
APPENDIX 3: Product specific Guarantee and Warranty Guidelines

PALFINGER Platforms

(Appendix 3 applies to PALFINGER Platforms GmbH and PALFINGER Platforms Italy s.r.l.)

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

a.) PALFINGER Factory vehicle superstructures

In the case of vehicle superstructures carried out by PALFINGER itself in combination with the product platforms, PALFINGER guarantees for the services carried out by PALFINGER and the components and systems installed:

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

2. Begin of the guarantee period

The guarantee and warranty period begins with the handover to the end customer, at the latest 6 months after delivery from PALFINGER to the contractual partner.

3. Load bearing parts

Load bearing parts are defined welding constructions which are not subject to natural wear and tear (the guarantee extends exclusively to the mechanical construction, it does not include surface treatment, painting, chrome plating or the like):

- side plates
- base frame
- stabilizer / stabilizer beams
- turntable / crank swiveling table
- telescopes
- basket boom (excl. fiberglass basket boom, basket carrier and workman basket)
- cylinder tubes, piston rods

4. 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:

- extension ropes and chains

- retraction ropes and chains
- guide blocks
- ball- and roller bearings
- bearing foils and bearing bushes
- fuses
- lamps
- stickers
- hose protection
- top seat cover
- hinges and closures for body parts
- stabilizer pads
- protection jaws
- chain plates
- chains

Work on switches, valves, cylinders and other components that occurs during normal operation (adjustments, recalibration, correction of settlements, tightening of screw connections, etc.) is also not included in the scope of the guarantee.

5. 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.

6. Extended guarantee

PALFINGER grants the possibility to optionally extend the full guarantee for an additional fee.

Two options can be chosen from:

- Option 1: Extension of the guarantee for 12 months to
 - 24 months full guarantee; and
 - 36 months guarantee on load bearing parts
- Option 2: Extension of the guarantee for 24 months to
 - 36 months full guarantee; and
 - 36 months guarantee on load bearing parts

Excluded from the guarantee extension are the painting (KTL/powder coating), PALFINGER auxiliary equipment and accessories, accumulators/batteries, 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). The price list valid at the time of the subsequent purchase is to be used as the basis.

8. Special terms for products of 30 meters working height and higher

a.) 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 €4,000 (net). If a contract partner's initial cost estimate (materials and working time) is in excess of €4,000 (net) the PALFINGER service department must be consulted in advance.

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

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 250 km); and
- 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 2,5 hours).