

ZOOMLION

Excavator(>10T) Warranty Manual

(For End User)



To Users

Zoomlion appreciates your selection of ZOOMLION products for your application. We will endeavor to provide first-class after-sales services for you. Please read the Manual carefully while purchasing in a bid to protect your rights and interests. In addition, we specially remind you to comply with the precautions as follows:

1. After the machine arrives at the destination port, please immediately contact Zoomlion local service personnel to jointly conduct receiving inspection and handover of the machine. If inspection shows that the quantity or quality of goods is not in conformity with the provisions stipulated in the contract, please inform Zoomlion within seven (7) days from the date of customs clearance at the destination port, unless the responsibility lies in the insurance and/or freight companies.
2. Warranty service refers to a free-of-charge repair or a parts replacement service provided for product defects due to improper material processing and manufacturing techniques. It is free only for directly replaced parts, excluding indirect costs incurred during repair (such as parts transportation fee, customs clearance fee, repair site rental fee, repair facilities rental fee, non-Zoomlion personnel cost and cost of downtime lost, etc.).
3. Zoomlion reserves the right to upgrade and improve the products, but does not assume the obligation to upgrade and improve the products beyond the contract.
4. Please carefully read and understand the information in the *Operation Manual* and *Maintenance Manual* before using the machine and strictly obey the instructions when operating, adjusting or maintaining the machine. Please make common & simple troubleshooting in a timely fashion and properly keep all the tools, spare parts and documentations delivered with the machine.
5. If you cannot remedy a problem by yourselves, please contact Zoomlion local service agency in time. We will arrange our service personnel to get in touch with you as soon as possible. Please clearly and correctly describe failure phenomenon, failure location, machine location, operating conditions and other relevant on-site information, so as to facilitate our timely service.

6. Please proactively cooperate with Zoomlion service personnel, who will provide on-site service for you, and provide the repair site, equipment and tools required to ensure smooth progress of the repair work.

7. If you are not satisfied with our service or machine, you can directly send an email to **earthmoving-service@zoomlion.com**, our service supervision E-mail. We will arrange specially-assigned personnel to properly handle your problems and complaints.

Warranty Regulations

Zoomlion promises to provide free-of-charge warranty services within a specified warranty period for defective parts which have functional failure and severe performance degradation due to material and workmanship defects, **as long as the machine is equipped with genuine ZOOMLION parts and has been properly used and maintained as instructed by Zoomlion.** However, damages to machines caused by human factors, accidents or force majeure are excluded from this Warranty.

The warranty period stipulated in this section is only applicable to machine repair and defective parts replacement. Zoomlion does not recognize any other use guarantee for sales or other particular purposes.

1. Warranty Period for the Machine

The maximum warranty period for new machine is forty-eight (48) months from the date of delivery to end user (but not exceeds fifty-one (51) months from the ex-factory date) or eight thousand (8000) working hours, whichever occurs first.

Note: The delivery date of the new machine to the end user shall be subject to the delivery date on the *Delivery Inspection Report* (original paper).

1.1 Warranty Periods for Special Parts

| Ser. No. | Category | Parts Description | Warranty Period |
|----------|---------------------|--|--|
| 1 | Structural elements | Boom, stick, slewing table, track frame | Forty eight (48) months or eight thousand (8000) working hours |
| 2 | Covering parts | Left & right cab doors, hood door, upper cover plate | Forty eight (48) months or eight thousand (8000) working hours |
| 3 | Hydraulic parts | Main pump, Main valve, slewing motor, Traveling motor | Forty eight (48) months or eight thousand (8000) working hours |
| 4 | Electrical parts | Sensor, relay, electrical switches, radio, cable harness | Twelve (12) months or two thousand (2000) working hours |
| 5 | Air conditioner | Air compressor, evaporator, condenser, control panel | Twelve (12) months or two thousand (2000) working hours |
| 6 | Hose | Hydraulic rubber hose, engine water pipe, air pipeline, air conditioner pipeline | Twelve (12) months or two thousand (2000) working hours |
| 7 | Sealing elements | Sealing elements for oil cylinders | Twelve (12) months or two thousand (2000) working hours |
| 8 | Engine | | Refer to the warranty scope specified in the attached documents provided by the engine manufacturer. |

1.2 Non-warranty parts

| Ser. No. | Category | Parts Description |
|----------|----------------|--|
| 1 | Oil | Fuel, engine oil, hydraulic oil, lubricating oil, lubricating grease, coolant, air conditioner refrigerant, etc. |
| 2 | Filter element | Engine air filter element, engine oil filter element, fuel filter element, hydraulic oil filter element, air conditioner filter element, etc. |
| 3 | Others | All quick-wear parts, fragile parts and consumables are not covered by the warranty, including but not limited to: paint, glass products, gasket, rubber products, fuse, oil cup, bucket body (non-manufacture defects), tooth, side tooth, tooth pin, pins connected with the bucket, pin sleeve & relevant parts, track shoe, bolts for track shoe, cigarette lighter, bulb, belt, battery, lubricating device for structural elements, hoops, as well as tools & accessories delivered with the machine, etc. |

1.3 A warranty period of forty-eight (48) months or eight thousand (8000) working hours is applicable to parts not mentioned above.

1.4 If you need to install additional attachments such as breaker onto your machine, please obtain prior written consent of Zoomlion or its authorized organization. From the date on which the attachment is installed, relevant parts (including boom, stick, slewing table, track frame, pins, main pump, main valve, traveling motor, slewing motor, central revolving joint, oil cylinder and slewing bearing) shall be warranted for a half remainder of their original respective warranty periods. Meanwhile, the interval between two scheduled maintenances will be 50% of the original maintenance interval.

1.5 Warranty periods for all machine parts shall be based on months or working hours, whichever comes first.

2. Warranty Periods for Spare Parts

2.1 Warranty parts: Zoomlion provides replacement parts for warranty services. For those parts, the warranty period is calculated by the remaining length of the original warranty period. If it is less than one (1) month, one (1) month warranty shall be granted.

2.2 New non-warranty parts (excluding non-warranty parts in 1.2) purchased by customer from Zoomlion: For those parts, the warranty period is three (3) months from the parts delivery date or six (6) months from the ex-factory date, whichever occurs first.

3. Non-warranty Items

The above warranty periods are not applicable to any of the following scenarios:

3.1 Without the prior written consent of Zoomlion or its authorized organization, the user modifies or refits the machine or installs non-ZOOMLION genuine parts onto the machine, thus causing relevant problems or failures.

3.2 Failure caused by using fuel, hydraulic oil, lubricating oil or antifreeze that does not meet the requirements stipulated in the *Maintenance Manual* or by not using specified materials during maintenance.

3.3 Machine failure caused by user's failure to obey instructions specified in the *Operation Manual* and/or other relevant safety operation regulations, incorrect operation or abnormal maintenance & adjustment.

3.4 Within the warranty period, problems arising from user's improper troubleshooting or repair, or from repair conducted by any organization not designated by Zoomlion without prior written consent and authorization of Zoomlion.

3.5 Confirmed by Zoomlion, machine problems or failures that are not caused by material or workmanship defects.

3.6 Damages caused by accidents, man-made or natural disasters.

3.7 Machine defects or damages due to improper operation or shipment in the process of machine transportation, delivery and storage in which Zoomlion does not participate.

4. Handling of Major Quality Problems within/out of Warranty Period

In case of major quality problems of machine or special parts within/out of warranty period, customer shall keep the site untouched and timely inform Zoomlion. After quality and accident appraisal, Zoomlion will assist the customer to restore machine functions in a timely manner.

5. Other Terms

5.1 Zoomlion will provide spare parts free of charge for warranty service. New, restored or regenerative ones can be used. Zoomlion will replace defective parts free of charge on condition that Zoomlion technically determines that those parts cannot be repaired.

5.2 Within the scope of warranty, customer shall assist Zoomlion's service personnel to return the replaced old parts. No organization or individual has the right to possess those parts without Zoomlion's consent. Otherwise, Zoomlion has the right to terminate warranty services and even take legal actions.

5.3 Approved by Zoomlion, warranty services can be terminated within the warranty period due to customer's breach of contract.

5.4 In case of refusal to use maintenance parts provided by Zoomlion or deliberate damages to GPS and timer, etc., Zoomlion reserve the right to terminate all services and technical guidance from the date of discovery.