

GLOBAL WARRANTY POLICY

1. Abbreviations/Meanings

MN = Mobility Networks

Product = Any Product supplied by a Mobility Networks Office

2. Period of Cover

2.1 The warranty period lasts for 12 months from the date of commission, unless the date of commission exceeds 90 days from the date of purchase, in which case the warranty will start 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, MN 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 MN. 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 MN.

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

3.5 All Products have a recommended schedule of maintenance and servicing – any Product which has not be mounted, serviced, repaired and conserved according to the relevant instructions from MN, or has carried out works not using original MN spare parts, will not qualify for warranty.

Mobility Networks

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- 3.6 A warranty claim can only be admitted for further investigation, when the following documentation is available:
- A fitting declaration from the hands of the installer of the Product, confirming that the Product was fitted according to the fitting instructions of MN
 - A copy of the latest inspection certificate / servicing and maintenance report
- 3.7 The final decision on whether a warranty claim is covered and authorised will lie solely with MN.
- 3.8 It is the decision and right of MN to have specific warranty works carried out in specific workshops appointed by MN, 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 MN must be sought in all instances. Failure to adhere to this will result in a void warranty claim.
- 3.9 Failing parts must be returned, if requested, to an address specified by MN within 15 days after warranty work is carried out, free of transport and packaging charges. Upon authorisation of the warranty claim, only the cost of the most economic transport charges will be reimbursed.
- 3.10 Any product parts that MN buy from their own suppliers will be covered by the warranty terms and conditions given to MN by that supplier.
- 3.11 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 authorised, the invoice will be credited.
- 3.12 Except in the case of different contractual agreement, the warranty is always limited to the free replacement of the failing parts. Labour and travel costs relating to a roadside repair are only reimbursed if the vehicle is physically unable to move due to the nature of the Product failure, and according to the agreed labour rates and standard of agreed repair times.
- 3.13 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 MN, which represent an average time required to repair specific problems by trained Product engineers, and at the standard hourly rate of €40.

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4. Not covered under MN Warranty Conditions
- 4.1 Except for the cases described under point 3.12, labour costs and mileage 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, electrical connectors, bearings, hydraulic hoses. Fastenings which should be checked at the service intervals. Any hydraulic power pack fitted to the exterior of the vehicle which does not have the cover fitted will not be covered.
 - 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 from MN.
 - 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 to the electric plugs of the main power supply to the Product (positive and earth); 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 MN). 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 MN.
 - 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 MN, 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.

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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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 MN Products that you have purchased.

Under the terms of this agreement:

- Failing Product components are exchanged free of charge
- Labour and mileage relating to a roadside repair are only reimbursed when the vehicle is proven to be physically blocked and immobilised due to the Product failure
- 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.

LIFTS

<u>Mechanical Defects</u>	
Repair/Release platform lock (if it is not damaged)	30 min.
Replace seal on cylinder	30 min.
Replace spring	30 min.
Replace Cylinder Extension	30 min.
Replace complete Roll off Ramp	45 min.
Replace Bridge Plate	45 min.
<u>Hydraulic Defects</u>	
Replace Hydraulic Hose	30 min.
Seal up oil leak, replace o-ring on valve or doughy seal	30 min.
Replace safety valve complete	30 min.
Replace and Adjust complete Cylinder	45 min.
Replace cylinder seal kit	60 min.
Replace hydraulic pump / exchange complete power pack	60 min. + test
Replace cartridge of safety valve	30 min.
Replace oil tank	45 min.
<u>Electric Defects</u>	
Replace solenoid starter	30 min.
Exchange electric motor	45 min.
Replace platform lights	30 min.
Repair / replace contact, switch element or control button	30 min.
Measure the electric power circuit and replace main fuse	15 min.
Replace any single electrical cable	30 min.

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STEPS

<u>Mechanical defects</u>		<u>Electric defects</u>	
Exchange step corner	15 min.	Replace door switch	15 min.
Replace motor	45 min.	Replace ECU	40 min.
Adjust drive line	20 min.	Repair small cable loom defect	15 min.
Replace gear arm	35 min.	Repair large cable loom defect	30 min.
Clean and grease	20 min.	Replace magnetic switch	15 min.
Replace bottom cover	10 min.	Replace front LED	15 min.

EPR RAMPS

<u>Mechanical defects</u>		<u>Electric Defects</u>	
Replace bottom cover	10 min.	Adjust in or out switch	15 min.
Replace hinge pin (loose pin)	15 min.	Replace ECU	40 min.
Replace Platform	60 min.	Repair small cable loom defect	15 min.
Replace motor	45 min.	Repair large cable loom defect	30 min.
Replace drive arm	25 min.	Replace magnetic switch	15 min.
Replace 2 drive belts	90 min.		
Adjust safety clutch	15 min.		

FLEXISRAMPS

<u>Mechanical defects</u>	
Replace 2 Long Gas Springs	20 min.
Replace centre gas spring	20 min.
Repair front flap broken out profile	90 min.
Small Adjustment	10 min.
Replace centre hinge	180 min.
Replace front wheel 2x	12 min.

- Please consult the list of excluded items before starting any repair works on behalf on MN.
- For the Execution of non-listed repair works, please consult MN 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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WARRANTY CLAIM PROCEDURE

The external repair agent checks:

1. Serial number of the product (strictly required)
2. 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

MN opens a file for the Product Warranty Claim

WARRANTY APPROVED

WARRANTY NOT APPROVED

MN sends an Authorisation Number for repair, and despatches the relevant spare parts if required

The external repair agent executes the repair according to the standard or agreed repair times, 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 MN, the external repair agent returns the failing parts to MN with clear reference to the warranty claim report.

The external repair agent sends an invoice to MN according to the agreed labour rates and standard or agreed repair times, 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. MN reserves the right to nominate a specific agent
- Warranty Claim Form: www.mobilitynetworksgroup.com/en-gl/warranty-claim-form
- 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:
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