

**This document concerns the mini/midi excavators, wheel loaders, carriers and telehandlers from Construction Machinery equipment range**

## **1. Introduction**

As authorized distributor/dealer of KUBOTA Construction Machinery, your first obligation regarding the warranty is to explain KUBOTA'S warranty conditions to the customer.

The details of warranty conditions are explained hereunder.

The material is submitted to the manufacturer warranty period mentioned in the chart below (paragraph 7).

Once a machine is sold, you must register the sale via internet (<https://www.v3.kubota-net.eu>) in order to activate the warranty. If the warranty is not activated within 10 days, KUBOTA reserves itself the right to reject warranty for such machine.

All our machines are delivered according to the legislation in force at the time of the sale.

## **2. Beginning of the warranty**

The warranty begins as from the date of purchase of the first owner/user.

The warranty can be passed on to the next purchaser within the bounds of the paragraphs 3, 4, 5, 6, 7 and 8.

## **3. Warranty conditions**

- 3.1. The products from the KUBOTA "Construction Machinery" range are warranted against every manufacturing or material latent defect under the conditions and bounds specified in this document.
- 3.2. The warranty applies only if the recommended overhaul(s) is/are performed by KUBOTA authorized distributor and/or dealer in accordance with the information mentioned in the user's manual.
- 3.3. The warranty applies only if the machine has not been subject to any modification.
- 3.4. The warranty applies only if the implements are approved by KUBOTA.
- 3.5. The warranty applies only if the machine is used in the field it is scheduled and designed for.
- 3.6. In the case of spare parts, they have to be supplied by KUBOTA, installed by the distributor or an authorized agent of KUBOTA, by a qualified technician.

## **4. The warranty covers**

- 4.1. The repair of the machine or the replacement of the spare parts approved to be defective by KUBOTA.
- 4.2. The labour fees necessary to repair the machine according to the flat rate schedule of KUBOTA.
- 4.3. The mileage fees necessary to take the machine to the place it has to be repaired according to the conditions and the flat rate schedule of KUBOTA (not over 400 km).
- 4.4. Labour hours for machine diagnosis according to the flat rate schedule of KUBOTA.
- 4.5. The time to clean the machine before repair according to the flat rate schedule of KUBOTA.
- 4.6. The cost of returning the parts found to be defective.
- 4.7. The travel cost of the dealer/distributor service staff according to the flat rate schedule of KUBOTA.

## **5. The warranty does not cover.**

- 5.1. Damage caused by a prolonged storage.
- 5.2. Damage caused by an incorrect use.
- 5.3. Damage caused by the use of non-genuine parts.
- 5.4. Damage caused by the fuel or lubricants not of recommended specification.
- 5.5. Items known as wearing parts, such as : glow plugs, batteries (over 3 months), filters, injectors, belts, seals and gaskets, fuels, lubricants, cooling fluid, bulbs, fuses, broken glass, brake and clutch linings and discs, pins, bushes, spacers, fusible links,

- electrical coils in case of overheating, all kinds of sliding plates for crawlers and telescopic arms, floor covering, tires.
- 5.6. Damage due to external causes: natural catastrophes, accidents, areas being recognized as dangerous, atmosphere polluted by dust or chemical products.
  - 5.7. Compensation fees due to the lack of use of the machine.
  - 5.8. Damage due to the disrespect of the controlling instruments.
  - 5.9. Damage due to a bad installation of the implements.
  - 5.10. Repairs for any damage caused by the machine.
  - 5.11. Transportation fees of the machine out of point 4.3 here-above
  - 5.12. Damage caused by not following the maintenance standards.
  - 5.13. Damage caused by impact.
  - 5.14. Damage caused by any modification of the machine.
  - 5.15. Damage caused by components opened or repaired by repair-shops, by user or other persons.
  - 5.16. Damage caused by the use of unsuitable implements.
  - 5.17. Damage due to a non respect of the safety instructions.
  - 5.18. Wear of crawlers (External, guides, links, typical damage figures)
  - 5.19. Charges for regular maintenance and overhauls.
  - 5.20. The replacement of a complete engine without a pre-agreement from KUBOTA EUROPE. In case of big intervention, it is recommended to make a price quotation, including parts and labour. According to the cost result, instructions will be given for the repair or the engine replacement.

## **6. Customer's responsibility**

The customer is responsible of the maintenance of his material. He has to provide all documents mentioning that the maintenance has been made according to the recommendation featuring in the user's manual.

It is forbidden either to modify or to suppress the safety implements.

The user will have to read carefully the user's manual and to familiarize with the driving.

In the case of other users for the machine, it is compelling for them to know how to work the machine and to have them reading the safety instructions in the user's manual.

The owner has to check that the user knows the operating instructions and has all the required licences.

## **7. Warranty period**

The installation certificate must be completed when the machine is sold to the end-user and before any warranty claim processing.

Without the installation certificate, a warranty claim can not be processed and will be returned to you directly or rejected. (Except for machine in stock)

**The submission of warranty claim has to be done within 30 days after the repair by the Distributor/Dealer via internet (Kubota Net)**

A warranty claim must only be recorded by a KUBOTA distributor.

Model	Use by a private consumer*	Professional use
Mini/midi-excavators Wheel loaders R series	2 years	2 years / 2000 hours Whichever comes first. The first of these periods to be reached cancels the other.
Diesel engine	2 years	2 years / 2000 hours Whichever comes first. The first of these periods to be reached cancels the other.
Carriers Wheel loaders Telehandlers	2 years	2 year / 2000 hours Whichever comes first. The first of these periods to be reached cancels the other.
Replacement engine for the KUBOTA Construction machinery	The replacement engines for the KUBOTA Construction Machinery range are warranted under the same conditions than the engines of a new machine.	
Attachments**	1 year	1 year
Battery	3 months	3 months
Spare parts (Parts only)	1 year when being installed by a repair-shop of KUBOTA	1 year when being installed by a repair-shop of KUBOTA

\* Consumer: Shall mean any natural person who is acting for purposes which are not related to his trade, business or profession.

\*\* Attachments: KUBOTA reserves itself the right to modify the warranty period according to the model of the implement.

## 8. Identification and serial no or production date

For the warranty claim, it is necessary to note down the identification / serial n° or production date of the concerning part in the claim:

Cabin	Name plate
Hydraulic cylinder	N° stamped in the cylinder tube
Drive motor	Name plate
Control-valve	Name plate
Swivel motor	Name plate
Rotary-joint	Name plate
Valve	Name plate
Hydraulic pump	Name plate
Boom	Name plate

**The here above parts must remain unopened.**

Please follow the recommendations for the warranty claims on separate guideline.

## 9. Improvements

In order to be in the forefront of progress in its field, KUBOTA reserves itself the right to make any necessary improvement or modification to its products without prior notice, without KUBOTA being required in any way whatsoever either totally or partially, to apply such improvements or modifications to products sold before the introduction of such improvements or modifications.

KUBOTA Corporation Japan and KUBOTA Europe SAS are called KUBOTA naming.