



Warranty Policy

Doosan Bobcat India Pvt Ltd. herein after referred as “Doosan” undertakes the responsibility to replace or repair the defective parts at its own option through their dealer network for any defect arising in product sold to its customers by Doosan during the warranty period. This is applicable only for the defects arising due to defect in material/ workmanship/manufacturing defect in Doosan Bobcat opinion, within warranty period from date of commissioning/date of invoicing of machine.

Doosan Bobcat is not liable for any loss of time, production, labor or any consequential losses to the customer/user while the machine is out of order. All liability on Doosan Bobcat ceases at the termination of warranty period.

Doosan Bobcat is not liable for losses due to machine abuse, unsafe operations or/and accidents, consequential losses due to accidents, natural calamity at site.

Warranty is applicable subject to the following conditions:-

- Warranty does not extend to the failures due to defects attributed to wear and tear, improper adjustments, neglect, alteration of machine specifications, improper operation, wrong application of machine and usage of wrong attachments on machines.
- All mandatory services, scheduled maintenances & preventive maintenances should be completed on machine as per manufacturer recommendations and recorded in a maintenance log book by customer and by dealer in the OMS Service coupon management system. Under any circumstances, Doosan Bobcat will not accept for not carrying out and / or delay in doing preventive maintenances.
- Warranty extends only to repair or replacement (if not repairable) of parts and manufacturer accepts no liability for any consequential loss, damage or injury resulting due to any defect. The decision of repair or replacement option of parts will be based on whichever is economical and which will put back the machine to satisfactory operating condition. However the decision on repair or replace is with Doosan.
- Warranty will be applicable only if genuine parts are used on the machine by Customer / Dealer.
- Warranty will be applicable only if recommended lubricants, grease, engine coolant is used on the machine.

- The owner/operator has to take immediate action to prevent consequential damages in the event of the machine warning/indicator signals being activated or other faults have been observed. Doosan will not be responsible for such consequential failures.
- In case any defects are noticed, it would be a worthwhile effort on the customer's part to satisfy himself in the first instance that the defect could be reasonably deemed to be of workmanship or material and that the machine was never subjected to conditions in respect of which the warranty has been expressly negated.
- Warranty claims related to Ashok Leyland, Cummins engines and batteries would be made directly by customer to the authorized engine dealer of their territory. The Doosan dealer will only facilitate the co-ordination between customer & local engine authorized dealer. This is in line with agreement arrived between Doosan & engine manufacturer. (Refer Engine Manufacturer's warranty conditions (given along with the documents when new machine arrives at site).
- Any attempt to tamper with, or interchange of any parts between machines, shall void the warranty. The company has a record of each machine and parts utilized thereon duly coded.
- Warranty will not be applicable if customer removes any sub-assembly/Parts without prior approval from Doosan
- The commissioning of the machine shall be done by Doosan authorized dealer service person after verification of sale documents of machine.
- Doosan is not responsible for failures in anyway resulting from use of parts not manufactured or approved by Doosan.
- There will be no further warranty beyond the standard warranty period of the machine for the parts which are replaced under warranty during the warranty period of machine. i.e. the warranty repair or warranty replacement option will be only up to the end of standard warranty period or agreed warranty period.
- Any claim or obligation in connection with the sale of our machines shall be first taken up with the Doosan authorized dealer & Doosan and in case of disputes if any shall be subject to the jurisdiction of the courts in Chennai.

1. Non-Warrantable items but not limited to the following

- Consumables and Items used in normal course of machine operation i.e. Filters, oils, lubricants, bushes, pins, teeth, normal wear & tear items which is inclusive of tyres, undercarriage components etc.
- Glass Breakages

- Ground Engaging Items / Wear and Tear items.
- Rubber parts.
- Electrical components, gauges & wires
- Consequential damages and / or any other losses due to the defect.

2. Customer Obligations

The warranty is subject to fulfillment of but not limited to the following obligations by the purchaser/owner of equipment,

- Proper installation of the equipment is the sole responsibility of the customer.
- Mounting should be done as per Doosan guidelines
- To safely operate the machine ensuring safety of Operator, Machine safety and the safety of people & safety of machine surroundings.
- To maintain the machine in accordance with the regular maintenance & scheduled maintenance requirements.
- Normal use of the equipment & to carry out operation & scheduled maintenance services of the machines (which are not included in the mandatory services which will be done under technical Supervision of dealer) as per procedures detailed in Doosan Operation & Maintenance manual.
- To ensure machine is serviced by Doosan's authorized dealer only.
- To ensure only trained operator operates the machine.
- To use Doosan genuine parts, lubricants, grease, engine coolant and approved Attachments/circuits only.
- To inform authorized Doosan dealer well in advance when the equipment is due for scheduled maintenance service.
- To make the machine available immediately to carry out mandatory services and warranty repairs.
- To sign the service coupons after completion of each service report
- To sign the visit reports during any defects

- To return all failed parts for which warranty replacement has been obtained to the servicing authorized Doosan dealer.
- To use machine in applications, loads approved by authorized dealer of Doosan only (or) as specified in Doosan literature applicable for India.
- Warranty as expressed/implied shall stand to exist only when the scheduled maintenance services are registered with the Doosan authorized dealer.
- Not to attempt to tamper with, or interchange any parts between equipments. Such attempts will void the warranty. Doosan has a record of each component and parts utilized thereon duly coded.
- The maintenance of the equipment have to be strictly logged in the log book and preserved which shall be shown on demand at any time to Doosan authorized representative.
- To bring the equipment to the dealer authorized service centre or regional service centre if requested by Doosan or its authorized dealer.
- During warranty period, if customer replaces the hour meter then same has to be registered with Doosan/Cummins Dealer for records.
- It is the responsibility of the customer to always keep the Service coupon booklet properly protected along with the machine and make available for the dealer maintenance engineer during his visit for the scheduled maintenance.
- It is the responsibility of the customer to inform the nearest dealer well in advance, the due date of the scheduled maintenance and have the scheduled services performed.
- It is the responsibility of the customer to inform in advance in case the machine is moving out of the selling dealer territory. The Customer should inform both the selling dealer & the nearest dealer of the territory where the machine is being relocated. This will ensure timely & uninterrupted service.
- It is the responsibility of the customer to keep the required fuel, lubricants, maintenance spares, service coupon booklet & machine ready so that the dealer maintenance engineer can perform the scheduled service without having to wait for the fuel, lubricants, maintenance spares or machine during his visit for performing scheduled maintenance.
- It is the responsibility of the customer to inform the Doosan authorized dealer in writing well in advance in case the machine is sold to another party or if there is a change of ownership.
- Whenever Hour meter reading is not available for warranty claims determination, computation of total hours worked would be based on an average working of 10 hours per day

from the date of commissioning. In case, exclusion of downtime on account of major breakdown is required, necessary documentary proof and log book would be verified for the downtime.

- Any new hour meter replacement on the compressor has to be registered in writing by customer with Dealer of Doosan/Cummins/Ashok Leyland with necessary reports for Warranty eligibility otherwise the total hours will be calculated as above.
- When the customer shifts the compressor from one territory to another, it is the sole responsibility of the customer to inform the dealer Doosan/Cummins/Ashok Leyland from where the compressor was purchased and to also inform the authorized dealer of the territory to which the compressor is being shifted.
- Timely completion of maintenance /any repair has to be done with the local authorized dealer by customer without fail. Not performing maintenance & required repairs at the scheduled time may result in a failure and such failures will not be warrantable.

3. Warranty does not apply to but not limited to the following

- Any equipment that shall have been subject to over speeding, misuse, negligence or accident.
- Any equipment that shall have been repaired or altered outside our factory or by anyone, who is not authorized by us in such a way that, in our sole judgment its performance and reliability are adversely affected.
- Failures in anyway resulting from use of parts not manufactured or approved by Doosan Bobcat.
- Normal maintenance services including but, not limited to equipment tune up and the repair or replacement of filters, lubricants and other normal maintenance spares.
- Warranty does not apply if equipment is not commissioned by Doosan authorized dealer and duly not recorded in the customer maintenance log book, Service coupon and Doosan OMS system.

4. Parts Warranty Terms

- Parts warranty will be applicable for 6 months or 1000 hours whichever is earlier from date of customer invoice whichever is earlier against manufacturing defects.

- For Air & Oil Separator we will consider for the following for against any manufacturing defects

Working hours	Days from Date of Purchase	Warranty
➤ Up to 250 hours	30 days	100%
➤ 251 to 500 hours	60 days	75%
➤ 501 to 750 hours	90 days	50%
➤ 750 to 1000 hours	4 months	25%

Following conditions apply for fulfilling warranty claims:

1. Customer should use only genuine Doosan parts, genuine Doosan Oils and maintain as per Doosan regular maintenance schedule.
2. Replacement of components should be done by Doosan's authorized Service Engineers.
3. Customer should produce purchase bill Replace Service report by Authorised dealer for the components while making warranty claims
4. In the event of premature failure of separator element, the failure should be intimated to Doosan. Doosan authorized service Engineer should inspect before removal of separator from the compressor and recommend for warranty as required depending on field condition and after checking customer's purchase invoice and separator installation report based on Doosan authorized service engineer 's recommendation, Doosan dealer will supply as per condition given above.



Limitation of liability

The remedies of the user set forth under the provisions of warranty outlined above are exclusive and the total liability of Doosan Bobcat or its distributors with respect to this sale or the equipment and service furnished hereunder, in connection with the performance or breach thereof or from the sale, delivery, installation, repair or technical direction covered by or furnished under this sale whether based on contract, warranty, negligence, indemnity, strict liability or otherwise shall not exceed the purchase price of the unit of equipment upon which such liability is based.

Doosan Bobcat – its supplier(s) and its distributor(s) shall in no event be liable to the user, any successors in interest or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special or punitive damages arising out of this sale or any breach thereof, or any defects in, or failure of, or malfunction of the equipment under this sale whether based upon loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shutdown or non-operation, increased expenses or operation of the equipment, cost of purchase of replacement power or claims of users or customers of the user for service interruption whether or not such loss or damage is based on contract, warranty, negligence, indemnity, strict liability or otherwise.

ANNEXURE- 1

Warranty for Small Series Air Compressors

The “15 Months or 2500 hours whichever occurs earlier” warranty on Small series compressors does not apply to all the components of the Small series compressor. The component wise warranty has been clearly mentioned in Annexure-2. Doosan/dealer shall take a warranty decision only if there is a defect in material or workmanship on the part of Doosan.

The warranty is subject to proper installation/mounting of the compressor by the end user/customer. This is the sole responsibility of the purchaser. Doosan is not responsible for any failures resulting due to improper installation, improper mounting, improper hose/pipe routings, customized installation & mountings of customer/end user.

Doosan will not be responsible for failures resulting due to mishandling, improper maintenance, wrong application, over loading, Compressor abuse even during the warranty period because such cases are not considered to be a warrantable defect even if it occurs during the warranty period.

Warranty claims related to Engines not manufactured by Doosan which are fitted on compressors should be made directly by customer/end user to the authorized local Engine dealer. This is in line with agreement between Doosan & engine manufacturer.(Refer Engine Manufacturer’s warranty conditions).

If the compressor moves from the selling dealer territory to other dealer’s territory then any decision on warranty if required will be taken by the nearest local authorized dealer which is proximate to the current machine working location. The decision given by the dealer will be final based on technical justification and customer has to abide by the decision of the local dealer.

The customer is also responsible to keep the service coupon booklet clean & safe and to produce the Service coupon booklet to the authorized dealer representative when the scheduled service is being performed. The customer also has to sign the service coupon after the scheduled service is done in the presence of Authorized dealer service representative.

When the customer sells the Small series compressor which is still under warranty period to another end-user, it is the responsibility of both the selling party and the buying party to inform in writing to the local authorized dealer on the transfer of ownership. However the Warranty is not transferable to the second user. The Warranty will be applicable only to the first buyer and Warranty cannot be transferred to subsequent buyers.

ANNEXURE-2

The following table contains component wise Warranty for Waterwell compressors.

Name of Component	Warranty applicable
Engine	As per Engine manufacturer's warranty terms –Pls. refer warranty of engine.
Battery	As per Battery manufacturer's warranty terms
Air End	2500 hrs or 15 Months from the date of Commissioning / 16 Months from the date of invoice whichever is earlier subject to all scheduled maintenance is performed & registered and with authorized Doosan Dealer. Please see Annexure-1 for compliances.
Separator	<p>100% coverage for less than 1000 hrs or within 6 months from the date of commissioning whichever occurs earlier.</p> <p>50% coverage for 1001 to 1250 hrs or within 7 months from DOC whichever is earlier.</p> <p>25% coverage for 1251 to 1500 hrs or 8 months from DOC whichever occurs earlier.</p>
Oil cooler / Radiator	1500 hrs or 12 months from the date of commissioning whichever occurs earlier against manufactory defect.
Coupling element, Fan, Safety valve, Auto Blow down Valve, Unloader Valve/Butterfly valve, Throttle cylinder, Minimum pressure valve. Check Valves. Start run Valve, Pressure regulator, Anti-rumble valve, Temperature bypass valve, Discharge pipe	1500 hours or 12 months from the date of commissioning whichever occurs earlier. For all valves, Warranty replacement limited to reconditioning of sub assembly.
Any Consumables like Filter, Lubricants O-rings, Gaskets & All Electrical items/ Wiring harnesses.	Non-Warrantable

ANNEXURE-3

I Components not covered under warranty but not limited to the following*

1. All rubber & plastic components
2. All Hoses
3. All Gaskets & O-rings
4. All Electrical components and wiring harness .
5. All Gauges & all safety switches
6. Consequential damage and/or any losses due to the defect.
7. Accidental damages
8. Natural calamity damages
9. Any other damages not falling under manufacturing defects.
10. Consumables, Filters & Gaskets.

* Since subject to wear and tear and with respect to ambient conditions the parts get deteriorated.

II Customer Maintenance Log Sheet (to be maintained in format given below)

Date	Hour Meter Reading		Total Hours Run	Speed, Rpm			Depth of drilling	Air discharge Pressure Kg/sq	Sump Pressure Kg/sq cm	Air Oil Discharge	Engine			Remarks
	Open	Close		Idle	Drilling	Flushing					Oil Press	Water Temp	Oil Temp	