



# ELEFANTCAR

## GLOBAL WARRANTY POLICY

### 1. Abbreviations/Meanings

Product = Any Product supplied by Elefantcar

### 2. Period of Cover

2.1 The warranty period lasts for 15 months from the date of dispatch.

2.2 The original warranty period is not modified or influenced by any servicing, repair, or improvement works, or by the replacement of failing parts.

### 3. Conditions

3.1 In case of a warranty claim, Elefantcar has the right to examine the defect or failure either in person or via photos, or to have it examined on their behalf. For this purpose, the supplied Product must be presented at the workshop / location specified by Elefantcar. The same also applies for the warranty repair works themselves.

3.2 Warranty can only be applied to the Product if it has been maintained in the original delivery condition and specification. Any modifications to the construction or safety devices of the Product are strictly forbidden.

3.3 Defects, failures, deficiencies in general, that restrict the utility of the Product due to faulty design / construction, material deficiencies, or failing manufacture, are solved by rectifying works, or by substitution or replacement, at the discretion of Elefantcar.

3.4 When discovered, defects, failures, deficiencies in general, must be immediately reported to Elefantcar via the fastest method possible. Warranty claims which are older than 30 days will be declared inadmissible. Parts replaced under warranty become the property of Elefantcar.

3.5 All Products have a recommended schedule of maintenance and servicing (once service every 12 months) – any Product which has not been mounted, serviced, repaired and conserved according to the relevant instructions from Elefantcar, or has carried out works not using original Elefantcar spare parts, will not qualify for warranty.

3.6 The final decision on whether a warranty claim is covered and authorised will lie solely with Elefantcar.

3.7 It is the decision and right of Elefantcar to have specific warranty works carried out in specific workshops appointed by Elefantcar, this does not entitle the user of the Product in the case of any duplicate warranty claims to have works done in a non-specified workshop. The approval of Elefantcar must be sought in all instances. Failure to adhere to this will result in a void warranty claim.

3.8 Failing parts must be returned, only if requested by Elefantcar, to a specified address specified within 30 days after warranty work is carried out, free of transport and packaging charges.

3.9 Any product parts that Elefantcar buy from their own suppliers will be covered by the warranty terms and conditions given to Elefantcar by that supplier.

3.10 Outgoing spare parts are always temporarily invoiced for administrative reasons. As soon as the failing parts have been returned and the warranty claim has been approved, Elefantcar will authorise the dealer to issue an invoice for the spare parts covered by warranty.

3.11 Except in the case of different contractual agreement, the warranty covers the free replacement of the failing parts and labour (excluding all travel related costs), according to the agreed labour rates and standard of agreed repair times.

3.12 In case of different contractual agreement, whereby full warranty is guaranteed, the labour cost is only taken into consideration at the standard repair times prescribed by Elefantcar, which represent an average time required to repair specific problems by trained Product engineers, and at the standard hourly rate of €30.

Elefantcar

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4. Not covered under Elefantcar Warranty Conditions
  - 4.1 As per point 3.11, all travel costs are excluded from the warranty coverage. The following are always excluded: consequential damage / loss such as immobility, other transport / logistic costs, all transport costs to and from the specified workshop / location, drivers waiting hours, rental costs for replacement vehicles, missed sale. The above is not a limited list.
  - 4.2 All administrative costs, unless a different contractual agreement has been agreed.
  - 4.3 All consumable parts, e.g. fuses, bulbs, bushes (if not properly lubricated). Fastenings which should be checked at the service intervals.
  - 4.4 Any regular Product activities relating to servicing / maintenance, installation, and the different inspections according to the User Manual.
  - 4.5 Any Product problems caused by the use of polluted oil, or oil with differing technical hydraulic characteristics that are not compatible with the original oil provided by Elefantcar.
  - 4.6 The adjustment of the hydraulic cylinders after the first period of use, and the checking and retightening of bolt connections made during the fitting process.
  - 4.7 All additional components added to the Product construction after delivery of the Product to the installer. All defects, failures, deficiencies caused by the use and implementation of non-original spare parts.
  - 4.8 Defects in the connections of the power cables (positive or negative) to the battery poles; defects to the batteries, defects to, or caused by, any type of low-battery appliance, alarm or anti-theft device prescribed or mounted by the customer; all other electrical failures (to the electric motor, the started solenoid, other switch elements) caused by insufficient battery or power capacity.
  - 4.9 Damage caused by normal and natural wear and tear. Damage or defects caused by inaccurate or faulty fitting (unless mounted by Elefantcar). Damage or defects caused by negligence and disregard of the maintenance and repair instructions, and disregard of the specified maintenance intervals. Damage or defects caused by negligent or improper use; by negligence and disregard of the general or Product specific user manuals; by abuse of improper use of the Product for any application other than its normal intended use as described in the user manual.; by overload, collision or any other form of accident; and by all other causes which cannot be attributed to a fault or mistake from Elefantcar.
  - 4.10 Defects and damage caused by unauthorised modifications to the original construction or safety devices of the Product, without explicit prior written approval from Elefantcar, during the fitting process or otherwise.
  - 4.11 As far as any given incident is not covered by the legislation on Product liability and warranty, a warranty case cannot lead to a damage claim of any kind.



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This Document is a supplement to the main warranty document MN\_WARR-T/C, and forms the integral part of the agreement over the warranty conditions that accompany the Elefantcar Products that you have purchased. Under the terms of this agreement:

- Failing Product components are exchanged free of charge
- Any labour costs for roadside and workshop repairs are only taken into account and reimbursed at the agreed hourly wages, and according to the standard repair times below.

Warranty claims can only be initiated and pursued according to the procedure described on the following page of this document.

- **Please consult the list of excluded items before starting any repair works on behalf of Elefantcar.**
- **For the Execution of non-listed repair works, please consult Elefantcar prior to starting any repairs.**
- **Whilst we endeavour to keep all of our documents up to date, we reserve the right to amend or alter any of the above details without prior notice**



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Replacement of solenoid valve on hydraulic unit	30 min
Electric motor replacement	60 min
Replacing the motor relay	30 min
Replacement of electric motor brushes	60 min
O-ring replacement between aluminum blocks in the control unit	60 min
Oil pump replacement	60 min
Oil filter replacement	60 min
Replacement of motor-oil pump joint	60 min
Oil replacement	30 min
Replacement of the entire hydraulic power unit	120 min
Tank replacement	120 min
Replacement of descent speed regulating valve	30 min
Replacing the button or contact or selector on the control panel	30 min
Replacing the board in the control panel (standard) or in the control unit	30 min
Replacing the standard control panel	60 min
Replacement of the electronic control panel	30 min
Replacement of solenoid valve or pressure switch on hydraulic cylinder (all types)	30 min
Replacement of the mercury microswitch	30 min
Magnetic sensor replacement	30 min
Replacing the complete electrical wiring of cylinders (standard)	30 min
Replacing the complete electrical wiring of cylinders (electronic panel type)	60 min
Replacement of hydraulic cylinder seals (all types)	60 min
Replacement of the entire hydraulic cylinder (all types)	30 min
Replacement of the compensating cylinder	30 min
Replacing oil hose (all types)	30 min
Replacement of sliding guide (each)	90 min
Replacing dust scraper on sliding bushes (each sliding bush)	90 min
Replacing the fixing bracket to the frame (mod. EL1 – EL2)	90 min
Replacement of lifting arms	150 min
Replacement of arm bushings	90 min
Replacing base bushings (EL1 – EL2 – RS1)	150 min
Replacement of cylinder pins / arms pins (each)	30 min
Replacing the foot control switch (each)	30 min
Replacing flashing light on platform (each)	30 min
Recovery of electrical contact inside the platform	30 min
Replacing the platform electric cable	60 min
Complete platform replacement	150 min
Replacing the side profile of the platform	30 min
Roll stop profile replacement (each)	60 min
Replacing the roller stop locking pin (each)	30 min
Replacing the radio control receiver unit	30 min
Replacement the complete electrical wiring of the cylinders (type for radio control unit)	30 min



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### WARRANTY CLAIM PROCEDURE

The external repair agent checks:

1. Serial number of the product (strictly required)
2. Date of shipping and date of entry into use (registration date of vehicle)
3. Fills out the warranty claim form online:  
[www.mobilitynetworksgroup.com/en-gl/useful-info/warranties](http://www.mobilitynetworksgroup.com/en-gl/useful-info/warranties)

Elefantcar opens a file for the Product Warranty Claim

**WARRANTY APPROVED**

**WARRANTY NOT APPROVED**

Elefantcar sends an Authorisation Number for repair, and despatches the relevant spare parts if required (invoiced and chargeable to the customer)

The external repair agent executes the repair according to the standard or agreed repair times (if applicable), taking photos before and after repair

The external repair agent fills out a detailed work report to conclude and document the warranty case, including:

1. Detailed technical description of the works performed including photos
2. List of the labour and spare parts spent on the job

If asked by Elefantcar, the external repair agent returns the failing parts to Elefantcar with clear reference to the warranty claim report.

The external repair agent sends an invoice to Elefantcar according to the agreed labour rates and standard or agreed repair times and spare parts recognized under warranty, with a copy of the detailed work report and photos.

The external repair agent may repair, but in consultation with, and directly at the account of the customer

- We aim to complete and process all claims within 5 working days
- Any incomplete or inaccurate information supplied may lead to delays and even claim rejection.
- The External Repair Agent refers to the person carrying out the repairs on behalf of the customer. Elefantcar reserves the right to nominate a specific agent
- Warranty Claim Form:  
[www.elefantcar.com/warranty](http://www.elefantcar.com/warranty)
- Whilst we endeavour to always keep the customer informed, we reserve the right to amend or alter any of this process without prior notice



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### RETURNS FORMS (please attach to any item being returned)

Customer Name:	Customer Address:		
Warranty Authorisation Number:			Date:
Product Serial Number:			
Parts Enclosed:	Quantity:		
Nature of Damage / Malfunction:			

Customer Name:	Customer Address:		
Warranty Authorisation Number:			Date:
Product Serial Number:			
Parts Enclosed:	Quantity:		
Nature of Damage / Malfunction:			

Customer Name:	Customer Address:		
Warranty Authorisation Number:			Date:
Product Serial Number:			
Parts Enclosed:	Quantity:		
Nature of Damage / Malfunction:			