



# WARRANTY TERMS AND CONDITIONS



GRIMME UK LTD.  
[www.grimme.co.uk](http://www.grimme.co.uk)

**GRIMME**



This is a contract between the GRIMME approved dealer and the customer. It covers the breakdown of the machine during its warranty period, subject to the following terms and conditions.

# Definitions

## MANUFACTURER

GRIMME (UK) Ltd

## BREAKDOWN

Shall mean any electrical, hydraulic or mechanical breakdown of a covered component shown to be due solely to defective materials or factory workmanship causing sudden and unforeseen stoppage of the functions thereof and necessitating repair or replacement before it can resume work.

## CUSTOMER

Shall mean the name of the owner (or lessee where the machine is leased) of the machine who is domiciled in selected locations worldwide.

## REPAIRER

Shall mean any GRIMME approved dealership.

## COMPONENTS

Shall mean those parts installed in the factory or genuine manufacturer parts installed by an authorised dealer.

## REPAIR

Shall mean the usual and reasonable charges for components and/or labour to repair the machine covered by this contract exclusive of any such charges as recoverable by a dealer.

# Customer’s responsibilities

## OPERATION AND SERVICING

The customer, at their own expense, must maintain, operate and service the machine covered by this contract as indicated in its operator manual. The customer must maintain adequate records of the machine’s maintenance and service history, including the use of genuine manufacturer parts.

For coverage to be operative hereunder the customer must maintain the purchased equipment to which this contract applies in accordance with the manufacturer’s service and maintenance recommendations.

Only genuine manufacturer parts and consumables are to be used. Failure to meet these obligations may result in the rejection of any claim submitted and the possible avoidance of this contract.

## REPAIRS

Authorised repairs must be performed by a GRIMME approved dealer. When requesting covered repairs, the customer must present this document and, if requested, complete records of the machine’s maintenance and service history/genuine manufacturer’s parts purchased.

## PRECAUTIONS

The customer shall ensure that:

- a. all acts necessary to comply with any statutory obligations with regard to the machinery covered under this contract are observed;
- b. all reasonable precautions are taken to prevent any breakdown to the machinery covered under this contract.

## ALTERATION OR MODIFICATION

The customer shall inform the dealer of any proposed alterations or modifications to the machinery and/or attachments and any proposed departure from working conditions as per design intent where specified in the relevant operator’s manual. In turn the dealer must inform GRIMME.

# General conditions

## REPAIR / REPLACEMENT

Subject to the terms, conditions and limitations that follow and provided that the customer has at all times observed the customer’s responsibilities herein then a dealer will repair or replace, as it elects, any components of the machine covered under this contract that experience a breakdown within the territorial limits during the period of cover, without charge to the customer for parts or labour.

## STATUTORY AND CONTRACTUAL RIGHTS

This contract does not preclude you from exercising your contractual, legal or statutory rights as a customer of the machine retailer or your rights under the initial manufacturer’s warranty.

## REPAIR AUTHORISATION

Repairs may be commenced without authorisation but on the understanding that any reimbursement is dependent on a valid claim.

## DISMANTLING CHARGES

Any exploratory dismantling charges will only be reimbursed as part of a valid claim, such charges must be in accordance with the manufacturing time guides and codes. It is the responsibility of the customer to authorise dismantling and to pay the charges if such dismantling proves that the failure is not the responsibility of GRIMME.

## SAFEGUARDING MACHINERY

The customer shall take all reasonable steps to safeguard the machine covered by this contract from loss or damage and to maintain it in an efficient condition.

## SERVICING

The machine covered by this contract must be serviced in accordance with the manufacturer’s recommendations and within the time of the recommended intervals. The main dealer must be involved in the inspection and servicing (engine, drive train and hydraulic system).

## DISPUTE

If any dispute or complaint should arise regarding this contract then the customer can request a review of the claim by the Manufacturer. After such review if the customer is still in dispute then the customer shall submit in writing an appeal which shall be referred to the Service Department of the Manufacturer. Their decision is final and no further appeal will be accepted except in the case of any additional material facts coming to light. The above is in addition to your legal rights as a consumer.

## FRAUDULENT CLAIMS

If any claim is fraudulent in any respect, all benefits under this contract will be forfeited.

## REPRESENTATIONS CONTRARY TO THIS CONTRACT

GRIMME shall not be liable for any statements or representation, written or verbal (by whosoever made) which contradicts the terms and conditions of this contract, unless such statement or representation is supported in writing by GRIMME on their behalf within the limits specified in the schedule of this cover.

# General exclusions

## This contract does not cover:

### PREVENTATIVE PROCEDURES AND RECALL COSTS

The cost of establishing preventative maintenance procedures or the cost of recall by the manufacturer of the machinery covered under this contract or any part thereof nor the cost of alterations, additions, improvements or overhauls.

### APPLICATION OF TOOLS, EXTRANEIOUS DAMAGE

#### Any breakdown:

- a. caused by the application of any tool or process during the course of maintenance, inspection, modification or overhaul;
- b. due to fire, lightning, explosion, extinguishing of a fire or subsequent demolition, aircraft or other aerial devices or articles dropped therefrom, theft or attempted theft, collapse of buildings, flood inundation, escape of water from water containing apparatus, earthquake, subsidence, landslide, avalanche, hurricane, cyclone, volcanic eruption, or similar natural catastrophes;
- c. due to vandalism, malicious damage or similar acts;
- d. any external influences.

### CONSEQUENTIAL LOSS

Loss of use of the machinery covered under this contract or any other consequential loss, penalties for delay or detention, or in connection with guarantees of performance or efficiency, or any legal liability of whatsoever nature.

### TRANSPORTATION

Any costs associated with transporting the machine covered under this contract for the purpose of maintenance and or repair.

### WEAR AND TEAR

The cost of remedying or making good or loss or damage arising out of the normal wearing out or wearing away or any part of the machinery or its degradation or the reduction in operational performance due to working stresses, abrasion, erosion or corrosion which are not attributable to defects in materials

### TACHOGRAPH

Any breakdown where the tachograph/hourmeter/odometer has been tampered with, altered, disconnected or is not working and has not been reported to GRIMME.

### MANUFACTURERS SPECIFICATION

Any loss or damage resulting from alteration or modification from the manufacturer’s specification.

### INTENTIONAL ACTS

#### Any Breakdown caused by:

- e. intentional act or wilful neglect by the customer;
- f. the imposition of abnormal conditions directly or indirectly resulting from:
  - i. Intentional overloading of covered machinery.
  - ii. Experiments involving the imposition of any abnormal conditions on covered machinery.
  - iii. Testing of any kind.
  - iv. Use of machine other than which the machine is intended for.
  - v. Adjustment to the machine’s hydraulic settings or the machine’s governing software other than stated by the manufacturer.

# General exclusions (cont.)

## BETTERMENT

Costs incurred for the betterment of the machine covered under this contract or its components.

## MAINTENANCE

- a. Any breakdown to machinery covered under this contract that has not been serviced in accordance with the manufacturer’s recommended standards.
- b. Any loss or damage, which in the opinion of a qualified engineer appointed by GRIMME was caused wholly or partially from a lack of maintenance, abuse or neglect in taking preventive steps or overloading or over revving of the machine’s engine (governor seals must be intact).
- c. Expenses associated with routine maintenance and/or replacement of service items, consumable such as oils, filters, coolants and the like, and normal wear items (unless required to repair a covered defect).

## EXCLUDED COMPONENTS

All components/systems NOT listed in the coverage sheet.

## NON STANDARD COMPONENTS

Any breakdown due to failure to comply with the manufacturer’s instructions or the use of components or attachments not approved by the manufacturers.

## PENALTIES

Penalties for any delay or detention, liquidated damages or any other consequential loss, damage or liability unless expressly covered by this contract.

## CONTRACTUAL LIABILITY

Any liability which attaches by virtue of an agreement which would not have attached in the absence of the agreement other than as provided for herein.

## REPLACEABLE PARTS, NON-STANDARD PARTS AND ADJUSTMENTS

The cost of remedying making good or replacing:

- a. Ground engaging gear / components including but not limited to metal and rubber tracks and bucket teeth.
- b. Parts subject to wear and tear or considered expendable or which may require renewal periodically under normal operational conditions including, but not confined to:
  - i. Powertrain – filters, rocker cover gaskets, fanbelts, drive belts, fans, dry plate clutches, release bearings, track rod ends, wheel nuts and studs, tubes, track running gear and rubber tracks.
  - ii. Electrics – bulbs, fuses, battery(ies), lamps, lenses, in-cab entertainment units.
  - iii. Hydraulics – filters, hoses and hose clamps.
  - iv. Fuel injection – filters, injectors and contaminated fuel.
  - v. Braking system – discs, friction and counter plates, brake pads (including handbrake) and cables.
  - vi. Wearing parts – chains, sprockets and gears, bearings, all belts, share frames, shares and stone flaps, discs, all rollers (rubber, PU covered and steel), segments, stars (plastic and metal), all webs, joiners, bars, web drives (cast and PU covered), bunker floors and canvases, all wear plates and strips (plastic or metal), scrapers, openers, wings, hoods, points, blades, turbine tines, turbine gates, oppel wheels and the like.
  - vii. Miscellaneous – wiper blades and arms, glass, seat, cab trim, seat belts, weather strips, rubber seals, door gas struts, handles, tyres, locks, hinges, mirrors, bodywork and paintwork, pins and bushes, drive belts, air conditioning charge/pressure, receiver dryers, hose clamps, cab filters, side cutters, tow hitches and tow bars; all attachments fitted to the, paint, cab and canopy fittings, glass, door locks, all hoses and the like.
  - viii. Working items – oils, grease, filters, antifreeze (unless required as a direct result of the failure of a covered part).
  - ix. Service items and other components subject to routine maintenance or periodic repair or replacement, including (but not limited to) bearing’s, chains and belts.

- c. Any goods or parts thereof on which the manufacturer’s identifiable number or marks have been removed.
- d. Any second-hand goods or parts thereof.
- e. Components not approved by the manufacturer.
- f. Any defects and/or damage attributable to an error in the assembly of goods where such goods are supplied in sections which require to be assembled.
- g. Any parts which have not failed unless, it is known good engineering practice to do so, and recommended by the manufacturer.
- h. Any adjustments, recalibration or loading/updating of software where there is no breakdown or physical part damage.

**Note: The cost of any lubricant or filters necessarily required during the completion of any repair hereunder is not excluded.**

## WAR RISKS

Any consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

## TERRORIST ACTS

Loss or damage by fire or explosion directly or indirectly occasioned by or happening through or in consequence of civil commotion and/or terrorism.

For the purposes of this contract, terrorism shall mean any act of any person acting on behalf of or in connection with any organisation with activities directed towards the overthrowing or influencing of any government de jure or de facto by force or violence. In any action suit or other proceedings where a dealer alleges that by reason of this definition any loss or damage is not covered by this contract the burden of proving that such loss or damage is covered shall be upon the customer.

## SONIC BANG

Loss, destruction or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

## NUCLEAR RISKS

- a. Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss.
- b. Any legal liability of whatsoever nature; directly or indirectly caused by or contributed to by or arising from:
  - i. Ionising radiations or contaminations by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  - ii. The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

# Claims procedure

## CONTACT

Contact your dealer from whom this contract was issued or any other GRIMME approved dealership, to organise an inspection of the machine covered under this contract to ascertain the cause of failure. Please be prepared to hand the following documents to a dealer:

- a. The contract.
- b. Proof of servicing, including the use of genuine manufacturer parts.

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## CAUSE ESTABLISHED

A dealer will establish the cause of the breakdown, and check that the component(s) directly causing the failure are covered by this contract.

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## RETENTION OF PARTS

A dealer will be obliged to retain all replaced parts, after settlement of the claim or otherwise authorised, for a maximum period of 12 months unless otherwise instructed by GRIMME.

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## EXPERT ASSESSMENT

GRIMME reserve the right to examine the machine covered under this contract and subject the damage to expert assessment before commencement of any repairs and/or replacements within 24 hours of claims notification. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability of a dealer the decision of the assessor shall be final and binding on both a dealer and the customer.

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## MILEAGE AND TRAVEL TIME

Costs for mileage or travel time will not be reimbursed.

## COMPLETION OF REPAIRS

Following completion of repairs, the completed claim form, invoice, and any supporting documents (this may include this document) will be forwarded by the repairing dealer for reimbursement. Where necessary, the documents will be posted back to the customer following review by GRIMME; please check they are intact. Any additional costs not covered hereby, or in excess of the terms of this contract, must be settled directly with a dealer at the time of repair. A dealer forwarding the documentation on your behalf will be deemed to have authority to receive payment direct for the cost of repair and/or replacement.

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## SUBMISSION TIMES

For a claim to be considered, final claim details must be submitted within 28 days of the completion date of the equipment repair.

### GRIMME is relieved of its obligations under this contract if:

- a. service (other than normal maintenance and replacement of service items) is performed by someone other than an authorised dealer; or
- b. the machine is altered or modified in a way not approved by the manufacturer; or
- c. the machine's hourmeter, tachograph or odometer has been rendered inoperative or otherwise tampered with; or
- d. the machine is removed from the territory in which this contract applies.
- e. the purchased equipment is not maintained in accordance with the manufacturer's recommendations and at an approved Manufacturer repair facility.
- f. genuine manufacturer parts and consumables are not used.