

ZOOMLION AERIAL WORK MACHINERY Warranty Policy

1. Applicable area

This clause applies to Zoomlion aerial work machinery products.

2. Warranty period

2.1 Standard warranty period:

The electrical and hydraulic components of the whole machine are guaranteed for 2 years (since the date of registration of the machine); the structural parts (cutting arms, main structure of the frame) are guaranteed for 5 years (except for deformation of structural parts caused by illegal operation, overload and collision).

2.2 Additional warranty period:

According to other supplemental terms in the sales contract for the warranty period.

3. Warranty scope:

3.1 Zoomlion High-altitude Machinery Company (hereinafter referred to as "Party A") products are under warranty and any parts are in material and/or defects in manufacturing, after Party A's assessment and decision, Party A is responsible for free repair or replacement of defective parts.

3.2 All replacement faults or failed parts shall be returned to Party A's after-sales service department for processing accordingly. Party B promises that all the components replaced shall be the property of Party A.

3.3 The obligations under this warranty do not include taxes, environmental fees (including but not limited to the disposal of used batteries, chemicals, etc.) or other direct, indirect or secondary damages.

3.4 This warranty is for the original purchaser or the original end user.

3.5 Any loss caused by the carrier is a transport claim and should be immediately filed with the respective carrier.

3.6 If the owner or operator continues to operate the machine after the failure, Party A shall not be liable for the loss caused by the continued operation of the machine.

3.7 Once the equipment warranty period begins, until the end of the warranty period. The period cannot be interrupted and the warranty period cannot be recalculated.

4. The non-warranty scope of Zoomlion aerial work machinery includes:

4.1 Equipment operating in extreme conditions (continuous high temperature environment of 45 degrees Celsius, continuous high dust environment and low temperature environment below -20 degrees Celsius), hoses, sealed joints, oil seals, battery parts and non-weathered parts, and engine manufacturers the precautions listed in the manual.

4.2 Loss of work, transportation, cleaning and any third party costs incurred by the machine.

4.3 The cost of hydraulic oil, lubricant, fuel and other consumables such as filters.

4.4 Parts damage caused by abnormal operation and illegal operation.

4.5 Damage to parts or materials due to prolonged use or improper storage. It includes: aging and damage of batteries, cracks and aging of hydraulic hoses, corrosion of metal parts, aging of plastic parts, aging of rubber parts (such as tires, crawlers), aging leaks of oil seals, hydraulic oil, engine oil, gears Deterioration of oils and other oils, fading and aging of surface and internal paints, and other parts damage and failure due to long-term storage.

4.6 Wear parts, fragile parts, consumables, various filter elements and seals (such as O-rings, etc.) are not covered by the warranty, including but not limited to:

- Wear parts include: pin shaft, bushing, various filters, rubber tracks, tires, hydraulic oil pipes, flywheel coupling engine shock absorbers, engine fan belts, generator belts, rubber fuel pipes for engines, etc.
- Fragile parts include: various types of switches, fuses, plugs, indicator lights, etc.
- Consumables include: hydraulic oil, lubricating grease, diesel, oil, coolant, battery, etc.

4.7 The abrasion of the mechanical appearance paint, the discoloration of the logo, the damage, the peeling, etc. caused by the operation are not covered by the warranty.

4.8 Use of fuel, hydraulic oil, engine oil, gear oil and other oils that do not meet the standards (specified in the product operating manual), machine failures and resulting labor costs, engineer travel and accommodation costs, etc.

4.9 Charger failure and damage caused by unstable grid voltage of electric drive equipment.

4.10 Machine failures caused by the use of original parts of non-Zoomlion Heavy Industries aerial work machinery and the resulting working hours.

4.11 Machine damage caused by non-Zoomlion Heavy Industry aerial work machinery assigned or trained authorized maintenance personnel to repair and adjust machines, change parts, and modify machines and parts.

4.12 Unexpected events, personal injury and equipment damage caused by the use of the original design of the equipment (such as loads, hanging objects, push objects) and methods.

4.13 The equipment serial number can't be effectively identified and the warranty cannot be provided. Loss of old parts required to return can not determine the cause of the failure.

4.14 Tested as non-warranted parts by third-party suppliers (such as engines, hydraulics and electrical components).

4.15 Man-made damage and machine failure and damage caused by customer transportation.

4.16 Machine failure and machine damage caused by force majeure such as war, traffic accident, natural disaster, etc.

5. Special warranty coverage for certain components

For certain consumable parts (excluding long-term inventory) or Party A's third-party supplier parts failure, Party A shall implement a limited warranty policy based on the delivery date of the equipment. These components are:

Component	Warranty period	Remarks
Equipment original battery	3 months	The human damage or damage due to force majeure is out of warranty
Hydraulic hose	12 months	
Brake brake	12 months	
Engine	12 months after delivery or over 2000 hours of work (whichever comes first)	
Lithium Ion battery	60 months	

6. Your equipment will be covered under warranty when the following conditions are met:

6.1 The product delivery report of the equipment is signed by the customer and submitted to the after-sales department of Party A for warranty registration.

6.2 The equipment cannot be modified without the permission of Party A.

Equipment cannot use accessories or attachments that have not been approved by Party A.

6.3 For long-term use in a special harsh environment (45 degrees Celsius or low temperature -20 degrees Celsius, high dust environment, high humidity environment, etc.), you must notify Party A of the sale before the product is used. Department, Party A after-sales department will redefine the warranty period according to the specific environment .

6.4 The equipment must be repaired and maintained by authorized dealers of Party A or qualified personnel certified by Party A.

6.5 The product must be properly maintained in accordance with the requirements of the Maintenance Manual. All maintenance records must be kept in good condition.

6.6 The customer needs to pay the orderd equipment and accessories according to the contract.

7. Use original parts

Only the original parts provided by Party A can be used for the repairs during the warranty period. Party A is not obligated to compensate the customer for the loss of equipment caused by the use of spare parts other than Party A.

8. If there is any dispute between the two parties on the cause of the failure, Party A shall not delay or refuse the after-sales service; Party B shall not refuse or provide after-sales service, including but not limited to repairs and replacements. Otherwise, the losses caused by this will be borne by the relevant responsible party.

Party A (signature and seal)

Signing date _____ year _____ month _____ day

Party B (signature and seal)

Signing date _____ year _____ month _____ day