



JCB Power Systems Ltd.

JCB Engine Dealer Warranty Guidelines

1) Warranty Coverage

- a) JCB Power Systems Ltd provides the following warranty coverage to JCB Engine Dealers for all JCB engine products supplied by JCB Power Systems Ltd through authorised JCB Engine Dealers. This coverage applies to the first and any subsequent purchasers whilst the product fulfils the following criteria.
 - i) Major components – Including Engine block, Cylinder head, Crankshaft, Con-rods, Camshaft, Pistons and Timing Gears.
24 months from date of delivery to the first user or,
36 months from date of despatch from JCB Power Systems, whichever is earlier.
Unlimited hours
 - ii) All other components – Including, but not limited to Alternator, Starter Motor, Intake and Exhaust Valves, Switches, Hoses, Oil pan, Push rods, Turbocharger, Water pump and Gaskets
12 months from date of delivery to the first user or,
24 months from date of despatch from JCB Power Systems, whichever is earlier.
Unlimited hours
 - iii) Exclusions:
 - (1) Consumables (filters, fluids etc), Non-JCB Accessories, Fuel injection equipment (covered under FIE supplier warranty)
 - (2) Claims submitted more than 30 days after notification to the OEM, or 60 days after failure.
 - (3) Claims not submitted using JCB warranty system, debit notes are not permitted.

2) Requesting Warranty

- a) Warranty must be requested from the JCB Engine Dealer who initially sold the engine although work may be carried out by any authorised JCB Dealer.
- b) Requests must be made within the warranty period detailed above.
- c) Original Equipment Manufacturers (OEM) who have a non-self-servicing (package 1) warranty agreement should provide sufficient customer and installation details to enable the JCB Dealer to carry out warranty repairs, see appendix 2 for the fault report sheet.
- d) For OEMs who prefer a self-service (package 2) warranty agreement.
 - i) Warranty repairs may be carried out by either the OEM or an authorised JCB Dealer, at the discretion of the OEM.
 - ii) See Appendix 1 for bulletin W008 which clarifies communication responsibilities between the OEM, JCB Dealer and JCB which are associated with self-servicing contracts and need to be completed to enable warranty claims to be validated.
 - iii) If the OEM requires technical/warranty support from a JCB dealer, a fault report sheet (see Appendix 2) must first be completed to provide relevant contact and product information

3) JCB Responsibilities

- a) JCB will replace or repair (at the discretion of JCB) any failure due to workmanship or material quality which conforms to the warranty coverage terms.
- b) JCB will accept the cost of warranty repairs, including parts and labour (during normal business hours) in addition to reasonable costs for removal and reinstallation of components to gain access to make the repair.
- c) JCB will accept costs associated with consumables such as oil and coolant which can not be re-used following a repair under warranty
- d) Replacement parts, including whole engine replacements, will be subject to the remaining, original warranty period.

4) JCB Warranty Limitations

- a) JCB shall not be liable for the following:
 - i) Abuse or negligence by the customer or a third party
 - ii) Failures arising from improper maintenance, including repairs performed by someone other than an authorised JCB Dealer.
 - iii) Improper storage or installations
 - iv) Labour costs premiums arising from overtime requested by the customer
 - v) Damage arising from use of lubricants, fuel, fluids, or filters which do not conform to specifications required by JCB.
 - vi) Any failure due to circumstances which lie outside reasonable control of JCB, including, but not limited to, extreme environmental conditions and military action.
 - vii) Any unapproved accessory fitted to the engine, or any engine damage caused as a consequence thereof.
 - viii) Travel costs arising from warranty repairs, unless pre-approved by JCB or arranged through initial purchase agreement.
 - ix) Travel costs associated with lodgings, meals or toll charges.
 - x) Any and all indirect, consequential, economic or other incidental losses or damage occurring as a result of failure of any part of the engine, including but not limited to: costs associated with rental of substitute machinery, downtime, loss of business or contracts, additional costs of working or any damage to any machinery or components connected to the engine by whatever means.
 - xi) Transportation costs to effect repairs, unless prior authorisation has been given by JCB.
 - xii) Reduction in engine performance commensurate with age, hours of operation or a combination thereof.
 - xiii) Third party commitments where these exceed the warranty terms offered by JCB.
- b) Fuel injection equipment (FIE) supplied via JCB.
 - i) These components will be serviced by the FIE supplier through their aftermarket service organisation.
 - ii) Validation of warranty on FIE components must be carried out by the FIE supplier or through their authorised agents and a copy supplied to support any warranty claim.
- c) This warranty agreement does not guarantee non-occurrence of failures.

5) OEM/Customer Responsibilities

- a) To ensure the engine is installed in accordance with JCB engine installation recommendations and technical supplements and the engine is operating within the engine design specifications.
- b) To ensure maintenance of the engine according to the manufacturers instructions.
- c) To ensure reasonable access and machine availability is afforded to the JCB dealer to carry out necessary repairs or failing this to accept costs associated with gaining reasonable access.
- d) To support the JCB Dealer with parts and information not controlled by JCB, for example wiring diagrams.
- e) Costs associated with diagnosis and/or repair of non-warrantable failures.
- f) Costs associated with warrantable failures which are repaired by organisations or persons not authorised by JCB.
- g) To supply, when requested, proof of purchase and/or documentation detailing date of installation.