

# Standard Warranty Policy Dealer Manual

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Original instructions

EUROPE

***DOOSAN***



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# **STANDARD WARRANTY POLICY**

# **Dealer Manual - Europe**

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**DOOSAN INFRACORE EUROPE B.V.**  
**ISSUE # 4700401A-EN-08-18**

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AUGUST 1, 2018



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# Introduction

Doosan's reputation lies not only in the quality of its products, but also in the value of its warranty.

Doosan Infracore Europe B.V. (hereinafter called "Doosan") offers to its authorised dealers standard warranty coverage, which terms and conditions are detailed in this document.

This manual is furnished to authorised Doosan dealers (hereinafter called "dealers") and the policy and procedures contained in this document form part of the Doosan Distributor Contract and are applicable only to new Doosan branded machines and attachments (hereinafter called "the products")

Doosan reserves the right to refuse any element of the warranty if, at its sole discretion, it deems that the terms and conditions and warranty processes laid down in this document have not been adhered to.

For more information and literature, refer to the Doosan's online dealer portal and the warranty system.

Website Link: <https://www.DoosanPassport.com>

Our warranty auditors are available for any questions concerning this document and its content:

**Doosan Infracore Europe B.V.**

Warranty Department

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<http://www.DoosanEquipment.com>

# Summary of Document Changes

This document replaces “*Standard Warranty Policies and Procedures Manual 4700401-EN-03-16*” and it is effective from 1 August, 2018.

The master copy of this document is held by the warranty manager of Doosan. An electronic copy of this manual, subsequent revisions and other warranty information can be found in the dealer portal.

The original language of this document is English and all translations are only for reference purposes.

The document issue number is stated at the bottom of each page and the latest issue supersedes all previous versions.

Doosan reserves the right to revise this document from time to time by written notice to the dealer. By submitting any warranty claim to Doosan, the dealer agrees to be bound by the revised terms and conditions.

**Table 1.- Summary of document changes**

DOC. ISSUE #	DATE	CHANGE
4700401-EN-04-12	Aug-2014	New Document.
4700401-EN-03-16	Apr-2016	Update of previous version.
4700401-EN-03-16	May-2016	Document structure and format has been changed, correction of typos and errors.
4700401-EN-08-18	August-2018	Title “Doosan Standard Warranty Policies and Procedures” has been changed for “Doosan Standard Warranty Policy – Dealer Manual”.
4700401-EN-08-18	August-2018	Doosan legal name has been updated.
4700401-EN-08-18	August-2018	Document structure and format has been changed, typos and errors have been corrected.
4700401-EN-08-18	August-2018	Introduction: Reference to Doosan Distributor Contract has been added.
4700401-EN-08-18	August-2018	Summary of Document Changes: Doosan reserves the right to revise this document from time to time by written notice to the dealer.
4700401-EN-08-18	August-2018	The Summary of Requirements is replaced by the Warranty General Requirements Checklist.
4700401-EN-08-18	August-2018	Inventories Management>Pre-delivery Inspection: The dealer must create a work order or a pre-delivery inspection report and attach it to the online DR after the retail of the machine. This requirement is not mandatory for dealer rental fleet machines.
4700401-EN-08-18	August-2018	Standard Warranty Plans and Policy>Standard Warranty Policy>Limited Coverage: Factory fit tyres and rubber tracks are now covered by Doosan warranty. Coverage on Hydraulic Quick Couplers is limited to 6 months or 500 hrs.
4700401-EN-08-18	August-2018	Standard Warranty Plans and Policy>Standard Warranty Policy>What Is Not Covered>Diagnostic Time: Diagnostic time is covered only on case-by-case-basis and tied to several factors.

DOC. ISSUE #	DATE	CHANGE
4700401-EN-08-18	August-2018	Standard Warranty Plans and Policy>Standard Warranty Policy>Responsibilities>Customer Responsibilities: The customer agrees that Doosan and the dealer have full access to all electronic data stored in any electronic control module of the machine; otherwise the warranty is void.
4700401-EN-08-18	August-2018	Standard Warranty Plans and Policy>Standard Warranty Policy>Responsibilities>Customer Responsibilities: Clarification on Telematics has been added.
4700401-EN-08-18	August-2018	Standard Warranty Plans and Policy>Standard Warranty Policy>Responsibilities>What Invalidates the Warranty>Abuse: Information added for ADT's 10/10/20 operation rule.
4700401-EN-08-18	August-2018	Stock Warranty Policy>Dealer Responsibilities>Prescribed maintenance: Documentary evidence of this maintenance must be provided to Doosan on request (e.g. internal work orders).
4700401-EN-08-18	August-2018	Spare Parts Warranty Policy>Limited Coverage: This section has been updated for Doosan Factory Options and Doosan Branded Options and Accessories.
4700401-EN-08-18	August-2018	Spare Parts Warranty Policy>What Is Not Covered: This section has been updated for non-Doosan branded options and accessories
4700401-EN-08-18	August-2018	Warranty Re-start: Requirements have been clarified.
4700401-EN-08-18	August-2018	Warranty claims>Claim Procedures>General Requirements>Claim Information and Documentation: This section has been updated and some requirements have changed.
4700401-EN-08-18	August-2018	Warranty Claims>Claims Procedures>Information Request: If a proper answer is not provided within 15 days; the claim will be rejected.
4700401-EN-08-18	August-2018	Warranty Claims>Claims Procedures>Claims Rejection and Appeal: Rejected claims can be appealed within 30 days from the settlement date.
4700401-EN-08-18	August-2018	Warranty Claims>Claims Procedures>Claims Types>Goodwill SMR Request: Procedure has been changed. Doosan will not accept any goodwill request below 500 EUR or 500 GBP.(...) Dealer must answer SMR requests within 15 days otherwise the claims will be rejected.
4700401-EN-08-18	August-2018	Warranty Audits> Doosan also reserves the right to levy prorated penalties for the previous twelve months to the audit (...).
4700401-EN-08-18	August-2018	Dealers Policy Receipt Acknowledgment: This annex has been added to the document.



# Definitions and Abbreviations

<b>Arrival Condition Report (ACR)</b>	Doosan document that registers the condition of the machine when it is received by the dealer. This document must be submitted online in the warranty system within 5 days from the date the machine was received.
<b>Component</b>	Assembly of parts such as engine, travel device, hydraulic pump or boom, among others.
<b>Customer</b>	“Final customer” or “end customer” or “owner” is the actual owner of a retailed machine and the final recipient of the dealer services.
<b>Customer Machine Transfer (CMT)</b>	Machine transfer between customers. The receiving customer becomes the owner of the machine.
<b>Dealer</b>	Authorised Doosan dealer who retails new Doosan products and provides services to customers.
<b>Dealer Accessories and Options</b>	Accessories or options sold by Doosan as after-market parts and installed by the dealers on Doosan products.
<b>Dealer After-market Review (DAR)</b>	Audit of the performance of the dealer in the different after-market areas.
<b>Dealer’s Demonstration Machine</b>	Demonstration machine owned by a dealer (machine was invoiced to the dealer).
<b>Dealer-to-Dealer Stock Inventory Transfer (D2D)</b>	Machine transfer between dealers before the machine has been retailed to a customer. The receiving dealer becomes the owning dealer of the machine.
<b>Delivery Report (DR)</b>	Doosan document that registers the details of the retail, including customer information. This document must be signed by dealer and customer representatives and attached to the online form in the warranty system. Online form must be submitted within 5 days from the actual retail date.
<b>Doosan Demonstration Unit</b>	Demonstration machine owned by Doosan and sometimes consigned to a dealer.
<b>Doosan Product</b>	Doosan branded new machine or attachment.
<b>Doosan Passport</b>	Doosan’s “online dealer portal” where dealers can access information and online systems such as the warranty system, the sales ordering system or the parts system (among others). Link: <a href="https://www.DoosanPassport.com">https://www.DoosanPassport.com</a>
<b>Doosan Warranty</b>	Warranty provided by Doosan to authorised dealers (business-to-business agreement).
<b>Equipment Transfer Report (ETR)</b>	Online report that dealer must submit in the warranty system when the original customer has sold the machine to a second customer.
<b>Extended Warranty</b>	This is a separate warranty made available by Doosan for a fee to dealers who wish to complement the standard warranty coverage. Details for the extended warranty programmes are set out in the Extended Warranty Policy – Dealer Manual. Prices for a quotation can be provided by the Doosan sales manager.
<b>Failure Date</b>	The date of the failure reported by the customer.
<b>IRW</b>	Doosan’s “Inventories Retails and Warranty system” or the “warranty system” and accessible from the online dealer portal.
<b>Key Account Customer</b>	Doosan’s Direct customer. Also known as National Account or Regional Account customer.

<b>Labour Time Guides (LTG)</b>	Doosan labour guides with the approved repair codes and corresponding warranty labour times. The LTGs are downloadable from the online dealer portal.
<b>Maintenance Contract (MC)</b>	Service agreement between dealer and customer guaranteeing the equipment to be serviced according to Doosan's prescribed intervals and specifications as per the Doosan Operation and Maintenance Manual.
<b>Machine Breakdown</b>	Machine stopped working due to a failure and it is not operational from the failure date to the repair date.
<b>Machine Operation Hours</b>	Machine hours accumulated by the failure date.
<b>OEM</b>	Original Equipment Manufacturer.
<b>Repair Date</b>	The date the repair was completed and the machine was returned to working condition.
<b>Retail</b>	Sale of a Doosan machine from dealer to customer.
<b>Retailed Machine Transfer (RMT)</b>	Machine transfer between dealer branches or to another dealer after the machine has been retailed to a customer. The receiving dealer becomes the servicing dealer of the machine.
<b>Standard Warranty (SW)</b>	This is the Doosan's standard new product warranty provided at no additional charge to the dealer.
<b>Standard Warranty rates</b>	Approved Doosan labour and travel distance rates, the result of multiplying approved dealer's shop rates with the result of the Dealer After-market Review audit (0~1).
<b>Shop Warranty Rates</b>	Approved Doosan labour and travel distance rates, the result of calculating the average of the dealer rates for non-warranty services (dealer must provide background documentation for this calculation).
<b>Warranty Bulletin</b>	Bulletin published in online dealer portal that contains important warranty information.
<b>Warranty Manual</b>	Standard Warranty or Extended Warranty Policy Dealer Manuals. Also known as "Warranty Policies".
<b>Warranty Period</b>	Period in months that the product is covered by the warranty.
<b>Warranty Parts</b>	Faulty parts replaced by new or remanufactured parts under warranty conditions.
<b>Warranty System</b>	Doosan's Inventories Retails and Warranty system (IRW).
<b>Warranty Usage</b>	Usage of the machine (measured in machine operation hours) which is covered by the warranty.

# Inventories Management

## DAMAGE IN TRANSIT AND/OR SHIPMENT DISCREPANCIES

Claims for damage in transit of the product and/or discrepancies between the ordered and received product configuration should be submitted to Doosan's Dealer Support Team no more than five (5) days after the receipt of the machine. These defects must also be reported in the Arrival Condition Report.

## ARRIVAL CONDITION REPORT

When a new product is received at the dealership or any other agreed location, dealer must perform the arrival condition inspection and fill in the Arrival Condition Report (ACR).

The Arrival Condition Report must be submitted in the warranty system within five (5) days after the product is received.

The ACR is also required for Doosan demonstration machines and for consignment machines. In both cases the receiving dealer must file the ACR in the warranty system.

After repairing any manufacturing defects reported on the Arrival Condition Report, the dealer must submit a warranty claim for cost recovery.

## PRE-DELIVERY INSPECTION

At the end of the dealer stocking period and before delivery to the customer, the dealer must perform the pre-delivery inspection of the product:

- Product conforms to the customer order
- All necessary adjustments have been made
- All legal obligations and safety requirements have been met
- Product is performing as per Doosan specifications
- Visual check for damages, shipping and packing/crating specifications
- Marks and plates are installed (safety, operation, etc.)
- Fluid levels are correct
- Maintenance/service during the stocking period has been made
- Product documentation and customer instructions are prepared
- Recommended parts list is prepared

The dealer must create a work order or a pre-delivery inspection report and attach it to the online DR after the retail of the product.

This requirement is not mandatory for dealer rental fleet machines.

# DELIVERY REPORT

Each product must be registered with Doosan using the Delivery Report (DR). The DR is required for all machines and serialised attachments.

The DR is to be completed at the time the product is delivered to the customer and it must be submitted in the warranty system within five (5) days after delivery.

The elements of the DR (such as the warranty coverage, operating instructions, safety equipment and precautions, maintenance procedures and adjustments) must be communicated to the customer at the time of delivery. The signed DR is the legal acknowledgment of the customer and dealer that this information has been communicated.

A signed copy of the DR must be scanned and attached to the online Delivery Report when submitting it in the warranty system.

A DR submitted later than five (5) working days after delivery to customer will lead to sanctions, including the refusal of warranty claims.

The delivery date mentioned on the DR must match the date the product was delivered to the customer. If any discrepancy is noted, warranty statutory rights will be cancelled.

The pre-delivery inspection report or the corresponding work order must be also attached to the online DR.

If the machine has been registered for Protection Plus extended warranty, the dealer must attach it to the online DR together with a maintenance contract between the dealer and the Customer.

# INVENTORY TRANSFER

## ***Dealer-to-Dealer Stock Inventory Transfer (D2D)***

Machine transfer between dealers before the machine has been retailed to a customer. The receiving dealer becomes the owning dealer of the machine.

Dealer-to-Dealer Transfers must be communicated to Doosan's warranty department. Please inform Doosan's assigned warranty auditor by mail.

The following information and documentation will be required:

- Machine serial number (VIN)
- Machine model
- Transfer date
- Name of the dealer to whom the machine is transferred
- Evidence that the dealer receiving the machine has accepted this transaction (e.g. email confirmation)

Additionally, the warranty auditor will verify that Arrival Condition Report has been submitted in IRW and that all class A and AA field modification campaigns have been completed before the transfer.

***Retailed Machine Transfer (RMT)***

Machine transfer between dealer branches or to another dealer after the machine has been retailed to a customer. The receiving dealer becomes the servicing dealer of the machine.

Retailed Machine Transfers must be communicated to Doosan's warranty department. The same requirements as for the D2D transfers apply.

***Customer Machine Transfer (CMT)***

Machine transfer between customers. The receiving customer becomes the owner of the machine.

The remainder of the original standard warranty can be transferred to subsequent owners only when the new owners request the transfer to an authorised Doosan dealer. In this case, an Equipment Transfer Report (ETR) must be submitted in the warranty system by the retailing dealer as soon as it has been made aware of such transfer. Doosan has the right to request supporting documentation and may inspect any unit prior to approval.

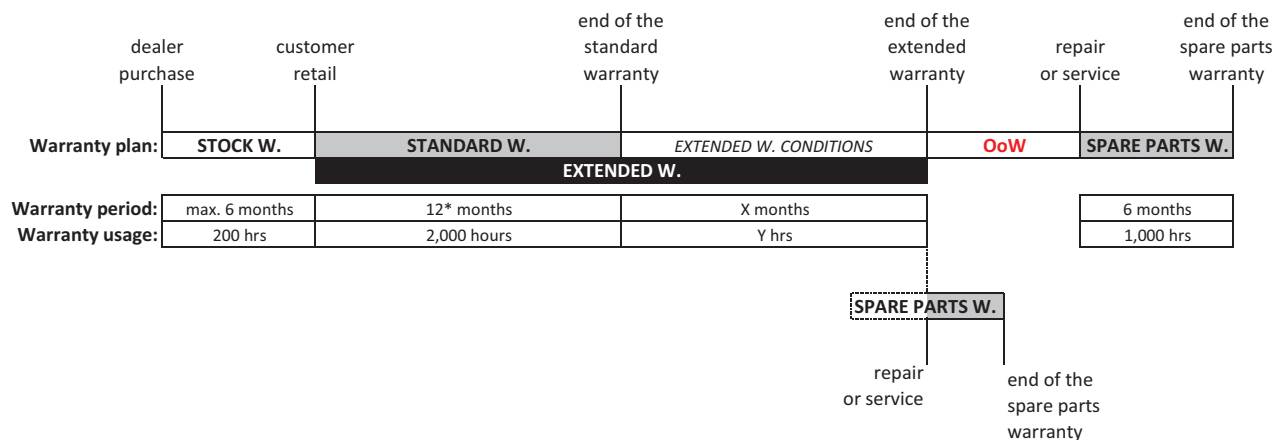
# Standard Warranty Plans and Policy

Doosan **Standard Warranty** is the new product warranty provided at no charge to the purchaser. Doosan offers to its dealers three (3) different types of standard warranty:

1. The **Stock Warranty** is the Doosan warranty that covers the product during the dealer stocking period, from the Doosan invoice date to the customer retail date.
2. The New Retailed Product Standard Warranty or “**Standard Warranty**” is the Doosan warranty that covers the product from the customer retail date until the end of the warranty period or usage.
3. The **Spare Parts Warranty** is the Doosan warranty that covers warrantable spare parts or components after the standard warranty and the extended warranty periods.

**Table 2.- Doosan standard warranty plans per product type**

PLAN	COVERAGE	PRODUCT TYPE	TOTAL PERIOD COVERED (MONTHS)	TOTAL USAGE COVERED (MACHINE HOURS)
STOCK WARRANTY	Parts & Labour	ALL MACHINES	6	200
STANDARD WARRANTY	Parts, Labour & Travel Distance	Articulated Dump Trucks, Crawler Excavators, Wheel Excavator, Wheel Loader	12	2,000
STANDARD WARRANTY	Parts, Labour & Travel Distance	Crawler Mini Excavator, Wheel Mini Excavator	24	2,000
STANDARD WARRANTY	Parts, Labour & Travel Distance	Attachments	12	NOT APPLICABLE
SPARE PARTS	Parts, Labour & Travel Distance	Spare Parts	6	1,000



(\*) Doosan mini-excavators (80 ton or less) are covered for 24 months or 2,000 hrs, whichever occurs first.

X and Y are determined by the extended warranty plan purchased by the dealer.

OoW: Out of Warranty

**Figure 1.- Warranty plans and warranty coverage (period and usage)**

Doosan warrants the machine for defects in material and workmanship during the covered period or the covered usage, whichever occurs first.

**If a product exceeds the allowed stocking period or usage, then the standard warranty coverage will be reduced proportionately.**

The **Extended Warranty** is a separate warranty made available by Doosan for a fee to dealers who wishes to complement the standard warranty coverage. Doosan's extended warranty policy is not in the scope of this document. Please refer to the *"Doosan Extended Warranty Policy - Dealer Manual"* for more information on the Doosan's extended policies.

Recovery for spare parts damaged in transit (transport damage) and/or discrepancy between the ordered and received parts should be requested from our Parts Customer Service Team no later than five (5) days after the reception of the part. For more information on this regard refer to the Doosan Parts Policy.

## ELIGIBILITY AND REGISTRATION

New Doosan products (listed below) are eligible for standard warranty. No registration fee is required, standard warranty is automatically activated after the retail of the machine or when the allowed stocking period has been exceeded; i.e. six (6) months or two hundred (200) hours, whichever comes first.

- Articulated Dump Trucks
- Wheel Loaders
- Crawler Heavy Excavators
- Wheel Heavy Excavators
- Crawler Mini Excavators
- Wheel Mini Excavators
- Attachments

## PLAN CANCELLATION

Doosan will cancel the standard warranty plan if the dealer and/or the customer fail to meet their responsibilities as described in this document.

Additionally, Doosan can also cancel the warranty in the following situations:

- When the dealer fails to explain the terms and conditions of the standard and extended warranty coverage to the customer.
- When the dealer fails to submit the online Arrival Condition Report (ACR) in the warranty system within five (5) days after the reception date of the product.
- When the dealer does not submit the online Delivery Report (DR) in the warranty system within five (5) days after the actual delivery date to the final customer.
- When the dealer does not upload the signed copy of the Delivery Report in the warranty system (online delivery report).
- When the dealer fails to provide on Doosan request the machine inspection check book signed by the dealer and the customer.
- When the Equipment Transfer Report (ETR) is denied by Doosan (for more details, refer to section "Transfer of The Extended Warranty").

# STANDARD WARRANTY POLICY

## RESPONSIBILITIES

### Doosan Responsibilities

Doosan is the entity selling products from the Doosan range to authorised dealers in Europe. All Doosan products are supplied to the dealer by Doosan under the Distributor Agreement and the applicable Doosan's warranty terms and conditions.

Doosan warrants to its authorised dealers, who in turn warrant to the customer, that new products are free from defects in material and/or workmanship during the warranty period.

Doosan's warranty department is responsible for the interpretation and application of the warranty policy. The warranty department handles all warranty cases and decides on all dealer warranty claims.

Approving a warranty claim does not imply any responsibility of Doosan in any consequential damage resulting from an improper repair.

The warranty department provides advice and guidance on terms and conditions of the warranty policy.

### Dealer Responsibilities

The dealer is the entity buying products from Doosan and retailing them to customers. The dealer also provides aftersales services to Doosan customers.

Good service is essential in order to maintain positive reputation of the dealer and Doosan in the marketplace. The continued success of the Doosan brand and the Doosan Dealer Network depends on the effectiveness of the product support the dealer provides and the communication of that support to the customer.

The dealer must inform the customer regarding the terms and conditions of the Doosan warranty (prior to completion of the purchase) and regarding the operation and prescribed maintenance of the product (as per the operator's manual).

The dealer must deliver the products in perfect working condition and ensure that the product is sold with a configuration and attachment suitable for the customer's application.

Doosan requires the best quality in all repairs from its dealers. In the event of a failure, the dealer must diagnose and investigate the failure, repair the product as quickly as possible and judge if it is warrantable or not (according to the terms and conditions detailed in this manual). Only after the repair, and when Doosan's warranty is applicable, the dealer can submit a warranty claim to Doosan.

The dealer must use genuine Doosan parts, fluids and consumables in every service. The use of non-genuine Doosan parts, fluids and consumables will void the warranty.

Any warranty repair is always to be documented by the dealer internally. Doosan requires all warranty claims to be documented as indicated in this manual. Additional information or documentation can be requested at the discretion of the warranty auditor. Not providing this information will result in the rejection of the warranty claims.

Dealer needs to support Doosan and return replaced warranty parts when required. Doosan will compensate the dealer when a cost is entailed.

### Customer Responsibilities

The end customer (hereinafter called the "customer") is the entity buying products from the dealer. The customer is responsible for operating and maintaining the product correctly as per the Doosan operator manual.

The customer should not be charged if a failure occurs due to defects in material and/or workmanship and the warranty terms and conditions apply.

The customer agrees to maintain the product as per the latest available published Doosan operation and maintenance information.



The customer agrees to notify the dealer promptly of any machine abnormalities.

In the normal maintenance and repair of the product, the customer agrees to use genuine Doosan parts supplied through an authorised Doosan representative.

Losses, damages, penalties and other cost, such as, but not limited to, transport and replacement machine are customer's responsibility.

The customer agrees to operate the product only in applications approved by Doosan.

The customer agrees to make the product available for periodic preventive maintenance visits and for field modification campaigns initiated by Doosan.

The customer agrees that Doosan and the dealer have full access to all electronic data stored in any electronic control modules of the machine; otherwise the warranty is void.

Products may be equipped with telematics hardware and software that transmit data to Doosan and the retailing dealer. The customer can request the deactivation of the telematics hardware to the dealer.

Doosan Infracore Europe Data Protection Policy governs the processing of personal data. This policy is available at [www.doosanequipment.eu](http://www.doosanequipment.eu)

## **WARRANTY COVERAGE (PERIOD AND USAGE)**

The warranty coverage of a new Doosan product begins on the retail date reported in the Delivery Report.

After two hundred (200) hours of usage, if the dealer has not submitted a Delivery Report in the warranty system, Doosan will register the machine in the dealer's rental fleet and the standard warranty will start on the Doosan invoice date.

If the product is retailed after six (6) months from the Doosan invoice date, the standard warranty coverage will be reduced proportionately. At that point, it is the responsibility of the selling dealer to provide full coverage to the customer.

When the product is transferred to a new customer, the remaining coverage is transferred and the warranty start date does not change.

When a warrantable failure occurs after the retail date and during the warranty period, a MACHINE or an ATTACHMENT warranty claim should be submitted through the warranty system.

## **WHAT IS COVERED**

Any part of the Doosan product which fails because of defects in material or workmanship during the warranty coverage. Under these conditions, the customer cannot be charged for parts, labour and travel of the technicians.

## **LIMITED COVERAGE**

### **Engine and fuel injection system**

Refer to service letter "ENGINE – New After-market Strategy and Warranty Policy" (SI1504-062 and subsequent versions) for the following information:

- How to handle engine repairs and warranty claims
- Service level authorisations for the Doosan network (per engine manufacturer)
- Engine service level classification
- OEM servicing dealer networks
- Warranty claims on fuel injection system components
- Non-Doosan options

Engine manufacturers have established Service Level Authorisations for the Doosan network. The dealer can only perform repairs for which he is authorised according his level of service (refer to SI1504-062 for more details).

Warranty of fuel injection system components can only be accepted when an inspection report confirming the failure of the claimed component is obtained from an Authorised Service Station of the fuel injection system OEM (refer to SI1504-062 for more details).

### Transmissions

The dealer can perform the following repairs on transmissions:

- Complete transmission replacement
- Fix external leaks (in-frame-repair)
- Repair or replaced sensors and solenoids (in-frame-repair)

All other transmission repairs must be performed by a ZF dealer.

If the dealer performed the repair, the cost must be claimed to Doosan.

When the repair was carried out by a ZF service provider, ZF will decide on the warranty. In the cases, where the Doosan dealer needed to support ZF on the repair (i.e. taken a part or installing the transmission), this cost can be claimed to Doosan.

### Batteries

The warranty period for batteries incorporated in new machines is limited to fifty (50) machine operation hours.

### Hydraulic Quick Couplers

Coverage on hydraulic quick couplers is limited to six (6) months or five hundred (500) machine operation hours.

### Air-conditioning

Periodical refills are excluded.

### Pro-rate Warranty on Factory-Fit Rubber Tracks (Shoes) and Tyres

These parts are covered by the standard warranty only if they are replaced by another part of the same size and type purchased from Doosan. As tracks and tyres are wear items, warranty compensation is prorated.

Tracks:

$$\text{Reimbursable Amount (currency)} = [\text{Cost of new track}] \times \frac{X \text{ mm remaining tread depth}}{Y \text{ mm original tread depth}}$$

Tyres: Reimbursement will be prorated based on suppliers' policies.

### Doosan options installed by the dealer

Options sold by Doosan and installed in the machine by the dealer are covered by the Doosan warranty for defects in material and workmanship. In case of incorrect installation or non-compatibility with the machine, Doosan warranty does not apply. It is at Doosan's sole discretion to judge correctness of an installation and the compatibility with the machine.

### Diagnostic Time

Compensation of diagnostic time will be considered on a case-by-case basis and tied to the following factors:

- Failure requires the use of troubleshooting tools
- Snapshots from the diagnostic tool are attached to the claim
- Level of certification of the technician (Doosan training programmes)
- Detailed breakdown of the labour time required for the repair is provided in the claim

# WHAT IS NOT COVERED

## **Customer Losses, Damages and Other Costs**

Doosan shall in no event be liable for any losses, damages, costs or expenses claimed by the customer, including but not limited to loss from failure of the product to operate for any period, property damage and all other direct, indirect, special, incidental or consequential damages, whether arising under contract, warranty negligence, strict liability or any other legal theory whatsoever.

## **Normal Wear and Consumables**

Maintenance items such as oils, lubricants, coolant fluids, filter elements, bulbs, fuses, alternator, pins and bushings are normal consumable items and are not warranted. Fan belts, drive belts are also considered wear items when usage is equivalent to the scheduled maintenance. Ground engaging parts, such as bucket teeth or cutting edges, are also not covered.

## **Contamination and Environmental Conditions**

Failures due to contamination or ingress of foreign matter in any part or component and failures due to extreme environmental conditions.

## **Impact Damage**

Impact damage resulting from incorrect operation or non-approved application.

## **Transport Expense**

Doosan warranty does not cover the costs for transporting the products to the dealership for repair or replacement of warranted components.

## **Hauling Expense**

The Doosan warranty does not pay for hauling, towing, loading and unloading the machine or attachment for repair or replacement of warranted components.

## **Adjustments**

Adjustments or slight defects which generally do not affect the stability or reliability of the product are not covered by the Doosan warranty.

## **Temporary Repairs**

In general basis temporary repairs are not covered by the Doosan warranty. Exceptions would require pre-authorisation from Doosan.

## **Clean-Up Time**

The Doosan warranty does not cover the costs related to cleaning the product or the work area before or after the warranty repair.

## **Shipping Discrepancies**

All shipping discrepancies, including shortages, incorrect shipments and damage are not covered by the Doosan warranty. Shipping discrepancies must be addressed through the Dealer Support Team (in case of machines) or through the Parts Customer Service Team (in case of parts and components).

**Travel Time**

The Doosan warranty only covers travel distance. Travel time cost is not covered.

**Rental Charges**

Rental cost of replacement equipment is not covered by the Doosan warranty.

**Freight Charges**

Freight charges (other than those invoiced by Doosan) incurred for the shipment of replacement warranty parts or components are not covered by warranty.

**Workshop Supplies**

Doosan does not cover miscellaneous workshop supplies (e.g. tools, sundries, etc.).

**Disposal**

Doosan does not cover any disposal fees or any environmental levies.

**Non-Doosan branded options and accessories**

Non-Doosan branded after-market options and accessories are not covered by the Doosan warranty. Such products might be warranted by their manufacturers; please contact them for further information.

**OEM Components**

Components covered by another manufacturer's warranty.

**Others**

Tools, meals, ferries, flights and other expenses not specifically mentioned in the policy are also not covered by the Doosan warranty.

## **WHAT INVALIDATES THE WARRANTY**

**Abuse**

Failure resulting from neglect, such as improper operation, overloading and lack of required maintenance.

In case of Articulated Dump Trucks, the mean (average) of the payload distribution shall not exceed the target payload and no more than 10% of payloads may exceed 1.1 times the truck target payload and no single payload shall ever exceed 1.2 times the target payload. This is a critical aspect for the operation of the machine. Incorrect operation will invalidate the warranty.

**Alterations**

Modification of the products without the prior written approval from Doosan Engineering.

**Damage**

Broken glass/plastic failures caused by carelessness, accidents, improper operation, transportation, storage or use of unauthorized attachments.

### **Application and/or Environmental Conditions**

Deteriorated or failed components, such as, but not limited to, electrical wiring and connections, gaskets, hoses, seals and tube lines damaged by chemicals, falling objects, dirt, salt and sand, rust, corrosion, moisture or extreme environmental temperatures.

### **Lack of Maintenance**

Component failure caused by not performing scheduled maintenance service, such as, but not limited to, failure to replace filtration elements; not maintaining adequate fluid levels in engine and hydraulic/hydrostatic systems; not keeping the cooling system clean; not tightening or replacing loose or missing bolts, nuts, fittings, shields and shrouds; failures resulting from not replacing worn components.

Machine inspection check book and maintenance contracts and/or copies of customer invoices for scheduled maintenance may be required to validate the claim.

### **Unauthorised Service**

The use of non-genuine Doosan parts for any repair or maintenance invalidates the warranty. Repairs performed by a non-authorised dealer also invalidate the warranty.

When the dealer needs to subcontract a warranty repair, expertise or technology that exceeds two hundred (200) EUR or two hundred (200) GBP, he must request written approval (email) from the Doosan service manager. Any subcontracted service not approved by our service manager will not be accepted by Doosan.

### **Non-proper Service**

No coverage will be honoured if the defect has been caused, in whole or in part, by the incorrect fitting of any service part, machine option or attachment.

### **Unauthorised Replacement of Components**

Warranted components (assembly of parts) must be repaired in the most economical way. If the dealer wishes to replace the component instead of repairing it, the dealer requires the pre-authorisation from Doosan through the Doosan service manager. For warranty reimbursement, the components must be replaced by Doosan's remanufactured items when available.

The following components require authorisation from Doosan before their replacement:

- Engine
- Fuel injection system
- All emission control components (DOC, DPF, ECU, DCU, SCR, EGR)
- Hydraulic/Hydrostatic Motors/Pumps
- Travel Motor
- Travel Device
- Swing Device
- Swing Motor
- Axle
- Transmission
- Differential Planetary
- Control Valve
- Boom
- Arm
- Cab and chassis/frame

## **Usage of Attachments**

Doosan cannot be held liable for, and will reject any corresponding warranty claim related to the use of Doosan attachments on non-Doosan units which are not approved in writing by Doosan. Likewise, Doosan cannot be held liable for and will reject any claim related to the use of non-Doosan (or non-approved) attachments on Doosan products.

## **Fuel Quality**

If the fuel used is not in conformance with the European fuel standard DIN EN590:2009, the warranty is void for all components of the fuel system and the emission control system.

## **Altered Machine Operation Hours**

The alteration of the hour-meter or reporting incorrect machine hours to Doosan invalidates the Doosan warranty.

## **Claim Information and Documentation**

Not providing the information and documentation requested by Doosan invalidates a warranty claim.

# **STOCK WARRANTY POLICY**

## **RESPONSIBILITIES**

### **Doosan Responsibilities**

Starting from the Doosan invoice date, Doosan grants the dealer a six (6) months and two hundred (200) hours coverage (whichever occurs first) for stocking the product.

### **Dealer Responsibilities**

During the dealer stocking period, it is the dealer's responsibility to reform necessary maintenance on the product and its parts and components (as indicated in the operators' manuals). Documentary evidence of this maintenance must be provided to Doosan on request (e.g. internal work orders).

### **Customer Responsibilities**

Not applicable.

## **WARRANTY PERIOD AND USAGE**

The warranted period of a product begins on the Doosan invoice date and ends on the customer retail date or after six (6) months (whichever occurs first). When the machine is transferred to another dealer (dealer-to-dealer transfer), the remaining coverage is transferred (maximum 6 months from the first Doosan invoice date).

If the standard warranty period is reduced because the stocking period has been exceeded, it is the responsibility of the dealer to provide full coverage to the customer. In this scenario, the dealer can exceptionally request from Doosan an extension of the reduced standard warranty period when submitting the Delivery Report in the warranty system. A fee might be charged for this extension. The dealer must provide the following information and documentation when requesting the extension of the reduced coverage:

- Copy of the Delivery Report signed by the customer and the dealer representative
- Customer invoice for the machine
- Pictures as per the "Doosan's Picture Reference Guide for Technical Investigation Report" (4700304-EN, v. 08-2011 or subsequent versions)

- Customer's Maintenance Contract
- Downloads from the machine controllers (incl. ECU, DCU)
- Documentary evidence that the machine maintenance has been performed as indicated in the operators' manuals (e.g. internal work orders)

Refer to Service News 10/02/2014 for more information.

After two hundred (200) hours of usage, if the dealer does not submit a Delivery Report in the warranty system, Doosan will register the machine in the dealer's rental fleet and the standard warranty will start.

## **WHAT IS COVERED**

Please refer to the section "*Standard Warranty Policy*". Same conditions apply.

## **WHAT IS NOT COVERED**

Please refer to the section "*Standard Warranty Policy*". Same conditions apply.

## **WHAT DOES INVALIDATE THE WARRANTY**

Please refer to the section "*Standard Warranty Policy*".

# **SPARE PARTS WARRANTY POLICY**

## **RESPONSIBILITIES**

Please refer to the section "*Standard Warranty Policy*". Same conditions apply.

## **WARRANTY PERIOD AND USAGE**

The warranty period for any new genuine Doosan part properly installed in a Doosan machine by an authorised Doosan dealer and under normal use and maintenance is six (6) months or one thousand (1,000) hours of machine use from the date of installation of the part in the Doosan machine or twelve (12) months or one thousand (1,000) hours from the Doosan invoice date, whichever occurs first.

When a failure occurs after the machine warranty period but during the spare parts warranty coverage, a PARTS warranty claim must be submitted through the warranty system. Customer invoice for installation of the failed part will be required to prove the installation date.

## **WHAT IS COVERED**

Any Doosan spare part which fails because of defects in material or workmanship during the warranty period. Under these conditions and during the warranty period, the customer cannot be charged for parts, labour or travel distance of technicians.

## LIMITED COVERAGE

### **Doosan options installed by the dealer**

Options sold by Doosan and installed in the machine by the dealer are covered by the Doosan warranty for defects in material and workmanship. In case of incorrect installation or non-compatibility with the machine, Doosan warranty does not apply. It is at Doosan's sole discretion to judge correctness of an installation and the compatibility with the machine.

## WHAT IS NOT COVERED

### **Non-Doosan branded options and accessories**

Non-Doosan branded after-market options and accessories are not covered by the Doosan warranty. Such products might be warranted by their manufacturers; please contact them for further information.

Please refer to the section "*Standard Warranty Policy*". Same conditions apply.

## WHAT INVALIDATES THE WARRANTY

Please refer to the section "*Standard Warranty Policy*". Same conditions apply.



# Extended Warranty Policy

Refer to the *“Doosan Extended Warranty Policy – Dealer Manual”* document for terms and conditions of the extended warranty plans.

During the extended warranty coverage, dealer must also adhere to the claim requirements detailed in the *“Doosan Standard Warranty – Dealer Manual”*.

# Transfer of the Warranty

The remainder of the original standard warranty can be transferred to subsequent owners only when the new owners request the transfer to an authorised Doosan dealer.

In that case, an Equipment Transfer Report (ETR) must be submitted in the warranty system by the retailing dealer as soon as it has been made aware of such transfer. Doosan has the right to request supporting documentation and may inspect any unit prior to approval.

# Warranty Restart

If a unit meets both of the following conditions, Doosan may, at its own discretion, agree to grant a new standard warranty on resale:

- If the Doosan product is returned to the selling dealer within one (1) month or two hundred (200) hours, whichever occurs first
- Approval from the Doosan Warranty Department is required prior to restart of warranty

Doosan has the right to inspect any unit prior to approval and will request in all cases the following documentation:

- First Delivery Report (signed by the first customer)
- Documentary evidence that machine was returned within one month from the first retail date
- Second Delivery Report (signed by the second customer) and dealer invoice
- Downloads from the machine controllers
- Pictures of the machine as per “Doosan’s Picture Reference Guide for Technical Investigation Report” (4700304-EN, v. 08-2011 or subsequent versions)

# Warranty on Second-Hand Units

The Doosan Remarketing Department handles selling second-hand machines from trade-ins, former Doosan's demonstration machines and former Doosan's training centre machines. These machines are considered second-hand machines, and therefore the standard warranty period will be reduced proportionately by the time the unit was used.

For these machines it is possible to start the warranty period at date of the effective retail to the customer if the machine was used for less than six (6) months or two hundred (200) hours, whichever occurs first. Copy of the remarketing machine invoice and the customer invoice will be required by the warranty department for validating the warranty coverage.

# Belated Warranty Registration

If the Doosan equipment has been used as a dealer's demonstration unit, it is possible to start the warranty period at the time of effective sale of the machine. This can be done when at the time of the effective sale to the customer, the machine was used for less than six (6) months or two hundred (200) hours, whichever occurs first.

When a demonstration machine is used for more than six (6) months or two hundred (200) hours, the dealer must report the machine as retailed and as part of the dealer's rental fleet. If the dealer fails to do so, Doosan will report the retail of the machine in the warranty system with the actual machine operation hours and the invoice date as retail date.

# Warranty Claims

## CLAIMS PROCEDURES

### GENERAL CLAIM REQUIREMENTS

#### On-line Claim

To be compensated for the warrantable cost after a warranty repair, the dealer who performed it must submit a claim in the warranty system. The warranty system is accessible from the online dealer portal.

Website Link: <https://www.DoosanPassport.com>

Doosan's warranty department provides online training on our policies and systems and the warranty manuals and bulletins can be downloaded from the online dealer portal.

#### Legal Disclaimer

The dealer representative submitting the warranty claim must agree with the legal disclaimer included in the claim form. The disclaimer must be read carefully to understand the responsibilities related to submitting a claim.

#### Repair Protocol

It is the responsibility of the dealer to identify the defect, determine root cause and provide evidence that there is a warrantable defect in material and/or workmanship. Any claim that does not meet these criteria will be denied.

#### Pre-authorisation for Components Replacement

For warranty repairs, dealers must obtain authorisation from Doosan through the Doosan service manager before replacing certain components (listed in the section "Standard Warranty Plans and Policy>Standard Warranty Policy>What Is Not Covered"). This authorisation must be attached to the corresponding warranty claim; otherwise it will be rejected.

#### Claim Submission Period

All claims must be submitted within 30 days after the repair date. Any claim submitted after 30 days will be denied.

#### Claim information and documentation

Doosan uses claims information to improve manufacturing, engineering and supplier quality, which instils customer confidence in new and current products. Our requirements in claims information and documentation not only benefit Doosan but our customers and our dealers as well.

**Table 3.- Claims requirements**

LIST OF CLAIM INFORMATION AND DOCUMENTATION REQUIREMENTS	CLAIM DATA FIELD	TICK
Date of the failure, i.e. when the customer reported the machine failure (not applicable for FIELD MODIFICATION CLAIMS)	Claims Details, "Date of the Failure"	<input type="checkbox"/>
Date of the repair, i.e. when the machine has been repaired and has been restored to full operational condition (last intervention of the technician)	Claims Details, "Date of the Repair"	<input type="checkbox"/>
Machine was breakdown (Yes/No), i.e. when the machine was not operative from the failure date to the repair date.	Claim Attributes	<input type="checkbox"/>
Reasoning why the machine was not repaired within 2 days (if applicable)	Claim Attributes	<input type="checkbox"/>
Attachment used on the machine, type of work and application	Claim Attributes	<input type="checkbox"/>
Machine operation hours at the date of the failure	Equipment Details	<input type="checkbox"/>
Causal part number (not applicable for FIELD MODIFICATION CLAIMS)	Failure Information	<input type="checkbox"/>
Fault location code (not applicable for FIELD MODIFICATION CLAIMS)	Failure Information	<input type="checkbox"/>
Job code and labour time (as per Doosan Labour time Guides)	Service Information	<input type="checkbox"/>
Doosan installed parts: part number, quantity and invoice number (or order number)	Components Replaced	<input type="checkbox"/>
Serial numbers of the installed components (e.g. engine, travel device, boom, etc.)	Components Replaced	<input type="checkbox"/>
Doosan removed parts: part number and quantity	Components Replaced	<input type="checkbox"/>
Serial numbers of the removed components (e.g. engine, travel device, boom, etc.)	Components Replaced	<input type="checkbox"/>
Non-Doosan parts or services: description, quantity, unit price and corresponding invoice.	Components Replaced	<input type="checkbox"/>
Travel location (adjust distance if needed)	Miscellaneous	<input type="checkbox"/>
Technician name (update Doosan Passport with all technician names)	Miscellaneous	<input type="checkbox"/>
Additional freight cost for Doosan parts (only applicable for the United Kingdom)	Miscellaneous	<input type="checkbox"/>
Machine failure	Comments, "Concern"	<input type="checkbox"/>
Cause of the failure and diagnostics	Comments, "Cause"	<input type="checkbox"/>
Description of the repair	Comments, "Correction"	<input type="checkbox"/>
Intervention of the Doosan's service manager and any other relevant information such as the Salesforce/Nex2U case number	Comments, "Claim Notes"	<input type="checkbox"/>
Work order or warranty invoice	Manage Documents	<input type="checkbox"/>
Pictures as per the "Doosan's Picture Reference Guide for Technical Investigation Report" (4700304-EN, v. 08-2011 or subsequent versions)	Manage Documents	<input type="checkbox"/>
Job sheet signed by technician and the end-customer	Manage Documents	<input type="checkbox"/>
Videos (when requested by the Doosan service manager or the warranty auditor)	Manage Documents	<input type="checkbox"/>
Invoices for non-Doosan parts and services	Manage Documents	<input type="checkbox"/>
Authorisation of the Doosan service manager for the replacement of a component (prior to the repair)	Manage Documents	<input type="checkbox"/>
Authorisation of the Doosan service manager for the use of non-Doosan parts (prior to the repair)	Manage Documents	<input type="checkbox"/>

LIST OF CLAIM INFORMATION AND DOCUMENTATION REQUIREMENTS	CLAIM DATA FIELD	TICK
Technical Investigation Report when required by the Doosan service manager	Manage Documents	<input type="checkbox"/>
Proof of shipment for parts returned to Doosan (when required by the Doosan warranty auditor)	Manage Documents	<input type="checkbox"/>
Additional pictures, documentation and/or information required in a Doosan field modification campaign (only applicable for FIELD MODIFICATION CLAIMS)	Manage Documents	<input type="checkbox"/>
Installation customer invoices for spare parts claims (only applicable for PARTS CLAIMS)	Manage Documents	<input type="checkbox"/>
Gauge panel picture and software version	Manage Documents	<input type="checkbox"/>
DMS machine history data	Manage Documents	<input type="checkbox"/>
Original fault codes from ECU or DCU (only applicable for ENGINE related claims)	Manage Documents	<input type="checkbox"/>
Data snapshot of ECU/DCU data before repair (only applicable for ENGINE related claims)	Manage Documents	<input type="checkbox"/>
All measurement data that are required when following the TSG steps (only applicable for ENGINE related claims)	Manage Documents	<input type="checkbox"/>
Data snapshot of ECU/DCU data after repair (only applicable for ENGINE related claims)	Manage Documents	<input type="checkbox"/>
ECU map software version (only applicable for ENGINE related claims)	Manage Documents	<input type="checkbox"/>
DCU map software version (if applicable and only for ENGINE related claims)	Manage Documents	<input type="checkbox"/>
VCU map software version	Manage Documents	<input type="checkbox"/>

Occasionally the warranty auditor might request additional information or documentation.

All the above information and documentation must be available at the dealer's main office for warranty audits.

Claims insufficiently documented will be denied.

## CLAIM TYPES

Doosan recognises only the following claim types:

- Machine claim ("MACHINE")
- Spare parts claim ("PARTS")
- Attachments claim ("ATTACHMENT")
- Field modification claim ("FIELD MODIFICATION")
- Goodwill Service Manager Review ("SMR")

All claims submitted by dealers must fit in one of the above categories.

Doosan requires one failure per warranty claim. If there are multiple unrelated failures for the same machine and intervention, the dealer must submit separate claims. However, if one faulty part damages different parts or components, only one warranty claim is needed.



## Machine Claim

A MACHINE claim is to be submitted only when machine standard or extended policies apply. General requirements for claim submission apply.

## Spare Parts Claim

A PARTS claim is to be submitted only when the product is out of the standard and extended warranty but the spare parts policy applies.

General requirements for claim submission apply. Pre-authorisation for Components Replacement is also applicable for parts claims.

## Attachment Claim

An ATTACHMENT claim is to be submitted only when the attachments policy applies. If the attachment is not installed on a Doosan machine, it is at Doosan's sole discretion to judge whether or not the carrier and attachment are compatible and the claim is valid. General requirements for claim submission apply.

## Field Modification Claim

General conditions for claim submission apply for field modification claims.

### *Field Modification Types*

Doosan may request its dealers to carry out field modifications on Doosan products. Field modification campaigns are launched to solve product quality issues or improve product performance. These field modifications might be required for retailed and dealer inventory machines. There are three (3) types of field modification campaigns:

- Class AA campaigns, mandatory and intended to resolve safety-related issues
- Class A campaigns, mandatory and intended to improve product quality and reliability
- Class B campaigns can be "fix-as-fail" repairs or optional modifications (related to concerns that may appear when a unit is used in particular applications or circumstances)

The list of machines impacted and the instructions for carrying out the campaigns are communicated to the dealer network through service bulletins. The instructions for submitting the corresponding field modification claims and the cost compensation conditions are also specified in the campaign service bulletins.

Please note that the completion rate and average completion time of AA and A is part of the Dealer After-market Review ("DAR").

**Table 4.- Types of field modifications and time for completion**

CLASS	TYPE	COMPLETION	
AA	Safety	Mandatory	90 days
A	Product improvement	Mandatory	365 days
B optional	Product improvement	Optional	365 days
B fix as fail	Fix as fail	Mandatory	Not applicable

Doosan can retain or reject the payment of warranty claims if campaigns of class AA or class A (for the same serial number) are pending.

### *Field Modification Status Change Request*

If it is impossible to reach the machine for the modification, it is the dealer's responsibility to inform Doosan. Dealers need to communicate if the machine was scrapped, stolen, exported or sold to unknown customer.

Evidence of the impossibility to complete the campaign shall be part of any request submit in the warranty system.

Absence of evidence shall be a valid reason for not exempting a dealer from its obligation to complete a Field Modification campaign rework with related consequence on DAR ratings.

Accepted evidence shall belong to the issue faced (e.g. scans of Auction sale invoice, invoice from owner to any third party, bill of lading stating clearly the arrival and departure date of a Doosan demonstration machine supplemented with the ACR).

### **Goodwill SMR Request**

The dealer can claim for Doosan contribution in a goodwill case. Goodwill cases must be well supported and the dealer must provide the following information:

- Motivation for supporting the customer
- Evidence of a full-service history carried out by the Doosan dealer network
- Contributions from the dealer and the customer

Doosan will decide on individual case-by-case basis and the dealer will be reimbursed for the approved amount as per standard warranty terms and conditions.

Dealer must answer a SMR request (in case it is returned) within fifteen (15) calendar days; otherwise the request will be rejected.

#### *What Is Not Covered Under Doosan Goodwill*

- Any request that is covered by Doosan's warranty
- Any request below five hundred (500) EUR or five hundred (500) GBP
- Any request that is not properly motivated and documented
- Any request for machines under Doosan warranty restrictions (e.g. machine was not eligible for Doosan extended warranty, standard warranty coverage was cancelled by Doosan, etc.)
- Any request covered by third-party extended warranty

## **WARRANTY PARTS STORAGE, RETURNS AND INSPECTIONS**

### **Warranty Parts Returns**

To properly administer its warranty programmes, Doosan at its option requests dealers to return failed parts:

- To help Doosan determine if a manufacturing or design adjustment may be necessary
- To evaluate the validity of a claim
- To allow Doosan to claim from its respective suppliers

The dealer must hold the warranted parts for three (3) months after claim payment date.

When items are requested for return, a notification will be sent to the dealer through the warranty system. Return location and part number to return will be specified in the notification.

Part return procedure:

- All packages must be properly labelled with the return label printed out from the warranty system
- Print-out of the corresponding warranty claim must be also attached to the part
- Items to be returned must be defective and in the condition stated in warranty claim
- If no defect is proven to exist, the dealer will be liable for all charges and costs including freight
- Items to be returned must be shipped within thirty (30) days from receipt of the return request
- Only the items listed in the return request can be returned

- The cost related to any items returned without the prior approval of Doosan will be charged to the dealer
- All items being returned must be completely assembled with the correct parts
- All items being returned must be drained of oil and/or other liquids
- When parts are susceptible to dirt and water ingress, the item to be returned must be properly plugged and protected (when possible with the materials supplied with the new component)
- All items in a box/crate or on a pallet must be properly packaged
- Unidentified or loose parts will not be accepted and will not be considered for warranty evaluation
- When parts for several claims are packed in the same container, each part must be tagged individually.
- Marks should be affixed on the failed part to indicate the location or position in the machine and the exact location of defects

Doosan reserves its right to deny all or part of any warranty claim for which any of the above rules have been disregarded by the dealer. Any cost incurred by Doosan due to any dealer's failure will also be charged to the dealer.

### **Cost of Shipping Warranty Parts**

Together with the parts return notification, Doosan provides the details of the courier company that will collect the requested items at Doosan's cost (Doosan account number is provided).

The dealer is responsible for returning the requested items in the most economical way and Doosan can charge the dealer for unnecessary costs in returning parts.

### **Parts Storage and Ownership After Claim Judgement**

After the warranty claim is approved, Doosan becomes the owner of replaced parts.

The dealer must hold the warranted parts for three (3) months after a warranty claim is approved and closed. Doosan may request in written the dealer to hold parts for over three (3) months.

If any parts of a denied claim were shipped to Doosan for inspection, dealer may request such parts to be returned within thirty (30) days from the notification of claim rejection. After this period, the parts will be scrapped. In case the dealer requests the return of a denied part:

- Parts with a value of less than five hundred (500) EUR or five hundred (500) GBP will not be returned since the handling costs are likely to exceed this amount
- Returned parts are normally disassembled
- Return shipping costs must be paid by the dealer




### **Warranty Parts Inspection**

Doosan may, at its option, request warranted parts to be held for inspection at the dealership. Our service manager and/or warranty auditor will inspect these parts and give the dealer instructions for their disposal at that time.

All parts replaced should be tagged and stored in easily accessible and dry conditions, to be available for inspection by Doosan.

More information about warranty parts storage is available in the bulletin WB201807 "Recommendations for the Storage of Warranty Parts". An example of a warranty parts tag is provided also in this document.

Should parts not be available for inspection, Doosan reserves the right to refuse the corresponding warranty claims.

### Warranty Parts Storage

Work Order Number:	Repair Date:
Serial Number:	Operating Hrs:
Technician:	Signature:
Claim Number:	Scrap date:

All parts replaced in warranty to be tagged using this tag and stored in easily accessible and dry conditions, to be available for inspection by Doosan. Parts replaced in warranty are the property of Doosan

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**Figure 2.- Warranty parts storage tag**

## CLAIM INFORMATION REQUEST

Doosan can return claims and ask for additional information and/or documentation. If a proper answer is not provided within fifteen (15) days, the claim will be rejected.

## CLAIM REJECTION AND APPEAL

Rejected claims (fully or partially) can be appealed within thirty (30) days from the rejection date. After this period, the claim cannot be reopened and will stay as is. After two (2) rejections, a claim cannot be appealed again. The dealer cannot create a new claim for a case that has been rejected already without written authorisation from Doosan.

# CLAIM COST COMPENSATION

Table 5.- Warranty claims compensation conditions

COVERAGE	PARTS	LABOUR AND TRAVEL DISTANCE
STOCK WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
STANDARD WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
SPARE PARTS WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
FIELD MODIFICATION	Actual Doosan invoice price	Approved standard warranty rates
GOODWILL SMR	Actual Doosan invoice price	Approved standard warranty rates
POWERTRAIN WARRANTY	Actual Doosan invoice price	Not applicable
EXTENDED STANDARD WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
PROTECTION PLUS WARRANTY	Actual Doosan invoice price +33%	Approved workshop warranty rates

The approved standard warranty rates are established through the Dealer After-market Review (“DAR”) process. For more information on this process, refer to the DAR Manual or ask the Doosan service manager assigned to your territory.

Special conditions apply for extended warranty. Refer to the “Doosan Extended Warranty – Dealer Manual” for more details.

Also, special conditions apply for warranty repairs on Doosan Key Account (KA) machines. For more information, refer to the KA Service Agreement.

## PARTS COST

### Doosan Parts

The parts cost compensation is based on the Doosan invoice price paid by the dealer.

The dealer must provide the invoice number or the sales order number for all parts claimed.

For parts for which invoice price is higher than five thousand (5,000) EUR, the dealer must attach to the claim a pdf of the Doosan parts invoices.

### Third-Party Parts (Non-Doosan Parts)

The use of non-genuine Doosan parts for any repair or maintenance invalidates the warranty. In the exceptional case that a part or component cannot be supplied on time by the Doosan Parts Distribution Centres, Doosan may accept under warranty parts purchased from third-party suppliers.

Definition of what is an exceptional case is at sole discretion of Doosan. For parts which cost exceeds two hundred (200) EUR or two hundred (200) GBP, the dealer must obtain the written approval of Doosan’s service manager before repairing the machine.

The dealer and the third-party supplier must ensure that the part is suitable for the repair and they are responsible for the workmanship. Doosan would not be responsible for any subsequent failure or damage resulting from the use of inappropriate parts.

In all cases, an invoice for the third-party supplied part must be attached to the warranty claim.

The cost compensation of third-party supplied parts is limited to the price of the original Doosan part.

If the machine is covered by Protection Plus extended warranty, the thirty three per cent (33%) bonus of the Protection Plus does not apply for third-party supplied parts.

## LABOUR TIME COST

Doosan calculates the labour cost compensation multiplying the labour hours indicated in the Labour Time Guides (LTG) for the work performed with the dealer's approved standard warranty rate (EUR/hour or GBP/hour).

When the repairing dealer is not the assigned servicing or retailing dealer, Doosan may compensate the labour time at dealer's approved shop warranty rate. This is not applicable for warranty repairs on Doosan consigned/ demonstration machines.

The latest LTGs can be downloaded from the online dealer portal. Engineering changes may cause LTGs to change without notice.

### Limitations:

If the work performed by the dealer does not correspond to any repair code in the corresponding LTG, then Doosan will indicate the time approved for that job when receiving the warranty claim

## TRAVEL DISTANCE COST

Doosan calculates the travel cost compensation multiplying the travel distance with the dealer's approved standard warranty rate (EUR/km or GBP/mi).

The travel distance is defined as the shortest distance between the location of the machine and the nearest dealer representation multiplied by two (return trip).

When the repairing dealer is not the assigned servicing or retailing dealer, Doosan may compensate the travel distance at dealer's approved shop warranty rate. This is not applicable for warranty repairs on Doosan consigned/ demonstration machines.

### Limitations:

- Travel distance is limited to one return trip and a maximum of five hundred (500) kilometres or three hundred (300) miles
- For machines in the dealer rental fleet the travel distance is limited to one return trip and three hundred (300) kilometres or two hundred (200) miles
- Repeat journeys caused by a lack of initial phone troubleshooting and/or repair preparation are not covered
- Travel cost is not covered for warranty repairs on Doosan machines consigned to dealers (i.e. demonstration and exhibition units)
- Travel cost is not covered for warranty repairs on dealer stock machines and dealer-owned demonstration machines
- Travel distance is limited to one hundred kilometres (100) or sixty-five miles (65) when the failure did not have any impact on the machine's operation or safety
- Definition of the impact on the machine's operation is at the sole discretion of Doosan

## KEY ACCOUNTS

Different compensation conditions might apply for claims on machines owned by Doosan's key account customers.

# Warranty Audits

Doosan warranty auditors periodically visit the dealers and audit the following areas:

- Warranty claims
- Dealer's books, files and documentation insofar as they relate to Doosan warranty
- Dealer's stock of new machines
- Warranty parts for approved claims

The audit will specifically cover the warranty deviations while also looking at the overall business relationship with Doosan.

Claims might be reopened and denied if there are inconsistencies with the information and documentation provided during the audit.

Warranty plans and delivery reports might be updated based on the results of the audit.

Doosan also reserves the right to levy pro-rated penalties for the previous twelve months to the audit. These penalties will be related to the inspection sample, for example: if there are 10% errors in the claims samples, then Doosan will invoice the dealer for 10% of the amount paid during the last 12 months.

The co-operation of the dealer is required and our expectation is that during the audit the dealer's staff facilitate the inspections.

# Warranty General Requirements Checklist

Table 6.- Warranty requirements checklist

PROCESS	REQUIREMENT	DEAD LINE	TICK
<b>Receive and stock the product</b>	Read the warranty manuals carefully	N/A	<input type="checkbox"/>
	Contact Doosan in case you have questions	N/A	<input type="checkbox"/>
	Submit Arrival Condition Report in the warranty system	5 days from the machine arrival date	<input type="checkbox"/>
	Perform maintenance during stocking period	Check Operator and Maintenance Manual	<input type="checkbox"/>
<b>Retail and deliver the product</b>	Pre-delivery machine inspection	Before delivery	<input type="checkbox"/>
	Explain the terms and conditions of the standard and extended warranty coverage to the customer	Before retail	<input type="checkbox"/>
	Fill in and sign the Delivery Report	At the time of the retail	<input type="checkbox"/>
	Submit Delivery Report in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
	Attach scanned copy of the signed Delivery Report to the online Delivery Report in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
	Attach work order for the pre-delivery inspection to the online Delivery Report in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
	In case of exceeding the allowed machine stocking period, request its extension in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
<b>Register (order) Extended Warranty</b>	Check eligibility and registration terms for extended warranty	5 days from the machine retail date	<input type="checkbox"/>
	Register (order) an extended warranty plan	90 days from the machine retail date	<input type="checkbox"/>
	In case of registering a Protection Plus plan, sign a maintenance contract with the customer for at least the same duration as the extended warranty plan	90 days from the machine retail date	<input type="checkbox"/>
	In case of registering a Protection Plus plan, attach the soft copy of the signed maintenance contract to the online Delivery Report in the warranty system	90 days from the machine retail date	<input type="checkbox"/>
	Withdrawal for a purchased extended warranty plan	30 days from the purchase date of the plan	<input type="checkbox"/>



PROCESS	REQUIREMENT	DEAD LINE	TICK
<b>Warranty Transfer</b>	Submit an Equipment Transfer Report when the original customer sells the machine to a new customer and inform of the remaining warranty (note it in the sale invoice)	5 days from the machine sale date	<input type="checkbox"/>
<b>Service and warranty repairs during the warranty period/usage</b>	Perform machine maintenance and service with genuine Doosan parts	Check Operator and Maintenance Manual	<input type="checkbox"/>
	Update machine inspection check book after every service or repair (customer must sign it)	Check operator and maintenance manual	<input type="checkbox"/>
	Submit a claim in the warranty system for any warranty repair	30 days from the repair date	<input type="checkbox"/>
	Answer a warranty claim in the warranty system	15 days from the information request date	<input type="checkbox"/>
	Appeal a judged warranty claim in the warranty system	30 days from the judgment date	<input type="checkbox"/>
	Ship a warranty part requested by Doosan in the warranty system	30 days from the part return request date	<input type="checkbox"/>
	Update the warranty system with shipment details for a warranty part return	30 days from the part return request date	<input type="checkbox"/>
	Store replaced warranted parts	3 months from the claim reimbursement date	<input type="checkbox"/>

# Warranty Statements

(See next pages)

# WARRANTY

## DOOSAN ARTICULATED DUMP TRUCKS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers, who in turn warrant to the customer, that each new Doosan Articulated Dump Truck will be free from defects in material and workmanship for 12 months from the date of delivery to the customer or 2,000 hours of machine usage, whichever occurs first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine. Without prejudice to the rights of the customer in the products, customer agrees that Doosan and the retailing dealer, without further notice to customer, have the right to: (a) Access, use, collect and disclose any data generated by, collected by, or stored in, products or any hardware or devices interfacing with products; (b) access machine data directly through data management systems integrated within, or attached to, products, including Telematics; (c) update the data management system software from time to time; and (d) transfer data out of the country where is generated.

Doosan excludes other conditions, warranties or representations of all kinds, expressed or implied, statutory or otherwise (except that of title), including all implied warranties and conditions relating to merchantability, satisfactory quality and fitness for a particular purpose. Corrections by Doosan of non-conformities, whether patent or latent, in the manner and for the time period provided above, shall constitute fulfilment of all liabilities of Doosan for such non-conformities, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, with respect to or arising out of such product. The remedies of the end-user/owner set forth under the provisions of the warranty outlined above are exclusive and the total liability of Doosan, including any holding, subsidiary, associated or affiliated company or distributor with respect to this sale or the product and service furnished hereunder in connection with the performance or breach thereof, or from delivery, installation, repair or technical direction covered by or furnished under this sale, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, shall not exceed the purchase price of the product on which such liability is based. Doosan, including any holding, subsidiary, associated or affiliated company and distributor, shall in no event be liable to the end-user/owner, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or for any breach thereof, or any defect in, or failure of, or malfunction of the product under this sale, whether based on loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shut-down or non-operation, increased expenses of operation, or claims of user or customers of the user for service interruption, whether or not such loss or damage is based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise.

# WARRANTY

## DOOSAN WHEEL LOADERS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that each new Doosan Wheel Loader will be free from defects in material and workmanship for 12 months from the date of delivery to the customer or 2,000 hours of machine usage, whichever occurs first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine. Without prejudice to the rights of the customer in the products, customer agrees that Doosan and the retailing dealer, without further notice to customer, have the right to: (a) Access, use, collect and disclose any data generated by, collected by, or stored in, products or any hardware or devices interfacing with products; (b) access machine data directly through data management systems integrated within, or attached to, products, including Telematics; (c) update the data management system software from time to time; and (d) transfer data out of the country where is generated.

Doosan excludes other conditions, warranties or representations of all kinds, expressed or implied, statutory or otherwise (except that of title), including all implied warranties and conditions relating to merchantability, satisfactory quality and fitness for a particular purpose. Corrections by Doosan of non-conformities, whether patent or latent, in the manner and for the time period provided above, shall constitute fulfilment of all liabilities of Doosan for such non-conformities, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, with respect to or arising out of such product. The remedies of the end-user/owner set forth under the provisions of the warranty outlined above are exclusive and the total liability of Doosan including any holding, subsidiary, associated or affiliated company or distributor with respect to this sale or the product and service furnished hereunder in connection with the performance or breach thereof, or from delivery, installation, repair or technical direction covered by or furnished under this sale, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, shall not exceed the purchase price of the product on which such liability is based. Doosan including any holding, subsidiary, associated or affiliated company and distributor shall in no event be liable to the end-user/owner, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or from any breach thereof, or any defect in, or failure of, or malfunction of the product under this sale, whether based on loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shut-down or non-operation, increased expenses of operation or claims of user or customers of the user for service interruption, whether or not such loss or damage is based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise.

# WARRANTY

## DOOSAN CRAWLER HEAVY EXCAVATORS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that each new Doosan Crawler Excavator will be free from defects in material and workmanship for 12 months from the date of delivery to the customer or 2,000 hours of machine usage, whichever occurs first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine. Without prejudice to the rights of the customer in the products, customer agrees that Doosan and the retailing dealer, without further notice to customer, have the right to: (a) Access, use, collect and disclose any data generated by, collected by, or stored in, products or any hardware or devices interfacing with products; (b) access machine data directly through data management systems integrated within, or attached to, products, including Telematics; (c) update the data management system software from time to time; and (d) transfer data out of the country where is generated.

Doosan excludes other conditions, warranties or representations of all kinds, expressed or implied, statutory or otherwise (except that of title), including all implied warranties and conditions relating to merchantability, satisfactory quality and fitness for a particular purpose. Corrections by Doosan of non-conformities whether patent or latent, in the manner and for the time period provided above, shall constitute fulfilment of all liabilities of Doosan for such non-conformities, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise with respect to or arising out of such product. The remedies of the end-user/owner set forth under the provisions of the warranty outlined above are exclusive and the total liability of Doosan including any holding, subsidiary, associated or affiliated company or distributor with respect to this sale or the product and service furnished hereunder in connection with the performance or breach thereof, or from delivery, installation, repair or technical direction covered by or furnished under this sale, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, shall not exceed the purchase price of the product on which such liability is based. Doosan, including any holding, subsidiary, associated or affiliated company and distributor, shall in no event be liable to the end-user/owner, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or for any breach thereof, or any defect in, or failure of, or malfunction of the product under this sale, whether based on loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shut-down or non-operation, increased expenses of operation or claims of user or customers of the user for service interruption, whether or not such loss or damage is based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise.

# WARRANTY

## DOOSAN WHEEL HEAVY EXCAVATORS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that each new Doosan Wheel Heavy Excavator will be free from defects in material and workmanship for 12 months from the date of delivery to the customer or 2,000 hours of machine usage, whichever occurs first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected life-time of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine. Without prejudice to the rights of the customer in the products, customer agrees that Doosan and the retailing dealer, without further notice to customer, have the right to: (a) Access, use, collect and disclose any data generated by, collected by, or stored in, products or any hardware or devices interfacing with products; (b) access machine data directly through data management systems integrated within, or attached to, products, including Telematics; (c) update the data management system software from time to time; and (d) transfer data out of the country where is generated.

Doosan excludes other conditions, warranties or representations of all kinds, expressed or implied, statutory or otherwise (except that of title), including all implied warranties and conditions relating to merchantability, satisfactory quality and fitness for a particular purpose. Corrections by Doosan of non-conformities whether patent or latent, in the manner and for the time period provided above, shall constitute fulfilment of all liabilities of Doosan for such non-conformities, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, with respect to or arising out of such product. The remedies of the end-user/owner set forth under the provisions of the warranty outlined above are exclusive and the total liability of Doosan, including any holding, subsidiary, associated or affiliated company or distributor, with respect to this sale or the product and service furnished hereunder in connection with the performance or breach thereof, or from delivery, installation, repair or technical direction covered by or furnished under this sale, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, shall not exceed the purchase price of the product on which such liability is based. Doosan, including any holding, subsidiary, associated or affiliated company and distributor, shall in no event be liable to the end-user/owner, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or by any breach thereof, or any defect in, or failure of, or malfunction of the product under this sale, whether based on loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shut-down or non-operation, increased expenses of operation or claims of user or customers of the user for service interruption, whether or not such loss or damage is based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise.

# WARRANTY

## DOOSAN CRAWLER MINI EXCAVATORS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that each new Doosan Crawler Mini Excavator will be free from defects in material and workmanship for 24 months from the date of delivery to the customer or 2,000 hours of machine usage, whichever occurs first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine. Without prejudice to the rights of the customer in the products, customer agrees that Doosan and the retailing dealer, without further notice to customer, have the right to: (a) Access, use, collect and disclose any data generated by, collected by, or stored in, products or any hardware or devices interfacing with products; (b) access machine data directly through data management systems integrated within, or attached to, products, including Telematics; (c) update the data management system software from time to time; and (d) transfer data out of the country where is generated.

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# WARRANTY

## DOOSAN WHEEL MINI EXCAVATORS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that each new Doosan Wheel Mini Excavator will be free from defects in material and workmanship for 24 months from the date of delivery to the customer or 2,000 hours of machine usage, whichever occurs first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine. Without prejudice to the rights of the customer in the products, customer agrees that Doosan and the retailing dealer, without further notice to customer, have the right to: (a) Access, use, collect and disclose any data generated by, collected by, or stored in, products or any hardware or devices interfacing with products; (b) access machine data directly through data management systems integrated within, or attached to, products, including Telematics; (c) update the data management system software from time to time; and (d) transfer data out of the country where is generated.

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# WARRANTY

## DOOSAN SPARE PARTS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that the replacement parts sold by Doosan, under normal use and proper maintenance shall be free from defects in workmanship and material for 6 months after delivery to the customer or 1,000 hours of machine usage, whichever comes first. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited, as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine.

Doosan excludes other conditions, warranties or representations of all kinds, expressed or implied, statutory or otherwise (except that of title), including all implied warranties and conditions relating to merchantability, satisfactory quality and fitness for a particular purpose. Corrections by Doosan of non-conformities whether patent or latent, in the manner and for the time period provided above, shall constitute fulfilment of all liabilities of Doosan for such non-conformities, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, with respect to or arising out of such product. The remedies of the end-user/owner set forth under the provisions of the warranty outlined above are exclusive and the total liability of Doosan, including any holding, subsidiary, associated or affiliated company or distributor, with respect to this sale or the product and service furnished hereunder in connection with the performance or breach thereof, or from delivery, installation, repair or technical direction covered by or furnished under this sale, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, shall not exceed the purchase price of the product on which such liability is based. Doosan, including any holding, subsidiary, associated or affiliated company and distributor, shall in no event be liable to the end-user/owner, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or by any breach thereof, or any defect in, or failure of, or malfunction of the product under this sale, whether based on loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shut-down or non-operation, increased expenses of operation or claims of user or customers of the user for service interruption, whether or not such loss or damage is based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise.

# WARRANTY

## DOOSAN ATTACHMENTS

Doosan Infracore Europe B.V. ("Doosan") warrants to its authorised dealers who in turn warrants to the customer that the Doosan Attachments sold by Doosan, under normal use and proper maintenance shall be free from defects in workmanship and material for 12 months after delivery to the customer. During the warranty period, the authorised Doosan dealer shall repair or replace, at Doosan's option, without charge for parts, labour and travel of technicians, any part of the Doosan product which fails because of defects in material or workmanship. The customer shall provide the authorised Doosan dealer with prompt written notice of the defect and allow reasonable time for replacement or repair. Doosan may, at its option, request failed parts to be returned to the factory or to any other designated location. Transport of the Doosan product to the authorised Doosan dealer for warranty work is not the responsibility of Doosan. Service schedules must adhere to prescribed intervals and Doosan genuine parts/lubricants must be used. For coverage on engines, consult your Doosan Dealer. For non-covered items, the customer shall refer solely to the warranty, if any, of the respective manufacturers thereof, in accordance with the respective manufacturers warranty statement. Some Doosan parts are covered pro-rata depending on the expected lifetime of the part. Coverage for batteries, air-conditioning refill, couplers and ignition system parts (glow plugs, fuel injection pumps, injectors) is limited as failures generally originate from factors not under Doosan's control, such as, but not limited to, prolonged storage, abuse or fuel quality. The warranty does not cover: (i) Oils and lubricants, coolant fluids, filter elements, brake linings, tune-up parts, bulbs, fuses, alternator fan belts, drive belts, pins, bushings and other high-wear items. (ii) Damages resulting from abuse, accidents, alterations, use of the product with any bucket or attachment not approved by Doosan, air flow obstructions, or failure to maintain or use the Doosan product according to the instructions applicable to it. (iii) Ground engaging parts such as bucket teeth and cutting edges. (iv) Fuel or hydraulic system cleaning, engine tune-up, brake inspection or adjustment. (v) Adjustments or slight defects which generally do not affect the stability or reliability of the machine.

Doosan excludes other conditions, warranties or representations of all kinds, expressed or implied, statutory or otherwise (except that of title), including all implied warranties and conditions relating to merchantability, satisfactory quality and fitness for a particular purpose. Corrections by Doosan of non-conformities whether patent or latent, in the manner and for the time period provided above, shall constitute fulfilment of all liabilities of Doosan for such non-conformities, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, with respect to or arising out of such product. The remedies of the end-user/owner set forth under the provisions of the warranty outlined above are exclusive and the total liability of Doosan, including any holding, subsidiary, associated or affiliated company or distributor, with respect to this sale or the product and service furnished hereunder in connection with the performance or breach thereof, or from delivery, installation, repair or technical direction covered by or furnished under this sale, whether based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise, shall not exceed the purchase price of the product on which such liability is based. Doosan, including any holding, subsidiary, associated or affiliated company and distributor, shall in no event be liable to the end-user/owner, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or from any breach thereof, or any defect in, or failure of, or malfunction of the product under this sale, whether based on loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shut-down or non-operation, increased expenses of operation or claims of user or customers of the user for service interruption, whether or not such loss or damage is based on contract, warranty, tort, negligence, indemnity, strict liability or otherwise.

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# Annex 1.- Policy Receipt Acknowledgment for Dealers

The dealer representatives responsible for the Doosan warranty claims must read and sign below. This annex needs to be emailed to [doosanwarranty@doosan.com](mailto:doosanwarranty@doosan.com)

Otherwise access to the warranty system might be blocked.

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I have read, understand and I abide to agree by the terms and conditions of the Doosan warranty policies. I understand that claims submitted online are subject to the Doosan warranty policy and to validation by, at its sole discretion, the Doosan warranty department. I also understand that if I have questions I will consult Doosan.

Place and date:

Signature and Stamp: