

Warranty Conditions

Effective from 1st July 2018

Policy document for machine registration, mandatory warranty rules and claim submission



This document is to be used in conjunction with the 'Machine Build and Registration' document.

To activate the two-year warranty, scanned copies of completed PDI and QAI forms are required to be uploaded when making the online QAI registration (forms available on Partner's Portal). This applies to all machines including BDA, BDX & FH.

Retail Sales

QAI registration is mandatory and required as soon as possible after the machine has been delivered to the customer but must be made prior to the machine going to work.

Dealer Demonstrators

Demonstration machines receive up to three years' warranty, first year as a demonstrator and a maximum of two years thereafter to the customer. If a machine is used as a demonstrator for longer than one year, then the customer receives the remainder of the total three-year warranty period. The customer will receive a maximum of two years' warranty. Registration is mandatory and required prior to the machines first demonstration.

Väderstad Ltd takes no responsibility for the deterioration of machines once received by the dealer.

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iPad Warranty

First year following activation is covered by Apple Warranty, contact your local Apple store.

Second year is covered by Väderstad AB, contact your Väderstad UK Territory Support Manager.

Types of Claim

- Zero hectare

Warranty type can be: Machine or Accessories.

Reason for claim: Transport damage, missing or wrong parts that are discovered prior to delivery to the customer.

- Claims are required to be submitted prior to QAI registration.
- Transport damage should be reported immediately upon receipt of the machine.
It is mandatory to sign the transport delivery document as damaged and uploaded to the claim, along with the appropriate pictures and description. You will require the order number off the transport document to submit the claim.
- Missing or incorrect parts are required to be ordered (or supplied from own stock) and claimed as soon as possible but no later than 90 days after delivery of the machine.

- FGC

Warranty type can be: Machine, Spare part or Accessories.

Reason for claim: Manufacturing defects (does not cover misuse, poor maintenance or incorrect adjustment).

- QAI registration is mandatory prior to claim processing.
- Claims are required to be submitted within 30 days of failure.

- PQC

Warranty type can be: Machine or Accessories.

Reason for claim: Mandatory modification of machines issued by Väderstad AB.

- Decided when there is an epidemic problem.
- Information will be distributed to Service Managers, Aftersales Managers and Warranty Administrators.
- All required information will be included in the specific bulletin.

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Warranty type

- Machine

Claims are made for machines still within the warranty period.

- Spare part

Claims are made once the machine is outside of the warranty period for any replaced part that fails due to a manufacturing fault. It does not include fitment, consequential damage, misuse or other machine faults.

Two customer sales invoices are a mandatory requirement to be scanned and uploaded to the claim for validation.

1. The original customer sales invoice for the failed part.

2. The customer sales invoice for the replacement part.

Spare part warranty commences from the point of sale date for 12 months.

- Accessories

Claims are made for aftermarket accessories (not supplied with the original machine).

Accessories warranty commences from the point of sale date for 12 months.

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Mandatory rules for submitting a claim

- Claim to be submitted within 1 month of the repair date.
- Only one fault per claim, only parts relating to that fault are to be added to the claim.
- Due to the complexity and difficulty to accurately describe problems using the code system, it is only required that the codes are used to allow submitting of the claim.
A detailed and accurate description of the fault and remedy are required in the comments box.
Failure to provide this will result in the claim being rejected.
- Enter the area in hectares in the 'Worked Ha' box.
- Enter the distance travelled in kilometers to carry out the work in the 'Mileage(km)' box.
- To register locally sourced services or parts i.e. tyre fitting, nuts, bolts, hydraulic components etc. please use part number EXT1 with an accurate description. This should be priced per individual unit at dealer cost excluding VAT. A copy of the supplier's invoice is required to be uploaded to the claim for validation. These parts will have no further warranty from Väderstad.
- To register freight, please use part number EXT1 with description of 'freight' and our invoice number. This should be priced per individual unit at dealer cost excluding VAT. A copy of the Väderstad invoice is required to be uploaded to the claim for validation.
- To register a Väderstad part number that is not recognised by the system, please use part number EXT2 with an accurate description including the Väderstad part number. This should be priced per individual unit at dealer cost excluding VAT. A copy of the Väderstad invoice is required to be uploaded to the claim for validation.
- Cat 1 parts are required to be returned to Grantham within 30 days of failure, a red box will appear to identify that return is required (as in screenshot). In addition, a list of Cat 1 parts can also be viewed. These parts require returning to Väderstad before a claim can be considered for approval. The list will continually be changing as required. The appropriate Cat 1 form should be completed and included with the part being returned to Väderstad Ltd, UK.

Spareparts				
Qty	Part No	Description	Amount	
1	179857	Disc V55 D: 470mm	0	Delete

Register Claim		
Type of Claim *	Warranty Type *	Machine *

Document
Category 1 Form
Category 1 article list

- For all parts specifically ordered for the repair regardless of order type i.e. not used from your own stock, a copy of the Väderstad invoice is required to be uploaded to the claim for validation. Failure to comply may result in the incorrect price being credited, no additional credit will be raised retrospectively if this occurs.

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Pictures

The inclusion of pictures is mandatory for all claims.

- JPG is the recommended picture format with a size of approx. 1MB each please.

Upload Files
JPG is the recommended format (approx 1 MB/pc)

- A minimum of three good quality pictures are required to be uploaded to the claim. Please title pictures before uploading them so they can be easily identified.

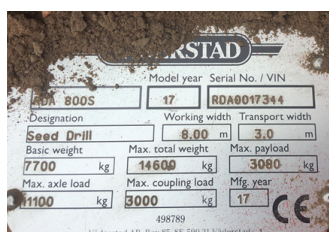
Picture 1: The serial number located on the serial number plate.

Picture 2: A close-up of the fault.

Picture 3: General view of fault area allowing it to be recognised within the machine.

Picture 4: (PQC Only) Repaired/replaced item fitted to the machine.

Example of approved pictures:



Picture 1: serial number



Picture 2: close-up

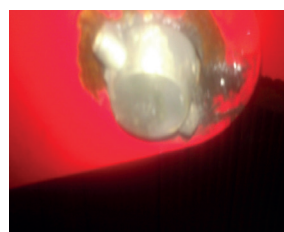
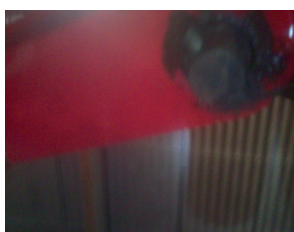
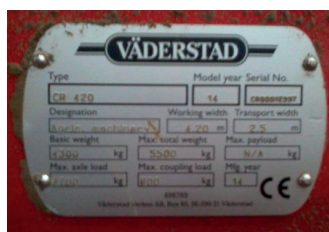


Picture 3: general view



Picture 4: repair

Example of rejected pictures:



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Claim status

The progress of any claim can be viewed in the claim history, the status of claims will update from 'New' to one of the following:

- Approved
- Need more information*
- Rejected (reason will be given in the comments box)
- Credited

*An e-mail will be sent to inform you if a claim requires more information and what information is required, you will have 7 working days to supply the correct information otherwise the claim will be rejected.

It is your responsibility to check the progress of claims in the Partner Portal.

Warranty reimbursement

- The new rate of warranty reimbursement from 1st July 2018, will be £40.00/hour excluding traveling time.
- Travel is reimbursed at a rate of 0.63p/km.

Retention of parts

Replaced warranty parts are required to be retained at the dealer premises for inspection by Väderstad Ltd for a minimum of 12 months commencing from the failure date on the claim.

Väderstad Ltd reserve the right to visit the dealer without prior notice with the intention to audit any claim, associated time sheets and documents.