

LIMITED PRODUCT WARRANTY CARD

Product identification, agreed coverage, validity conditions and claim procedure.

PRODUCT IDENTITY

PRODUCT NAME

Excavator PRO

MODEL

EXC001-12PRO

CATEGORY

Compact Crawler Excavator



WARRANTY COVERAGE MATRIX

Term governed by the order/contract

System / component	Eligible assessment scope	Common assessment boundary
Primary structures & weldments	Material or workmanship defects in lower/upper frames, boom, arm and blade.	Authorized assessment is required. Overload, impact, improper lifting and external deformation are excluded.
Hydraulic functional assemblies	Material or workmanship defects in the main pump, control valve, swing/travel motors, cylinders and factory connections.	Contamination, oil starvation, incorrect fluid, overpressure and normal wear are excluded.
Power system	Engine and factory starting/charging assemblies may be assessed under the applicable component policy.	Filters, fluids and routine service are not manufacturing defects.
Electrical & controls	Material or workmanship defects in factory harnesses, instruments, switches, relays, starter and alternator.	Battery, fuses, lamps and natural deterioration follow the written agreement.
Original interfaces & auxiliary circuit	Factory auxiliary lines, couplings or controls expressly included in the order.	Third-party attachments, mismatch, modification and external damage are excluded.
Wear items, consumables & service cost	Teeth, edges, pins, bushes, tracks, seals, hoses, filters, fluids and belts require separate assessment.	Normal wear is usually outside coverage. Labour, travel, freight and removal/installation require prior written authorization.

Coverage is governed by the order/contract, product registration, root-cause assessment and applicable law; this card does not expand written obligations.

VALIDITY • CLAIMS • REGISTRATION

WARRANTY CONDITIONS & REGISTRATION

VALIDITY CONDITIONS

- Machine model and serial/factory number are identifiable; order or delivery evidence is available.
- Use remains within the intended application and current instructions; inspection, lubrication and maintenance records are retained.
- Specified fluids, filters and suitable parts are used.
- If an abnormal condition occurs, stop safely, isolate the machine and report promptly; do not dismantle, modify or continue operating without authorization.

COMMON EXCLUSIONS

- Normal wear, consumed service items, natural cosmetic ageing, missing records or overdue maintenance.
- Misuse, overload, collision, improper lifting, third-party attachments, modification or unauthorized repair.
- Incorrect/contaminated fluid, ignored warnings, continued faulty operation, post-acceptance transport damage, fire, flooding, corrosion, poor storage or force majeure.
- Indirect or consequential loss follows applicable law and the valid written agreement.

CLAIM & RESOLUTION PROCESS

01 Stop safely

Lower the work equipment; isolate hydraulic pressure and electrical power, and secure the work area.

02 Submit evidence

Send model, serial no., hours, order details, fault evidence and service records.

03 Await authorization

Do not dismantle, return or replace major parts without written approval.

04 Follow the remedy

Follow the authorized plan for remote guidance, parts supply, repair or return.

PRODUCT REGISTRATION

Customer / organization

Order / contract no.

Machine serial / factory no.

Delivery date

Acceptance / commissioning date

Hour meter at delivery

Agreed warranty term (per order/contract)

Service contact and details

Customer signature / stamp

Delivering party / authorized service stamp

Date: _____

Date: _____

This card is read together with the order/contract, product instructions and applicable law. If inconsistent, the valid written agreement and mandatory law prevail.

WARRANTY SERVICE HISTORY

WARRANTY SERVICE RECORD

Complete after each claim, inspection or authorized remedy to retain a clear machine service history and outcome.

Record facts

Enter the hours, reported condition and inspection findings.

Retain evidence

Keep fault images, replaced-part details and related documents.

Confirm remedy

Record the authorized plan, parts used and completion sign-off.

SERVICE RECORD TABLE

Date	Hours	Claim / authorization no.	Concern & inspection findings	Action / parts replaced	Service sign-off

Customer confirmation

Date: _____

Service completion confirmation

Date: _____

If additional entries are needed, copy this page and retain it with this warranty card.