

APPENDIX - CONTAINER HANDLING SYSTEM

Guarantee Terms and Warranty Extension

PALFINGER grants the contracting partner 12 months of full guarantee and 36 months on load-bearing parts from delivery to the end customer.

Load-bearing parts are welded structures, which are not subject to normal wear. These are the sub frame, hook arm (except for the hook itself), middle frame, tipping frame and cylinder tubes.

Excluded from the full guarantee are defects that are attributable to faulty assembly on the vehicle as well as the hydraulic pump and the vehicle's power take-off.

PALFINGER grants 12 months of guarantee against corrosion on painted components. A conservation plan is mandatory depending on the transported goods and / or using conditions (salt, fertilizer,...)

This guarantee does not cover parts with a natural mechanical wear (such as moving parts or friction parts) as well as discoloration or bleaching due to ultraviolet rays or non pH-neutral cleaning liquids. Corrosion caused by mechanical damages is also excluded.

The guarantee period starts to run on handover to the end customer, though no later than 6 months after delivery by PALFINGER to the contracting partner.

The software "eClaim" must be used to handle the warranty cases; it is therefore called the "agreed form" in the warranty contract.

Warranty extension:

Depending on market and application, PALFINGER allows for the possibility of extending the full guarantee from 12 months to a maximum period of 36 months in return for an additional payment.

A Handover as well as a yearly inspection is mandatory to benefit of the warranty extension.

The service plan has to be observed according to the configuration of the equipment.

The software "eClaim" must be used to register the service and maintenance activities especially to save the handover confirmation forms and the yearly inspections.

The extended full guarantee covers all the parts which are no subject to normal wear. These are all hydraulic parts, electric parts, pneumatic parts.

Exceptions to this are all accessories, such as under ride protection, mud guards, side protection,

Exceptions to this are all parts with a natural mechanical wear, such as moving parts or friction parts or any part in contact with the container or platform, such as wear parts, hook, wear plates, safety latch, support chairs, bushes, hose guidance, rear pulley, locking hook.

Exception to this is the painting performed by Palfinger.