

WARRANTY POLICY

Dynapac GmbH Warranty Policy

1. APPLICATION

The following warranty applies only for Dynapac machines manufactured from January 1st, 2024.

2. TECHNICAL WARRANTY

This warranty covers all defects due to a design, material, or manufacturing issue. The warranty is valid if and only if the equipment is operated within the limits of normal usage for its intended purpose and used according to Dynapac's instructions of use, loading and maintenance.

During the warranty period, the regular maintenance must be made by Dynapac or a Dynapac dealer.

Only original Dynapac parts must be used. If non Dynapac parts are used or unauthorized modifications are made on the equipment, the warranty on the equipment is void.

3. STANDARD WARRANTY PERIOD

Duration

Two years or 2000 hours engine hours whichever is the sooner, for parts, labour, and travel from date of commissioning.

Warranty coverage

The warranty is available if and only if the equipment is used and maintained according to Dynapac's instructions of use and maintenance and if the user/customer use Dynapac's original parts and consumables. Warranty claims for combustion engines are processed through local OEM representative.

Exclusions

1. Fuel, Adblue™, hydraulic oil and lubricants, grease, antifreeze, coolant, air filter elements, windows, wear parts.
2. On machines with more than 100 working hours, hoses, fittings, seals, and other parts requiring replacement as the result of normal use or wear.
3. On machines with more than 100 working hours, labour for adjustment or settings, e.g., adjustments of brakes, valves, chains, calibration of electronic steering units and retightening of bolts, nuts, couplings, etc.
4. Deterioration of parts such as rubber goods or components affected because of corrosion, chemical, electrical, (welding, EMC, lightening etc.) or other harmful influences.
5. Failure of attachments not manufactured or supplied by Dynapac.
6. Failures and progressive damage resulting from the use of non-Dynapac approved part, accessory, or consumable.

7. Failures resulting from improper application, operation and maintenance or repair practices.
8. Damage resulting from negligence, accidents, or intentional misuse.
9. Towing, cranes, hauling loading and unloading costs.
10. Loss or damage caused by transport carrier.
11. Repairs required as the result of improper handling, storage, or protection by third parties or customers.
12. Third party or customers' poor workmanship.
13. Down time, lost production costs, lost profits or any other consequential damage and costs.
14. Cost of renting or leasing a back-up unit.
15. Transportation expenses for obtaining replacement (backup unit).
16. Telephone or other communication expenses.
17. Preventive maintenance or operating services, including but not limited to adjustments inspections.
18. Force majeure.
19. Batteries: All batteries (propulsion batteries are included).
20. Tires, tubes, and track pads.
21. Non-Dynapac combustion engines, as engines are covered under engine OEM warranty policy.
22. Pistons (PROTAC Spray System).
23. Nozzles (PROTAC Spray System).
24. Brass guides (PROTAC Spray System).

4. TERMS

The Warranty is exclusively for the original buyer of the product and cannot be transferred with the product if sold to a third party, nor can it be transferred to another equipment.

Machine Model:

Serial Number:

Warranty Start date:

End date: