

## Warranty guidelines

1. **LINDNER** guarantees to the dealer that all of its brand new equipment and accessories is and shall remain free of such defects as may be detected by existing technology for a 12 month period or a longer period as fixed by sales contract beginning with the day of delivery to the end customer. Any parts installed for during reworking shall be covered under warranty until the date of expiration of the warranty on the equipment or its accessories, and no less than 6 months starting from the installation of the part.
2. The warranty shall be deemed satisfied following the replacement of the defective parts as well as following compensation for labour according to the applicable hourly rate.
3. The current warranty hourly rate is € .....,-- plus VAT.
4. Warranty claims shall be considered only if they are submitted to the proper service centre or importer within 30 days of the defect being detected. The vehicle must be cleaned and delivered to the service centre before warranty work can be performed. The manufacturer shall not reimburse transportation expenses, recovery expenses or transfer expenses (statutory regulations shall apply for private customers). Expenses for rental equipment, rental fees, etc. shall not be reimbursed. The manufacturer reserves the right to decide on the type and manner of repair (repair or replacement). The manufacturer also reserves the right to determine whether or not a particular issue is covered under the warranty and shall support its decision with an expert opinion.
5. Normal wear, such as occurs on tyres, clutches, synchroniser rings, brake pads, is generally excluded from the warranty. As the supplier, Lindner must require its contracted service centres to have tyre and battery reclamation and repair work on radio equipment handled directly by the respective manufacturer.
6. No compensation will be paid for indirect or direct damage.
7. Broken glass and bulb replacement are categorically excluded from the warranty.
8. Damage to the vehicle's finish must be pointed out when collecting the vehicle. Any complaints made at a later time are invalid. Rust damage in the finish caused by outside forces or improper care are also excluded from the warranty.
9. Complaints regarding the radial and lateral runout of the rims must be made within the first 50 operating hours.



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10. Replacement parts intended for warranty repairs must be ordered from the **LINDNER** factory.
11. Parts not manufactured by **LINDNER** shall fall under the warranty of their respective manufacturers, and such assemblies, e.g. fuel injectors, starters, alternators, servo motor stators, hydraulic pumps, control units etc. may not be dismantled but must be replaced as units.
12. The warranty shall be invalidated if:
  - a. the customer does not follow the manufacturer's guidelines regarding vehicle usage as stated in the operating instructions.
  - b. fails to bring the vehicle for mandatory after sales service carried out by a specialist workshop
  - c. the occurring problem was not corrected within the warranty period, or the warranty claim was not submitted to **LINDNER** on a warranty claim form within 30 days following completion of repair.
  - d. the vehicle has been modified with the installation of parts supplied by other manufacturers, or the warranty repair was not performed by an authorised service centre.
  - e. the vehicle was resold during the warranty period.
13. All other claims under the warranty are excluded, in particular those for conversion or reduction.
14. Add-on equipment from other suppliers, improper operation

The warranty shall become void if modifications are made to the delivered products without the supplier's prior consent or if the item delivered is used for a purpose other than for that which it was designed. The warranty shall not cover any add-on equipment or installations - including the related assembly work - from outside suppliers beyond the factory-delivered equipment. It shall also exclude damage resulting from negligence or improper handling and adjustments as well as damage resulting from improper storage and transport. The warranty shall not cover parts and assemblies that become defective as a result of exceeding the permissible axle load, gross weight, drive torque or drive power. It shall also exclude damages resulting from outside influence or loss during transport as well as improper operation.



## Warranty processing

1. Warranty coverage can be processed only by using the ProTeam Portal. Invoices and similar documents are not accepted.
2. In general, each defect must be corrected immediately after it is detected to avoid further potential damage.
3. All warranty cases must be processed by **LINDNER**. Factory customer service must be notified or contacted for information if a larger scope of work is deemed necessary for a vehicle still under warranty and if there are any possible unresolved issues (related to repair).
4. Warranty requests that are not properly completed or are not submitted to us within the 30-day period shall be rejected.
5. Replacement parts intended for warranty repairs shall be delivered by us at a charge and then credited following the completion of the warranty claim if justified.
6. All defective material must be kept on hand until the warranty claim is completed. The damage must be documented with photographs & chassis number, which are then to be attached to the request in the ProTeam Portal. The old parts may be requested if necessary.
7. Incidentals (e.g. shaft sealing rings, bearings, O-rings, etc.) that were taken from service centre's own supply, shall be directly replenished by Lindner.

