

CONDITIONS OF WARRANTY

WHAT THE WARRANTY COVERS

- A. OFFICINE MIRANDOLA V.I. SPA guarantees that the equipment being sold** is free from faults and defects in terms of materials, manufacture and assembly, and is in accordance with best practise at the time of its design. The terms and modalities for coverage are laid down in the following paragraphs.
- B. The Warranty** consists of supplying and substituting any parts found to be no longer usable – because of a confirmed fault in the material – without charge. Only original or equivalent parts will be used for substitution, and any inefficient but not unusable parts will be repaired.
- C. The Warranty covers SOLELY and EXCLUSIVELY equipment installed by OFFICINE MIRANDOLA V.I. SPA.**
For equipment installed or outfitting carried out by other mechanics or body repair workshops, they will be liable either directly or through their own organization, in accordance with the applicable legislation and/or agreed contractual conditions.
- D. The Warranty** is valid for 12 months, starting from the date the vehicle is first registered or 18 months from the vehicle invoice date,
- E. The Warranty** will be honoured, following assessment, by any ISUZU dealership or any Authorized ISUZU repair shop.
- F. The waiting time** for the completion of work carried out under warranty does not give the vehicle owner or user any right to claim compensation for damages, to have the vehicle temporarily substituted or to request extension of the Warranty.

WHAT THE WARRANTY DOESN'T COVER

- A. Faults or malfunctions** caused by improper use, negligence, modifications, alterations, tampering, disconnection, non-professional adjustments or repairs, accidents or acts of vandalism, installation of parts inferior in quality and design to those supplied by the Dealership, added parts, irregular maintenance or use of oils and/or lubricants differing from those recommended in the User Manual, atmospheric phenomena.
- B. Regular cleaning and polishing** operations which all vehicles need as routine.
- C. Inconveniences**, costs or commercial losses caused by the inability to use the Vehicle (accommodation costs, vehicle hire costs, other travelling costs, vehicle towing, breakdown van, loss of income or other derivative or incidental damages).
- D. "Environmental damage"**, whether direct (fertilizers, detergents, etc.) or carried by the air (salt, storms, gale-force winds, lightning, etc.).
- E. Substitution of parts** subject to normal wear-and-tear, or any other problem arising from the lack of the same (e.g. lights, handles, etc.).
- F. Faults**, malfunctions or breakages caused by the vehicle being used outside of the public road network, or areas equivalent to it (off-road tracks, competitions, etc.).
- G. Repairs carried out** following the sale by companies not belonging to the ISUZU Support Organization.

CONDITIONS OF WARRANTY

CONDITIONS

Adhering to the maintenance schedule laid down in the 'TITAN' User Manual is a vital precondition for availing of support under warranty. Adherence to this condition will be ascertained through the MIDINET portal.

HOW TO MAKE A CLAIM

All warranty claims must be made by opening a SUPPORT TICKET on the MIDINET portal (<https://isuzu.midieurope.it>) and be accompanied by a detailed description of the problem encountered, backed up by photographic evidence (stills and/or videos).

Claims relating to the hydraulic components (control units, power takeoffs, cylinders, etc.) must follow the procedure below:

- Purchase a replacement part c/o MIDI EUROPE replacement parts warehouse.
- Forward the replaced part to our HQ (**OFFICINE MIRANDOLA V.I. SPA – Via Calcara, 26 – 37053 Cerea (VR) – ITALY**) accompanied by (SUPPORT TICKET no. and vehicle CHASSIS serial no.) we will then send it to our supplier for a technical inspection.
- The supplier will decide whether or not to accept the claim.
- We will then apply the modalities indicated by the supplier to the customer.

Any claims regarding damage caused by failure to adhere to the stipulations of the User Manual will not be taken on by Officine Mirandola V.I. SPA.

THE WARRANTY WILL BECOME VOID AS A RESULT OF

- The term** laid down in point D above having expired.
- The components** being used in contravention of the instructions provided by the manufacturer, or being of inferior quality to the original components; in other words, failure to show diligence in their use.
- Modifications** or tampering with the product and its components, in full or in part, leading to a breakdown in the vehicle.
- The product** being loaded beyond the payloads clearly stated by the manufacturer and allowed under the relevant legislation.
- Use** of the vehicle in races, sporting competitions, showcase events or similar.

CRANE/DUMPER WARRANTY

A. For CRANES, contact the following authorized centres

FASSI www.fassi.com

FASSI

PALFINGER www.palfinger.com

PALFINGER

B. For DUMPERS, contact the following authorized centres

FASSI www.fassi.com

FASSI

PALFINGER www.palfinger.com

PALFINGER

MARREL www.marrel.com

MARRELL