



Services

ZF Services UK Ltd General Warranty Policy Statement

These are ZF Services UK Ltd's standard General Warranty Terms and Conditions and will apply unless specific variations are noted under separate agreements as Appendices to this document.

1. Introduction

This is the warranty statement referred to in the ZF Services UK Ltd terms and conditions of sale. References to ZF Services in this document cover both sites, Crick and Nottingham (company number 1137722).

2. Products Warranted

This warranty applies to all new parts or remanufactured units, here-in after "parts" or "products", sold by ZF Services UK Ltd and delivered to the first user on or after date of invoice.

The "product" includes new or remanufactured accessories which are approved and supplied by ZF Services UK Ltd and which are either installed by ZF Services UK Ltd or a ZF Services authorised distributor.

3. "Product" Base Warranty

- i) This warranty covers any failures of the "Product", under normal use and service, which result from a defect in ZF material or factory workmanship (Warrantable Failure). Coverage begins on the date in service for 12 months and is limited to a maximum of 18 months from Date of Sale from ZF Services UK Ltd.
- ii) A new or remanufactured ZF Services UK Ltd "part" or "products" used to replace a warranted "part" or "products" assumes the identity of the "part" or "products" it replaces and is entitled to the remaining coverage.
- iii) Standard warranty conditions are transferable with the sale of the "Product". However, any warranty claims made must follow the procedure set out in this document.

4. ZF Services Responsibilities

- i) ZF Services UK Ltd will pay for all previously agreed parts and labour needed to repair the damage to the "Product" resulting from a Warrantable Failure when performed during normal business hours. All labour costs will be paid in accordance with ZF Services UK Ltd Standard Repair Time guidelines.
- ii) When it is necessary for service mechanics to make on-site warranty repairs, ZF Services UK Ltd will pay up to 6 hours total travel expenses, including meals, mileage and lodging, for service mechanics to travel to and from the place of repair.
- iii) In case of major failure ZF Services UK Ltd will cover the cost to repair or replace, at our discretion, the failed part or "product" at ZF Services UK Ltd's premises.
- iv) After ZF Services UK Ltd inspection of the "product" and if warranty is approved, ZF Services UK Ltd may, **at its absolute discretion**, appoint its recommended agent to carry out any repairs.



5. Owner Responsibilities – During Warranty Period

- i) Owner is responsible for the cost of lubricating oil, antifreeze, filter elements and other maintenance items replaced during warranty repairs unless such items are not reusable due to the warrantable failure.
- ii) Owner is responsible for the operation and maintenance of the Product as specified in the applicable ZF Operation and Maintenance Manual.
- iii) Owner is responsible for providing proof that all recommended maintenance has been performed in accordance with the applicable Operation and Maintenance Manual.
- iv) Owner is responsible for all removal, refit and associated costs
- v) Owner is responsible for all freight and transport costs incurred in shipping the Product to/from ZF Services UK Ltd or our appointed agent.
- vi) Within 30 days of any noted failure or defect the Owner must notify ZF Services UK Ltd or our Authorized Dealer of any Warrantable Failure and make the Product available for repair by such facility.
- vii) In the event of any Product failure the Owner is responsible for the cost of towing or recovery.
- viii) Owner is responsible for communication expenses, meals, lodging and similar costs incurred as a result of a Warrantable Failure.
- ix) Owner is responsible for maintaining records to accurately reflect the total mileage, hours or appropriate measurement of operation of the Product.
- x) Owner is responsible for the cost to investigate complaints, unless the problem is caused by a defect in ZF material or factory workmanship.
- xi) Owner is responsible for Non-ZF Product repairs, “downtime” expenses, cargo damage, fines, all applicable taxes, all business costs, and other losses resulting from a Warrantable Failure.

6. “Parts” Standard Warranty Scheme

Scope:

All claims for products where reimbursement for extra costs is being sought must be returned to ZF Services UK Ltd for examination, with a completed Standard Warranty claim form. If the customer is claiming other costs, full details with copy invoices must be attached to the completed warranty claim form. Retrospective claims will not be considered.

7. Warranty Parts Claims Procedures:

We will accept CV clutch claims returned along with an Old Core collection but they **MUST** be clearly labelled.

If the claim is accepted, a credit will be raised and the parts destroyed.

If the claim is rejected, a report will be sent out and the parts returned to you if required.

Authorisation to return a product the owner claims has had a warrantable failure must be obtained from Customer Services or the Warranty Department by phoning to obtain a unique warranty number or Unit Return number.

All warranties must be securely packaged and sent to ZF Services UK Ltd with a warranty label, copies available from ZF Services UK Ltd Customer Services department, attached to the outside of the package. A completed claim form **MUST** accompany the Warranty.



8. Parts Rejected Warranty Claims:

Customers will be informed when a claim has been rejected.

Customers will be asked if they require the rejected parts to be returned or disposed of. Carriage will be charged to return ALL rejected warranty claims. When rejected CV clutch warranties are disposed of, the customer will be credited the core value.

9. Terms of Warranty on ZF Services UK Ltd “parts” are as follows:

Sachs & Boge Shock Absorbers (Pass Car) 24 Months - Unlimited Mileage

Sachs Car Clutch 24 Months - Unlimited Mileage

Sachs Dual Mass Flywheel

(Std Warranty Only) 24 Months – Unlimited Mileage

ZF Parts (Std Warranty Only) 24 Months – Unlimited Mileage

Boge Road Springs 12 Months - Unlimited Mileage

Sachs & Boge CV Shock Absorbers

(Std Warranty Only) 24 Months - Unlimited Mileage

Sachs CV Clutch (Std Warranty Only) 24 Months - 100,000 Miles

Lemförder Product (Std Warranty Only) 24 Months – Unlimited Mileage

Service Components 6 Months 750 Operating hours

(Individual component purchased with the intension of inclusion in a ZF Product

LIMITATIONS

ZF Services UK Ltd is not responsible for failures or damage resulting from what ZF Services UK Ltd determines to be abuse or neglect, including, but not limited to; operation without adequate coolants or lubricants; over fuelling; over speeding; lack of maintenance of cooling, lubricating or intake systems; improper storage, starting, warm-up, run-in or shutdown practices; unauthorized modifications to the Product. ZF Services UK Ltd is also not responsible for failures caused by incorrect oil or fuel or by water, dirt or other contaminants in the fuel or oil.

ZF Services UK Ltd is NOT responsible for failures resulting from:

Use or application of the Product in a non-approved installation or application.
Incorrect installation.

Parts used in warranty repairs may be new ZF parts, approved rebuilt parts or repaired parts. ZF Services UK Ltd is not responsible for failures resulting from the use of parts not supplied by ZF Services UK Ltd or its approved agents.

PRODUCT WARRANTY WILL BE DECLARED VOID AND A NON-WARRANTABLE FAILURE IF NON ZF RECOMMENDED OR INCORRECT SPECIFICATION LUBRICATING OIL, (AS RECOMMENDED IN PRODUCT OPERATOR’S MANUAL) OR COOLANT, OR ANY OTHER NON ZF RECOMMENDED OR INCORRECT SPECIFICATION FLUIDS ARE USED DURING THE NORMAL OPERATION OF THE PRODUCT.

ZF SERVICES UK LTD DOES NOT COVER WEAR OR WEAROUT OF COVERED PARTS. ZF SERVICES UK LTD IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL COSTS OR DAMAGES.



Services

THESE WARRANTIES AND ANY APPENDICES SET FORTH HEREIN ARE THE SOLE WARRANTIES MADE BY ZF SERVICES UK LTD IN REGARD TO ZF PRODUCTS. ZF SERVICES UK LTD MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

THESE WARRANTY CONDITIONS GENERALLY APPLY TO PRODUCTS SUPPLIED BY ZF SERVICES UK LTD. AND ARE NOT BINDING UPON ANY OTHER ZF SALES AND SERVICE ORGANISATION, SUBSIDIARY OR AGENT.

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