



APPENDIX 3: Product specific Guarantee and Warranty Guidelines

PALFINGER Platforms

1. Guarantee and warranty periods

PALFINGER grants to the contract partner the following guarantee and warranty periods (in each case the condition which occurs first is decisive; wear and tear parts are always excluded):

- 12 months full guarantee; and
- 36 months guarantee on load bearing parts.

2. Load bearing parts

Load bearing parts are the following components which are not subject to natural wear and tear:

- base frame
- stabiliser / stabiliser beams
- turn table / crank swiveling table
- teleskope / extensions
- basked beam (without glass fiber basket beam, basket carrier and working basket)

3. Wear and tear parts

Wear and tear parts are such parts which during normal operation become subject to natural wear and tear; defects of materials or installation faults are not considered wear and tear.

Wear and tear parts include in particular:

- guide plates
- extension ropes and chains
- retraction ropes and chains
- stabiliser pads
- lamps
- ball and roller bearings
- bearing bush
- fuses
- stickers

4. Guarantee period for auxiliary equipment

Auxiliary equipment which is purchased subsequently (e.g. exchange basket Powerlift system) is included in the scope of this [Appendix 3](#) (Product-specific guarantee and warranty guidelines). The guarantee and warranty period begins upon the date of installation / putting into operation but in no case any later than 12 months upon delivery from PALFINGER to the contract partner.



5. Guarantee and warranty processing

In variation of point 13.a. of the Guarantee and Warranty Guidelines (General Section) the maximum amount for the cost estimate shall be € 4000,-- (net). If a contract partner's initial cost estimate (materials and labour) is in excess of € 4000,-- (net) the PALFINGER service department must be consulted in advance.

The applicability of all other provisions under this point 13 of the Guarantee and Warranty Guidelines (General Section) remain unaffected by this.

In variation of point 12.b. of the Guarantee and Warranty Guidelines (General Section) a handling lump sum of 5 % of the net spare part value is granted. The handling lump sum constitutes a full and final settlement of all transport expenses for guarantee material (incl. handling and packaging costs).

In the event of a guarantee or warranty claim PALFINGER grants to the contract partner for the mobile customer service

- an amount per kilometer driven to be agreed separately (whereas the consideration for each assignment, meaning the entire round trip, is limited to 500 km); as well as
- an amount for the travel time on the basis of an hourly rate to be agreed upon separately (whereas the consideration for each assignment, meaning the entire round trip, is limited to 5h).

6. Extended guarantee

PALFINGER grants the possibility to optionally extend the full guarantee as well as the guarantee for load bearing parts against a separate payment.

There are two options to choose from:

- Option 1: Extension of the guarantee period by 12 months to
 - 24 months full guarantee
 - 48 guarantee on load bearing parts.
- Option 2: Extension of the guarantee period by 24 months to
 - 36 months full guarantee; and
 - 60 months guarantee on load bearing parts.

This excludes the painting (KTL/powder coating), accumulators/batteries as well as wear and tear parts..

7. Subsequent purchase of guarantee

PALFINGER grants the possibility to subsequently purchase an extension of the full guarantee for a product that was already handed over pursuant to point 6 (Extended guarantee).

This option for a purchase is only possible within 9 months upon the date of delivery (by PALFINGER).



8. Carrier vehicle

For carrier vehicles which are sold by PALFINGER to the contract partner PALFINGER will pass on to the contract partner the guarantee and warranty claims that PALFINGER is itself entitled to pursuant to the vehicle manufacturer's guarantee and warranty terms.

In general any guarantee and warranty claims for carrier vehicles will therefore be handled directly by the vehicle manufacturer.