

## SNORKEL PRODUCT WARRANTY POLICY

1. Snorkel warrants each new machine manufactured and sold by it to be free from defects in material and workmanship for a period of two (2) years from date of delivery to any customer. The warranty will apply subject to the machine being operated in accordance with the rules, precautions, instructions and maintenance requirements outlined in the relevant Snorkel Operator and Parts/Service manuals.
2. Snorkel further warrants the structural components, specifically the mainframe chassis, turntable, booms and/or scissor arms of each new machine manufactured by it to be free from defects in material and workmanship for an additional period of three (3) years. Any such part or parts which, upon examination by the Snorkel Warranty Department or appointed representative, are found to be defective will be replaced or repaired by Snorkel through local authorised Dealers. The structural warranty specifically excludes adverse affects on the machine structure arising from damage, abuse or misuse of the equipment.
3. Machines may be held in an authorised Distributor's stock for a maximum period of six (6) months from the date of shipment from Snorkel, before the warranty period is automatically initiated on each machine.
4. It is the responsibility of the Distributor to complete and return to Snorkel a Pre-delivery / Warranty Registration Form, before the act of rental / loan / demonstration of the machine or delivery to an end user. In the case of direct sale to end customers the same responsibility lies with the end customer.
5. Any end customer, distributor or dealer shall not be entitled to the benefits of this warranty and Snorkel shall have no obligations here under unless the "Pre-Delivery and Inspection Report" has been properly completed and returned to the Snorkel Warranty department within ten (10) days after delivery of the Snorkel product to the Customer or Dealer's demonstration / rental fleet. Snorkel must be notified, in writing, within ten (10) days, of any machine sold to a Customer from a Dealer's rental fleet during the warranty period.
6. Any part or parts which upon examination by the Snorkel Product Support Department are found to be defective within the specified warranty period, will be replaced or repaired at the sole discretion of Snorkel, through its local Authorised Distributor, at no charge.

Any parts replaced under warranty must be original Snorkel parts obtained through an authorised Snorkel Distributor unless expressly agreed otherwise in writing and in advance by Snorkel's warranty department.

7. All parts being claimed under warranty must be held available for return and inspection upon request for a period of 90 days from date of claim submission, it is necessary that all parts are individually tagged or marked with their part number and the warranty claim number. After 90 days all parts replaced under warranty which have not been returned to Snorkel should be destroyed. Failure to produce parts requested by the Warranty Administrator for inspection within a period of 14 days will result in the claim being automatically rejected in full. Materials returned for warranty inspection must have the following procedure:
  - Carefully packaged to prevent additional damage during shipping
  - Drained of all contents and all open ports capped or plugged
  - Shipped in a container tagged or marked with the RMA number
  - Shipped PREPAID. Any item(s) returned for warranty by any other means maybe refused and returned, unless prior approval is agreed with Snorkel.
8. At the direction of the Snorkel Warranty department, any component part(s) of Snorkel products to be replaced or repaired under this warranty programme must be returned freight prepaid for inspection.

## **SNORKEL PRODUCT WARRANTY POLICY**

An RMA (Returns material authorisation) must be requested from Snorkel Warranty department, a copy to be placed with the returning component part(s)

9. All warranty replacement parts will be shipped freight prepaid (standard charge) from the Snorkel Parts Service Department or from the Vendor to Dealer or Customer.
10. All warranty claims are subject to approval by Snorkel Service department. Snorkel reserves the right to limit or adjust claims with regard to defective parts, labour or travel time based on usual and customary guidelines.

### **REPLACEMENT PARTS WARRANTY**

1. Any part replaced under this limited warranty is not subject to further warranty cover beyond the normal warranty period of the machine upon which the part was installed.
2. Any replacement parts sold (not delivered under a warranty claim) will be subject to a warranty period of (6) six months from the date of invoice.
3. Parts held by an authorised Distributor are covered under warranty for a period of (12) twelve months from the date of invoice, provided that those parts have been subject to appropriate storage to prevent damage and deterioration (conditional on Snorkel review).

### **CLAIM PROCEDURE**

The Snorkel Warranty department must be notified within forty-eight hours (48) of any possible warranty situation during the applicable warranty period. Personnel performing major warranty repair or parts replacement must obtain specific approval by the Snorkel Warranty department prior to performing the warranty repair or replacement.

When a Distributor / Customer perceive a warranty issue to exist the following steps must be adhered to:

- Customer / Distributor to place a purchase order for genuine Snorkel replacement parts.
- Snorkel to dispatch parts via the requested method (in line with the required response time).
- Confirmation that a qualified technician is available to replace the part and that this person has been accepted by Snorkel to carry out such work under the warranty of the machine. Failure to do this may nullify the warranty.
- Customer / Distributor to allocate a warranty claim number to the repair.
- All correspondence in respect of the claim to be on an official Snorkel warranty claim form as supplied by Snorkel's warranty department.
- All warranty claims must be submitted within 30 days of the date of the machine repair.

### **FREIGHT DAMAGE**

- If a machine is received in a damaged condition, then the damage must be noted on the bill of lading and /or delivery documents and photographs must be taken at the point of delivery, prior to signing acceptance of the consignment.
- The freight company & Snorkel must be contacted by the Distributor and a damage claim registered by either party immediately.

## SNORKEL PRODUCT WARRANTY POLICY

- The above requirements apply only to freight damage associated with equipment supplied by Snorkel transport. Customer freight issues are excluded from this warranty policy.

### THIS PRODUCT WARRANTY POLICY SPECIFICALLY EXCLUDES:

1. Engines, motors, tyres and batteries are manufactured by specialist suppliers to Snorkel, who furnish their own warranty policies. Snorkel will, however, to the extent permitted pass through any such warranty protection to the Distributor / Customer.
2. Any Snorkel product which has been modified or altered outside Snorkel factory without Snorkel written approval, if such modification or alteration, in the sole judgment of Snorkel Engineering and/or Service Departments, adversely affects the stability, reliability or service life of the Snorkel product or any component thereof.
3. Any Snorkel product which has been subject to misuse and abuse, improper maintenance or accident. "Misuse" includes but is not limited to operation beyond the factory-rated load capacity and speeds. "Improper maintenance" includes but is not limited to failure to follow the recommendations contained in the Snorkel Operation, Maintenance, and repair Parts Manuals.
4. Normal wear of any Snorkel component part(s). Normal wear of component parts may vary with the type, application or type of environment in which the machine may be used; such as, but not limited to sandblasting applications.
5. Routine maintenance, routine maintenance items and minor adjustments are not covered by this warranty, including but not limited to hydraulic fluid, filters and lubrication, paint and decals.
6. Any Snorkel product that has come into direct contact with any chemical or abrasive material.
7. Incidental or consequential expenses, losses, or damages related to any part or equipment failure, including but not limited to freight cost to transport the machine to a repair facility, downtime of the machine, lost time for workers, lost orders, lost rental revenue, lost profits, expenses or increased cost. This warranty is expressly in lieu of all other warranties, representations or liabilities of Snorkel, either expressed or implied, unless otherwise amended in writing by Snorkel.
8. Snorkel warranty policy does not cover any duties, taxes, environmental fees including without limitation, disposal or handling of tyres, batteries and petrochemical items.
9. Items specifically excluded are: fuel injectors, motor brushes, glow plugs, contactor tips and springs, oil filters, lamp bulbs, lamp lenses, 'O' rings, coolants, lubricants and cleaning materials.
10. Failure of replacement parts due to fault misdiagnosis or incorrect fitting by the Distributor / Customer.

**SNORKEL MAKES NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION OF THIS LIMITED WARRANTY. SNORKEL MAKES NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND DISCLAIMS ALL LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO INJURY TO PERSONS OR PROPERTY.**

Wherever possible the end customer shall obtain all warranty support & make all warranty claims through the local Snorkel authorised Distributor / Dealer. Warranty support should be from the Distributor / Dealer from

## SNORKEL PRODUCT WARRANTY POLICY

whom the Snorkel product was purchased. Where Snorkel equipment is supplied directly from the Snorkel factory the end customer, or if unable to contact the Distributor / Dealer, may contact the Snorkel Warranty Department for further assistance.

### APPEAL

The buyer may appeal in writing against a rejected or adjusted claim to Snorkel warranty department within a period of 21 days of receiving the rejection or adjustment notice. The appeal should be grounded on express reasons and supported by relevant evidence. Appeals received outside of this time limit will not be considered.

### WARRANTY SCHEDULE

#### Limited Warranty Periods

ITEM	WARRANTY PERIOD
New machine materials and workmanship	2 year parts replacement
Structural components (chassis, turntable, booms, scissors)	5 years parts replacement or repair
Parts held in a Distributor's stock	12 months from date of invoice, subject to adequate storage / protection.
Parts sold (non warranty)	6 months from date of invoice
Batteries supplied on new machines	6 months from warranty registration date
Other specifically excluded parts: <ul style="list-style-type: none"> <li>• Fuel injectors</li> <li>• Motor brushes</li> <li>• Glow plugs</li> <li>• Contactor tips and springs</li> <li>• Oils</li> <li>• Filters</li> <li>• Lamp bulbs</li> <li>• Lamp lenses</li> <li>• 'O' rings</li> <li>• Coolants</li> <li>• Lubricants</li> <li>• Cleaning materials</li> <li>• All consumable / wear parts</li> </ul>	Not covered by Warranty