

Outline of Warranty Conditions (MGA 0114)

All Merlo Tele-handlers bought in Australia come with a 2 year or 2400-hour warranty (whichever comes first) starting from the date of delivery of the machine to the end user. The machine delivery date can be found on SAV → Warranty claim → Delivery Reports (The date of delivery will be in the top right-hand corner of the report), by starting a new warranty claim on SAV → Warranty claim → Warranty handling → New (enter the SAV & chassis number, the end of warranty date is in the top right-hand corner of the form) or by contacting warranty@merloaustralia.com.au quoting the SAV & chassis number.

You must ensure that any potential warranty repair carried out will be covered under the terms of the warranty before commencing work. If you are unsure if your warranty claim will be accepted, please call the warranty department on (02) 9686 0600 or email – warranty@merloaustralia.com.au for advice.

Warranty Exclusions:

The following is not covered by the warranty offered by Merlo Group Australia (MGA):

- **Diesel Engine & Tyres:** These are covered by the respective component manufacturers.
- Consumables: Anti-freeze, coolant, oil, grease, brake fluid, refrigerant, etc.
- Filters: Air filter, fuel filter, oil filter, hydraulic oil filter, hydrostatic oil filter, etc.
- Electrical components: Battery, cables, contacts, switches, radio, cigarette lighters, globes, headlights, fuses, buzzers, etc.
- Wear parts: Chains, belts, pulleys, pipes, seals, bushing, rings, brake pads, discs, slide pads, etc.
- Cab elements: Windscreen, rear hatch, windows, wiper arms and blades, rear view mirrors and mountings, upholstery, seat and seat belt, steering wheel, seat shock absorber, door handles, etc.
- Chassis elements: Sheet metal parts in general, mudguards, floorboards, covers, etc.
- Exterior controls: Fuel tank cap, door handle, door lock, engine bonnet shock absorber, etc. Elements in contact with the ground: Forks, tyres, etc
- Damage: Sustained from transport, wear & tear, contamination, age deterioration, the use of fuels/lubricants that are not suitable or approved by MGA, damage to electrical components due to the failure to disconnect the battery during welding operations, the use of incorrect assisted starting methods (jump starting), damage sustained due to failure to halt the machine immediately after noticing a component failure, poor maintenance, or from using the machine in ways other than it is intended, incorrect calibration/settings, prolonged machine down time, machine hire and freight costs.

The warranty is forfeited if:

Vehicle use does not comply with the operation and maintenance manual, attachments and accessories used are not compliant with manufacturers specifications, spare parts other than Merlo spare parts are used, lubricants other than prescribed are used, the customer fails to carry out scheduled maintenance operations, repairs are not carried out in repair shops authorized by the Merlo after sales network, any changes to electrical/mechanical components are made without Merlo authorisation.

The use of non-OEM parts:

Any warranty claims made using parts that are not purchased through Merlo Group Australia will also be rejected in their entirety unless authorisation from MGA is granted first.

Materials:

If a warranty claim is approved, as per its warranty procedure, MGA shall refund the cost of the original parts bought from MGA which were found defective during the warranty period. MGA will not refund the cost of material that was not purchased from MGA and for which there is no invoice. Non-OEM parts will not be refunded without first seeking approval from MGA.

Labour, travel & costs related to third party provision:

MGA shall reimburse the cost of labour and a maximum of 2 hours travel associated with any repair work carried out under warranty at advised rates. Specialist services provided by a third party shall not be reimbursed unless prior approval has been granted by MGA and an invoice of costs is submitted with the warranty claim.

Parts requested to be returned under warranty:

Parts replaced under warranty must be clearly labelled and kept for 180 days. If a part is requested for further analysis by MGA, it must be returned, clean, free from oil and grease, packaged to avoid further damage, and labelled with a green tag. Green tags can be requested from the MGA warranty dept.

Warranty submissions and processing times:

Warranty claims may only be submitted once a repair has been completed and the issue found to be resolved. The claim must be submitted to MGA within 30 days of the repair completion or 90 days from the start of the repair, whichever is sooner. Any claims submitted out with the guidelines above may be rejected.

If there is any confusion or uncertainty regarding warranty issues, please contact MGA warranty department in the first instance on (02) 9686 0600 or warranty@merloaustralia.com.au