

WARRANTY CONDITIONS

2024



SERVICE CONDITIONS DURING THE STANDARD WARRANTY PERIOD

The customer receives this *Customer Warranty Manual*, which covers the rights and obligations associated with the purchased goods; the warranty is provided through the Dealer/Agent network.

As well as the *Standard Warranty Conditions* the present document also contains:

PROGRAMMED MAINTENANCE SERVICING - During the warranty period the final customer is obliged to notify the dealer/ agent within the pre-established expiry date, for them to arrange programmed servicing, according to the specifications described in the *User and Maintenance Manual* and recorded in the relative register.

The programmed maintenance operations during the warranty period are subject to the following regulations:

- The maintenance operations are to be undertaken at regular fixed intervals (the first at 100 hours or 6 months, the second at 500 hours or 6 months from the previous and following every 500 hours or every 6 months from the previous, the first term is reached), with a tolerance of +/-10% on the hour-meter reading;
- Maintenance must be undertaken by authorized organizations;
- Should it be necessary to substitute materials or undertake other operations that are not envisaged in the maintenance programmed, standard warranty procedures will be applied;
- The costs involved in the programmed maintenance operations at 100/ 500 / 1000/ 1500- hour intervals will be totally at the expense of the final customer (lubricants, filtering elements, travelling expenses, travelling and working hours)

WARRANTY CERTIFICATE - Permits the implementation of the standard or special warranty terms. The repair operations undertaken during the warranty period will be undertaken by the dealer/ agent. Lubricants and expendable materials are not covered by the warranty.

CUSTOMER OBLIGATIONS - In order to ensure product efficiency, the final customer undertakes to notify its dealer/ agent of the following:

- Eventual machine transfers outside its own zone;
- Should the hour meter fail to work;
- Eventual theft of the machine;
- The approach of the expiry date for undertaking the programmed maintenance;
- Any defects, even minor, which may cause greater damage to the machine.

The original or copy of this warranty must be conserved inside the product for the purpose of revisions or checks (maintenance, repairs, inspections by inspection bodies, etc.).

STANDARD WARRANTY TERMS

MERLO S.p.A. guarantees that all its products are free of any workmanship and material defects at the time of dispatch from the factory, and undertakes during the specified warranty period, to repair or replace free of charge, all those parts found to be defective due to poor material quality or workmanship defects, within the limits and according to the specifications of the present warranty terms.

The warranty will come into effect from the date of product consignment as certified by the delivery note compiled in accordance with the instructions of MERLO S.p.A. and will have a duration of a maximum of 24 months, limited to 2500 working hours (whichever term expires first);

The warranty will be implemented on behalf of MERLO S.p.A. by the workshops authorized by MERLO S.p.A. which will undertake to either repair or replace, the parts of the relative product for the entire period of warranty, at the conditions as listed below.

Merlo S.p.A. may at any time request the return of the parts replaced under warranty on a carriage free basis. On receipt of the relative parts, it reserves the right to accept or refuse replacement under warranty, after checking the same at its own premises or that of its suppliers.

A direct supplier warranty may be applied on certain product parts, the workshop entrusted to undertake the repairs will contact the supplier concerned.

The defective parts may, at the discretion of MERLO S.p.A., be replaced with either new parts or parts overhauled by MERLO S.p.A., or by its own suppliers.

The Customer is obliged, during the warranty period, to immediately contact an authorized workshop to notify any product defects found, it must also undertake programmed maintenance operations (servicing).

The *User and Maintenance Manual* is consigned with the product and it must be thoroughly read in order to ensure the correct use of the machine itself and the carrying out of the maintenance operations.

The warranty will lose validity in the event of:

- Incorrect use of the vehicle, not in compliance with the instruction's handbook and operating maintenance;
- The application of equipment or accessories which fail to comply with specifications; use of non-original spares;
- Use of lubricants and fuel not in specifications;
- Failure to undertake programmed maintenance operations; repairs not carried out by authorized workshops; unauthorized electric and/ or mechanical modifications.


Except in the case of fraud or serious fault of MERLO S.p.A., all responsibility of MERLO S.p.A. is specifically exempted or of the retailer (dealer) of MERLO S.p.A., for product defects or faults, any such responsibility being replaced by the warranty indicated above. Any responsibility of MERLO S.p.A. or its retailers (dealers) (both contractual and non-contractual) is also excluded in the event of product defects or damage (as the result of machine standstill or loss of earnings), or any costs or expenses deriving from faults, neither may it be possible to either cancel the contract or suspend (or reduce) payments, MERLO S.p.A. obligations being limited to the repair and replacement of the parts in accordance with warranty terms.


WARRANTY EXCLUSIONS:


The following is not covered by the warranty offered by Merlo Group Australia (MGA):


- **Diesel Engine & Tyres:** These are covered by the respective component manufacturers.
- **Consumables:** Anti-freeze, coolant, oil, grease, brake fluid, refrigerant, etc.
- **Filters:** Air filter, fuel filter, oil filter, hydraulic oil filter, hydrostatic oil filter, etc.
- **Electrical components:** Battery, cables, contacts, switches, radio, cigarette lighters, globes, headlights, fuses, buzzers, etc.
- **Wear parts:** Chains, belts, pulleys, pipes, seals, bushing, rings, brake pads, discs, slide pads, etc.
- **Cab elements:** Windscreen, rear hatch, windows, wiper arms and blades, rear view mirrors and mountings, upholstery, seat and seat belt, steering wheel, seat shock absorber, door handles, etc.
- **Chassis elements:** Sheet metal parts in general, mudguards, floorboards, covers, etc.
- **Exterior controls:** Fuel tank cap, door handle, door lock, engine bonnet shock absorber, etc. Elements in contact with the ground: Forks, tyres, etc
- **Damage:** Sustained from transport, wear & tear, contamination, age deterioration, the use of fuels/lubricants that are not suitable or approved by MGA, damage to electrical components due to the failure to disconnect the battery during welding operations, the use of incorrect assisted starting methods (jump starting), damage sustained due to failure to halt the machine immediately after noticing a component failure, poor maintenance, or from using the machine in ways other than it is intended, incorrect calibration/settings, prolonged machine down time, machine hire and freight costs.


PROGRAMMED MAINTENANCE REGISTER


	Maintenance Interval	100hrs <small>Or 6 months from previous</small>	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	500hrs <small>Or 6 months from previous</small>	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	1000hrs <small>Or 6 months from previous</small>	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	1500hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	2000hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	2500hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	3000hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	


	Maintenance Interval	3500hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	

	Maintenance Interval	4000hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	

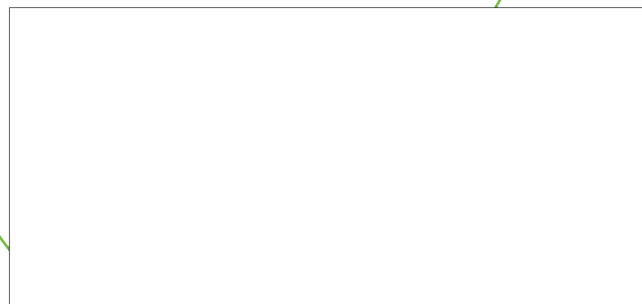
	Maintenance Interval	4500hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	

	Maintenance Interval	5000hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	

	Maintenance Interval	5500hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	

	Maintenance Interval	6000hrs Or 6 months from previous	Hours
Dealer	Customer	Date	
		Carried out by -	
		Signature of technician	

Your Merlo dealer



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