

# DEVELON PREMIUM

Customer's guide  
to the best protection



# DEVELON PREMIUM

## You key to equipment protection and peace of mind

Discover the power of Develon Premium Extended Warranty, your ultimate solution for safeguarding your heavy construction equipment investments.

### The Key Benefits

- More coverage for a lower price!
- Full machine coverage up to 60 months and 10 000 hours
- Without excluded parts!
- Without deductibles!

### Contact Your Local Dealer Now

Choose Develon Premium Extended Warranty for unmatched protection, reliability, and value. Contact our dealers and take the first step towards securing your equipment investment.



Dealer Locator

Reach out your local Develon dealer to get protected and enjoy peace of mind for your heavy construction equipment.

[eu.develon-ce.com/en/dealer-locator](http://eu.develon-ce.com/en/dealer-locator)

## Unmatched Protection, Unbeatable Value

### Increased Residual Value

Our transferable warranty boosts the residual value of your equipment, securing your investment for the long term.

### Reduced Downtime

Minimize costly delays with our bridging coverage, ensuring uninterrupted operations when it matters most.

### Official Dealer Assurance

The confidence of knowing that our authorized dealers use genuine parts for top-notch maintenance and service, keeping your equipment operating at peak performance.

### Bonus Benefits

Enjoy your first machine maintenance and two oil tests free of charge and experience the advantages of preventive maintenance and machine monitoring.

### Eligibility

New Develon articulated dump trucks, heavy wheel loaders and heavy excavators are eligible for Develon Premium within the first 6 months after the machine purchase.

### Maximize Your Machine Uptime

Minimize machine downtime with our bridging coverage, avoiding costly delays and maintaining uninterrupted operations.

### Increase The Residual Value Of Your Machine

Customers benefit from a transferable warranty, ensuring higher residual value and maximizing return on investment.



*This brochure is descriptive only. The precise terms and condition are explained below and in the Dealer Extended Warranty Policy. Programs can be changed or discontinued without notice. Programs may not be available in all countries.*

# Responsibilities

## Develon Responsibilities

Develon is the entity selling products from the Develon range to authorized dealers and key account customers in Europe. All Develon products are supplied to the dealer by Develon under the Distributor Agreement and the applicable Develon warranty terms and conditions.

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

The Warranty & Quality Department is responsible for the interpretation and application of the warranty policy. The Warranty & Quality Department handles all warranty cases and decides on all dealer warranty claims.

Approving a warranty claim does not imply any responsibility on the part of Develon for any consequential damage resulting from an improper repair.

Develon's Warranty & Quality Department provides advice and guidance on the terms and conditions of the warranty policy.



# Responsibilities

## Customer Responsibilities

The customer is the person or entity buying products from the dealer or Develon. The customer is responsible for operating and maintaining the product correctly as per the Develon operator manual.

The customer will 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 Develon operation and maintenance information. The warranty is void if a defect occurs entirely or partially as a result of failing to perform the mandatory scheduled maintenance in accordance with Develon's requirements.

The maintenance must be carried out by Develon's authorized dealer, using Develon spare parts and authorized fluids and according to Develon's maintenance schedules, including oil sampling and analysis.

The customer must provide Develon or its authorized dealer with the maintenance records before any warranty intervention. The aim of controlling the correct maintenance of the products is to guarantee optimal functioning and operative efficiency of the product.

Should the customer perform modifications to the standard machine, he must inform Develon of such modification. It is Develon's right to review the modifications and to exclude them of the machine warranty.

The customer agrees to notify Develon or an authorized dealer promptly of any machine abnormalities and agrees to stop operating the machine if a serious concern arises, in order to avoid major damages.

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

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

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

The customer agrees that Develon and the authorized dealer have full access on-site and over-the-air to all electronic data stored in any electronic control modules of the machine, otherwise, the warranty is void.

The Telematics System (TMS) is designed to enable Develon and the authorized dealer to proactively predict any maintenance-related issues on Develon machines and is an integral part of the warranty coverage. Any unpermitted tampering with the TMS by the customer and/or the dealer will invalidate Develon's warranty. Develon Data Protection Policy governs the processing of personal data. This policy is available on Develon's website.



# Extended Warranty Coverage

## Period And Usage

The warranty coverage of a new Develon product begins on the machine delivery date reported in the Delivery Report.

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

## What is Covered

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

### Without deductibles

No deductibles, caps, or co-pays apply.

### Transfer of coverage

The remaining coverage of the Develon extended warranty is transferable if the machine is sold to another customer.

### Develon Connect Services

TMS subscription during the warranty coverage and available uptime services during the warranty coverage.

### Develon Welcome Package

Free-of-charge first maintenance as per the Develon Operators Manual schedule (i.e. 250 operation hours).

### Free-of-Charge First and Second oil Sampling/testing

Free-of-Charge first and second oil sampling/testing as per Develon's Operators Manuals. The oil sampling kits must be purchased through Develon's partners or other qualified suppliers but



# Limited Coverage

## **Bridging/Rental Charges**

Bridge machine cost is covered but with limitations:

- I. The warranted machine must be in breakdown (as per Develon definition).
- II. The failure must be reported to an authorized Develon dealer as soon as it occurs.
- III. The Repair parts must be Develon genuine parts.
- IV. Bridging coverage starts after two (2) days from the failure date (excluding weekends).
- V. The maximum bridging coverage is twenty one (21) calendar days from the failure date (including weekends).
- VI. As a first option, and based on availability, Develon will offer a bridge machine from its fleet.
- VII. If Develon cannot provide the bridge machine, the servicing dealer shall rent it.

## **Air-conditioning**

Periodical refills are excluded.

## **Pro-rate Warranty on Factory Fitted 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 Develon. As tracks and tyres are wear items, warranty compensation is prorated.

The use of non-approved tires or tire-chain combinations are alterations of the products that invalidate the Develon warranty.



# What Is Not Covered

## Customer Losses, Damages, and Other Costs

Develon shall in no event be liable for any losses, damages, costs, or expenses claimed by the customer, including, but not limited to, loss from the 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, pins, and bushings are normal consumable items and are not warranted. Fan belts and 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 excluded from the cover.

## Contamination and Environmental Conditions

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

## Impact Damage

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

## Transport Expense

The Develon warranty does not cover the cost of transporting the products to the dealership for repair or replacement of warranted components.

## Hauling Expense

The Develon 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 Develon warranty.

## Temporary Repairs

On a general basis, temporary repairs are not covered by the Develon warranty. Exceptions would require pre-authorization from Develon.

## Clean-Up Time

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

## Freight Charges

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

## Shop Supplies

Develon does not cover miscellaneous shop supplies (e.g., tools, sundries, etc.).

## Disposal

Develon does not cover any disposal fees or environmental levies.

## Non-Develon branded options and accessories

Non-Develon branded aftermarket options and accessories are not covered by the Develon warranty.

## Supplier Components

Supplier components covered by the supplier warranty are not covered by Develon.

## Others

Tools, meals, ferries, flights, and other expenses not specifically mentioned in the policy are also excluded from coverage under the Develon warranty.



# What Invalidates the Warranty

## Misuse

Failures resulting from misuse or neglect, such as improper operation, overloading, and lack of required maintenance, are not covered by the Develon warranty.

## In the 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 of the operation of the machine. The incorrect operation will invalidate the warranty.

## Alterations and Modifications

Defects and functional problems attributable to machine modifications (performed by the dealer, the customer, or a third party) without prior explicit written approval from Develon are not covered by the warranty.

Using attachments that are not compatible with the machine model, installing non-approved additional counterweights or the improper installation of certain attachments will void the warranty. Modifications that require any type of welding may also void the warranty.

Certain modifications can be done to a machine if they do not negatively affect the safety, quality, and reliability of the product, but it is the responsibility of the dealer and the customer to understand and evaluate what is and is not allowed under the standard and extended warranty policies.

## Damage

Broken glass/plastic failures are 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 are 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

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

The product maintenance records are required to validate any warranty claim.

## Unauthorized Service

The use of non-genuine Develon parts for any repair or maintenance as well as repairs or maintenance performed by a non-authorized service provider or unqualified personnel constitutes a breach of the warranty policy.

## Improper Service

The warranty does not cover defects caused, in whole or in part, by the incorrect fitting of any service part, machine option, or attachment. Replacement of Assemblies instead of Failed Parts Warranted components (assembly of parts) must be repaired in the most economical way. If the dealer wants to replace the assembly instead of repairing the failed parts, the dealer requires pre-authorization from Develon through the Develon service manager.

Remanufactured assemblies Develon has made a number of rebuilt assemblies (engines, axles, transmissions and other components) available to expedite warranty repairs in machine-down situations. These components must be used for warranty repairs.

## Usage of Attachments

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

## Fuel Quality

If the fuel used does not comply with the European fuel standard DIN EN590:2009, the warranty is void for all components of the fuel system and the emission control system. Refer to the operator manual and the Service Information bulletins for more details on the requirement for oil sampling and testing.

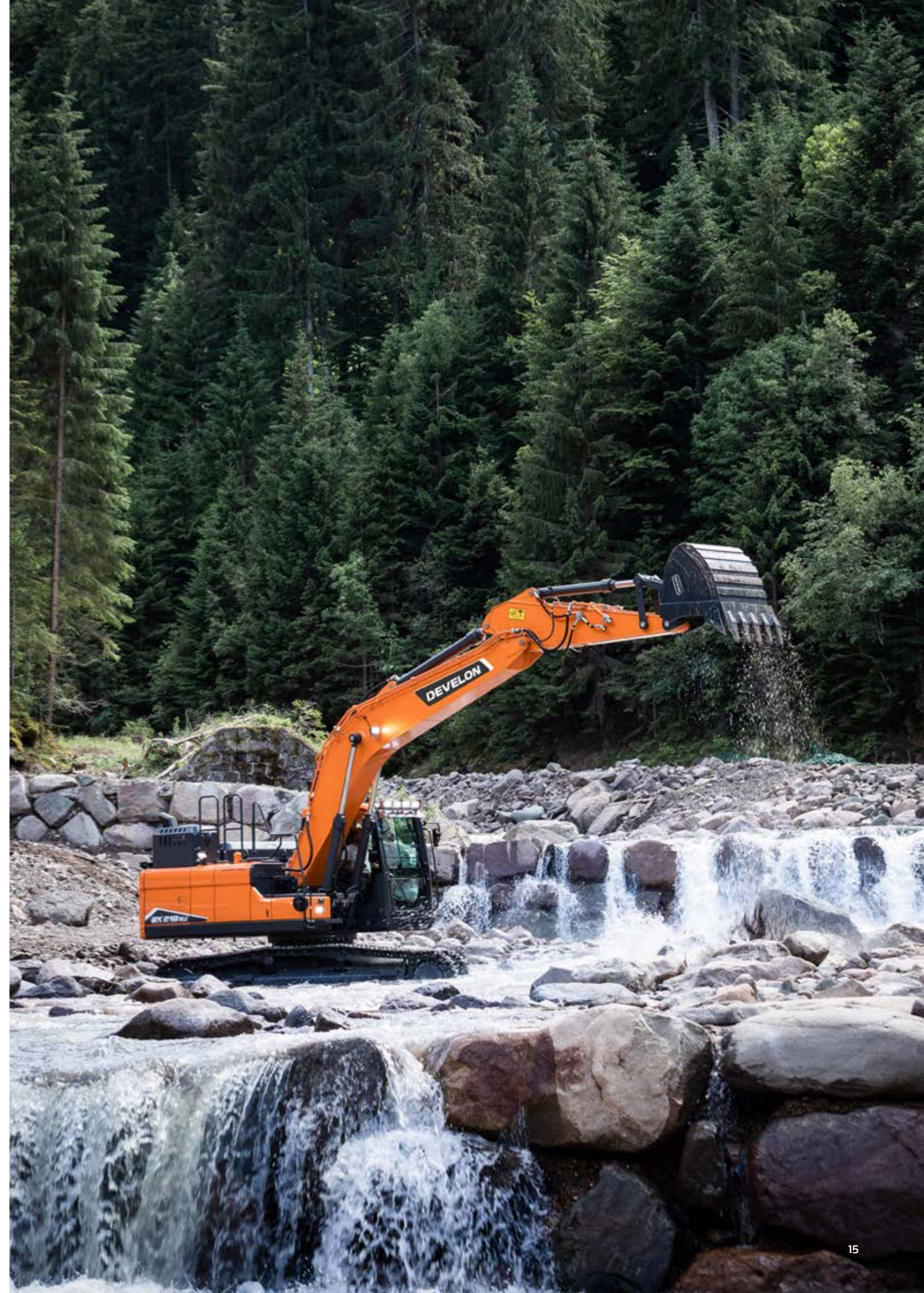
## Hour-meter and Telematics System

If the hour-meter or the telematics system (TMS) has been disconnected, altered or is not working and not repaired timely, then the warranty is not valid.

Reporting incorrect machine operation hours in a warranty claim also invalidates the warranty.

## Claim Information and Documentation

Not providing the information and documentation requested by Develon may invalidate a warranty claim.



Powered by Innovation

**DEVELON**



HD Construction Equipment Develon Europe s.r.o.  
IBC – Pobřežní 620/3, 186 00 Praha 8 – Karlín  
Czech Republic

©2024 Develon D4601290-EN (08-23)

Certain specification(s) are based on engineering calculations and are not actual measurements. Specification(s) are provided for comparison purposes only and are subject to change without notice. Specification(s) for your individual DEVELON equipment will vary based on normal variations in design, manufacturing, operating conditions, and other factors. Pictures of DEVELON units may show other than standard equipment.