



## WARRANTY TERMS AND CONDITIONS

### WARRANTY

The application of the FPT Industrial SpA Warranty is governed by the rules of the sales and usage conditions specified by FPT and the terms are contained in this warranty card. In order to claim under warranty the customer must apply to an authorized existing workshop within the dealer assistance network, to which he/she is obliged to show the warranty card.

The Warranty Card represents the official document for which the activation is necessary in order to obtain the reimbursement for costs covered by warranty from FPT. If the warranty card has not yet been activated, the customer must provide delivery document or the purchase invoice of the engine/machine so that the activation can take place.

### WARRANTY REGISTRATION – DURATION – CONDITIONS & APPLICATION PROCEDURE

For activation contact your Seller or official FPT Network, which can be verified through the Dealer Locator on the FPT website, or by registering the engine on the FPT website or on MyFPT App which can be downloaded on your mobile device.

Warranty on engine must be activated within 60 (sixty) days from first engine start up, which is required to be done with presence of FPT authorized personnel.

FPT warrants its products, provided they have not been modified (e.g. during OEM assembly) for the duration showing into the document.

For the Countries in which there is a local authorized FPT service assistance organization the **warranty consists of repair or replacement of any component: the failure of which is proven to be due to original defect in material, workmanship and/or assembly** and is therefore free of charge both for materials as well as for labour performed during normal business hours. The decision to repair or replace the faulty component remains at the unquestionable discretion of FPT and/or its authorized workshop. For the countries in which no FPT service organization is listed the warranty shall consist **exclusively in the free supply**, of the pieces which have been proved to be no longer usable due to proven original defect in the material, workmanship and/or assembly. Labour and travel expenses will not be refunded by FPT.

The FPT warranty shall be rightfully terminated:

- when the customer has not paid in full for the engine or components covered by this warranty;
- when the FPT product is used in a manner that does not comply with the instructions provided by FPT (operating errors, overloading, use of unsuitable fuels, lubricants or coolants, omitted or partial maintenance during the storage or usage periods, etc.);
- when the failure is due to incorrect installation or the FPT Product has undergone modifications or repairs without the written consent of FPT;
- when the warranty card is not activated;
- when the maintenance required by FPT has not been performed and/or genuine FPT Parts have not been utilized.

The buyer cannot expect the contract to be cancelled or damages compensated in any of the above cases.

Any conditions which differ from those indicated herein must be formerly agreed each time in writing.

The dates of the warranty starting and termination must be indicated in the special spaces given on the warranty card and digitally stored in the FPT systems.

It is possible to buy the FPT Extended Warranty up to maximum years by contacting the FPT Distributor or the FPT Network for a quotation.

### **ANNEX X03 – Extra warranty coverage on main components**

- The warranty extension on main components applies solely to engines, whose contract of sale or warranty card refer to this attachment, until the Tier4/Stage V application (excluded).
- The components covered by this warranty extension and the period of coverage are specified below.
- For all the other conditions (application procedure, limits, exclusions, etc.), the contractual terms stated in this document remain valid.
- **Subject of warranty extension.** The extra warranty covers spare parts and labour required to repair the engine on bench for faults attributable to an original defect of the following main components: Bosch electronic modules EDC7, MS6.2, MS6.3, engine block, sleeves, crankshaft, connecting rods, pistons (excluding compression rings), cylinder head, camshaft, distribution gears, flywheel, flywheel housing, oil pump, exhaust manifold.
- **Validity period.** The main engine components are covered up for additional 12 (twelve) months from base warranty end date activated on the engine. The extra warranty coverage on main components doesn't apply on Stage V homologation and above.

### **ASSISTANCE REQUEST UNDER WARRANTY PROCEDURE**

When a problem on the engine occurs, to have right to receive assistance under warranty the customer shall contact the FPT Distributor or directly contact the 24/7 Care & Assistance service, through the hotline phone numbers (available for each Country, can be checked on the FPT website <https://www.fptindustrial.com/en/customer-service/care-and-assistance>). The defect must be reported in writing within 10 (ten) calendar days from the failure date. The authorized Care & Assistance personnel will verify the coverage status and will duly activate the assistance process through the dossier opening with a specific ID number 800xxxxxxx. The status of the assistance dossier can be checked by the customer through the website <https://assistance.fptindustrial.com> by submitting the dossier number.

The customer must also provide to the FPT Network all the required documents (e.g. regarding the routine and special maintenance operations and any previous interventions carried out under warranty upon the FPT product) as well as the necessary collaboration to determine the actual cause of the defect or malfunction.

### **LINKS AND CONTACTS**

FPT official website: <http://www.fptindustrial.com/>

Dealer Locator: <http://www.fptindustrial.com/en/DealerLocator>

FPT 24/7 Care & Assistance: <http://www.fptindustrial.com/en/customer-service/care-and-assistance>

Assistance dossier status: <https://assistance.fptindustrial.com>

QR Code to download MyFPT App:

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