on Forklift
 - Photo of Failed Part
 - Photo of New Part
 - Photo of New Part installed
 - Photo/Video of analysis measurements taken regarding failure

Warranty claims will be null and void if all the above requirements are not supplied/submitted and any/all repair costs and parts will be for client's account.

In addition all failed parts must be kept for a 3-month period or prior discarded in writing.

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;

- Ensure CES servicing- normally every 250 hours or 6 months (or as per operating manual.)
- Notifying the dealer promptly when a problem exists;
- Not making any modifications or using anything other than genuine LIUGONG parts and attachments without express written consent.

Compliance

The above OEM policy applies to all CES branches as well as agents, sub-agents and any contractor used in warranty related repairs.

*** Clients whom by written arrangement, maintain and service their own machines will be bound by the policy, however will only be supplied the defective part. The onus lies with the customer to supply satisfactory records of maintenance as well as the above procedure and requirements.