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VANMAC BV LIMITED WARRANTY

Effective January 1, 2019

Foreword

The fundamental responsibility of warranty is to reimburse the Trilo dealer for expenses the dealer may have generated in correcting defects in workmanship or material that are deemed to be the responsibility of Vanmac BV manufacturer of the brand Trilo.

This manual was developed to assist the dealer in creating customer loyalty through customer satisfaction. The purpose of this manual is to explain to Trilo dealers the responsibilities of the dealer, the customer and Vanmac BV in ensuring complete customer satisfaction. Vanmac BV and its dealers must cooperate in building strong customer relations by consistently providing equitable, careful, and courteous attention to every equipment owner who visits the dealership during the warranty period. Adequately serving customer needs strengthens the reputation of both Vanmac BV and its authorized dealers. Keep in mind that customers carry their satisfaction (or lack of it) back to friends, neighbors and business associates.

This manual is designed to aid dealers in addressing customer requests in a prompt and consistent manner. Authorized dealers may replace or repair any part found to be found defective in workmanship or material within the time and cost limits outlined in this manual without obtaining prior approval from the Warranty department of Vanmac BV. Vanmac BV reserves the right to accept, modify, or reject any warranty claim.

With a working knowledge of the procedure outlined in this manual, and the technical ability to determine the reason for the repairs or replacements, warranty claims can be handled efficiently, courteously, and promptly.



WARRANTY CLAIM REPORTING

By E-Mail: service@trilo.com
TRILO website www.trilo.com

THE PURPOSE OF WARRANTY

Warranty assures the purchaser that should a defect in material or workmanship be found during the warranty period, Vanmac BV will assume specific repair responsibilities, as listed in the warranty statement as written hereunder (page 3) The duration of this warranty period is twelve (12) months and or in case of an extend warrant twenty four (24) months commencing on the in-service date of the product. Proof of the in-service date must be provided for claims against product that originally shipped more than twelve (12) months prior to the date of the claim. Once the warranty period has started it cannot be stopped or interrupted.

VANMAC BV RESPONSIBILITIES

1. Parts credit

Vanmac BV will provide the dealer with a parts credit on parts purchased from Vanmac BV that are used in the warranty repair. Reimbursement for parts used in the warranty repair will be credited only when the parts are purchased from Vanmac BV. Parts will be credited at dealer net. Invoice numbers must be supplied for the purchased parts. **NO WARRANTY REIMBURSEMENT WILL BE MADE ON PARTS FOR WHICH PAYMENT IS PAST DUE.**

2. Warranty Parts freight

In order to receive credit for the freight on parts used in a warranty repair, freight charges must be included on the warranty claim form before submitting to Vanmac BV. Shipment requested by special means will be at dealers expense (e.g., air, next day air, priority, etc.).

3. Warranty labor

Reimbursement for labor expense to the dealer is made at the work shop rate at €45,= ex. Vat. Repair times will be reviewed by Vanmac BV service Manager and might be adjusted accordingly to average repair time requirements. Labor is not paid on service parts warranty. No driving time or service call charges will be allowed.

4. Outside Expenses

Vanmac BV will reimburse the dealer for authorized warranty services that the dealer is unable to perform. Reimbursement for materials or services is made to the dealer by payment of dealer net price. These expenses must be considered necessary to perform the warranty repair and are not normally expected to be provided by the dealer (e.g.,



special welding, precision machining, etc.). Outside repair invoice must be attached to the warranty claim.

DEALER RESPONSIBILITIES AT TIME OF SALE AND WARRANTY

The following responsibilities are to be performed by the Trilo authorized dealer when the dealer delivers a Trilo product

1. Complete product registration form online at www@trilo.com
2. Review warranty statement and Operator manual with purchaser to assure understanding of purchasers responsibilities as related to warranty and service, along with the safe and correct operating procedures of the equipment.
3. Purchaser should be instructed to:
 - a. How to use and operate the machine.
 - b. How to service the machine
 - c. Repair and replace wear parts when their continued use would cause damage or excessive wear to associated parts and or chassis.
 - d. Not to misuse the equipment
 - e. Not modify the equipment
4. Provide warranty service and support for all Trilo machines operating in the dealers area of trade responsibility whether sold by the dealer or not.
5. Submit warranty claims to Vanmac BV when defects in material or workmanship are found while the product remains in dealer inventory.
6. Complete all warranty work within 30 days from when the customer notifies the dealer of the problem. If there is a problem with completing work in this frame, the dealer must contact Vanmac BV Service Manager for an extension. No claims will be accepted on equipment that exceeds this 30 day period.
7. Dealer may only invoke guarantees after all contractual obligations in respect of Vanmac have been fulfilled, in particular relating to full and timely payment.

A. General Provision

Vanmac BV (manufacturer of the brand TRILO) provides the warranty described as below to the original purchaser of any new Trilo machines, or part purchased from an authorized Trilo dealer. Vanmac BV will repair or replace , at its option, any part covered under warranty that is found to be defective in material or workmanship during the applicable warranty period. In order to obtain warranty repairs, the purchaser must deliver the product at the purchaser's expense, along with the proof of purchase to any authorized Trilo dealer.

B. Warranty coverage



1. General warranty- This general warranty applies to Trilo products for the following periods. The warranty period begins on the date of purchase and is activated by receipt of an executed product registration form which can be found online at the Trilo website www.trilo.com

PRODUCT	TERMS OFF WARRANTY	COVERAGE
Vacuum units		
Trilo SU 40/60	24 months	Parts and Labor
Blowers		
B7, BL400, BL 960	24 months	Parts and Labor
Verticut units		
VCU 120, 150, 200 and 240	24 months	Parts and Labor
Trailed vacuum sweepers		
Trilo S3	24 months	Parts and Labor
Trilo S4	24 months	Parts and Labor
Trilo S8-20	24 months	Parts and Labor
Hooklift vacuum containers		
Trilo T25	24 months	Parts and Labor
Replacement parts	3 months	Parts only

Engines	TERMS OFF WARRANTY	COVERAGE
Warranty must be claimed at the engine manufacturer		
Honda	24 months	Parts only
Hatz	2000 hours or 12 months whichever comes first	Parts only



- C. The general and extended warranties do not cover the following:
1. Physical abuse or misuse of the product or operation of the product in a manner contrary to the provisions of its user's manual.
 2. A repair made or parts replaced or modified by anyone other than an authorized Trilo dealer.
 3. Damage caused by the use of any non-Trilo attachment or implement.
 4. Normal wear items such as , but not limited to: Bushing, cutting edges, cutting blades, cutting teeth, drive chains, drive sprockets, drive belts, pullies and bearings.
 5. Parts considered as normal maintenance items including, but not limited to: filter elements, lubricants, coolants, light bulbs, drive chain and belts.
 6. Tires tubes and batteries, The original manufacturer covers these items.
 7. Used products.
 8. Addition or replacement of chemical weight materials.
 9. The following services and labor related items: Parts cleaning, adjustments, diagnostic, tune-up, overtime, pick-up, delivery and travel time.
- D. The warranty for any engine fitted on Trilo equipment immediately terminates if any of the following occurs:
1. Starting fluid or Ether is used to start or run the engine.
 2. Any replacement parts used on the engines are other than genuine original brand parts. (Honda and or Hatz)
 3. Any repair made or parts replaced or modified by anyone other than the authorized dealer.
 4. Physical abuse or minus of the product or operation of the product in a manner contrary to the provisions of its user's manual.
 5. Adjustments made to the injection pump fuel delivery system.
 6. Regular maintenance and service are not performed as prescribed by the operators manual during the warranty term.
- E. The implement and replacement parts warranties terminate if any of the following occurs:
1. The replacement parts are other than the genuine Trilo brand and are installed by non-Trilo dealer or.
 2. Regular maintenance and service is not performed as prescribed by the operator's manual during the warranty term.



F. Limitations of Trilo's responsibility on products used for personal, family or household purposes:

Any express warranty not provided by herein, and any remedy for breach of contract which, but for this provision, might rise by implication of law, are hereby excluded and disclaimed.

ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

Under no circumstance shall Vanmac BV (Trilo) be liable to purchaser or any other person for any special or consequential damages, whether arising out of breach of warranty, breach of contract or otherwise.

Legal rights vary from county to country, so the above limitations may not apply to you if precluded by local law.

G. Limitations of Trilo's responsibility on products used for rental, commercial, industrial or agricultural purposes:

This warranty is in lieu of all other warranties, express or implied, and any other obligations or liabilities on the part of Vanmac BV. ALL WARRANTIES OF

MERCHANTANBILITY AND OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

Vanmac BV will not be responsible for any incidental or consequential damages, including but not limited to, commercial loss, inconvenience, loss of equipment use, loss of profit and loss or damage to fields and or crops which may result from the purchase of Trilo products.

H. No modification of Warranty

This warranty is the only warranty authorized by Vanmac BV. Neither the Trilo authorized distributors, dealers, nor any other party has any authority to make representations on behalf of Trilo to modify the terms and limitations of this warranty.

I. Product improvements

Vanmac BV reserves the right to make changes to its products at any time without notice of this Warranty Agreement, and execution thereof.

J. Disputes

1. Dutch law is applicable.

2. Only the Dutch civil court with jurisdiction in the place where Vanmac has its registered office will take cognisance of disputes, unless statutory regulations prevent this. Vanmac is entitled to deviate from this jurisdiction rule and apply the statutory jurisdiction rules.



The undersigned,

_____ (name company) _____ in _____ (business location)
_____, represented in this matter by its executive director _____ (name)
_____, hereafter referred to as the 'Supplier',

hereby declares to:

_____ (name other party) _____ in _____ (business location)
_____, represented in this matter by its executive director, _____ (name),
hereafter referred to as the 'Client',

Agreed and drawn up accordingly in duplicate on,

Vanmac BV

Name:

Date:

Place: