WARRANTY POLICY



HYUNDAI EVERDIGM Top Hammer

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After sales service (HYUNDAI EVERDIGM warranty policy)

■ General

HYUNDAI EVERDIGM has prepared the quick and accurate approach to customers‟ s inquiry of usage, maintenance and troubles with the faithfulness and reliance. HYUNDAI EVERDIGM Crawler Drill and our associated parts are serviced and warranted against defects in materials immediately. Workmanship for a period of twelve months from the date of purchase, HYUNDAI EVERDIGM service reserves the right to repair or replace only those parts which prove to have been defective at the time of purchase. If you sell the equipment to customer, please the fill out the “Delivery inspection report” and send it to HYUNDAI EVERDIGM office by fax or mail. It will be used as a reference data when failure and claim are occurred.

Model Code and Serial Number

Model code :	**ECD35 ~ 50, T, T Pro Series**	Serial Number :	**ECD ○○ - □○○○**
Example :	ECD 40E	Example :	ECD40 - H001
	E : Boom Extension Type		(○ : Arabian number, □ : Alphabet)

The equipment serial number is marked with the type and serial number on the nameplate. It is important to make correct reference to the serial number of the crawler drill when making repairs or ordering spare parts. Identification by serial number is the only proper means of maintaining and identifying parts for specific crawler drills.

⚠ **IMPORTANT! :** HYUNDAI EVERDIGM does not take responsibility for the results induced by being contrary to recommendation in the operation manual provided with machine.

1. Problems caused by incorrect operation or using to non-recommended application.
2. Problems caused by improper handling or storage.
3. Problems caused by improper maintenance.
4. Problems caused by using non-genuine parts.

These exclusions damage not only to the hammer, carrier and associated equipment but also to people. For further information, refer to the “warranty guide line” on the next page. HYUNDAI EVERDIGM reserves the right to modify the design or change the specifications without prior notice for the improvement of performance or quality.

1. Forward

This warranty guide line has been made to provide the distributors and/or the customers with all information and instructions in terms of processing warranty claims for our product, Hydraulic Crawler Drill.
We would like you to refer carefully to this guide line to take preventive steps against damage or failure before it breaks out. For further information on warranty, please feel free to contact us.

2. Coverage of warranty claims

Product

Hydraulic Crawler Drill is designated “ECD series” and “T series” in their models.
(hereinafter called “product”)

Regions

All export regions outside Republic of Korea where a distributor of HYUNDAI EVERDIGM is existing. Warranty claims from where the distributor is not existing shall be subject to separate sales agreement for warranty.

3. Conditions and obligations for warranty claims

Precondition

For user’s correct use, distributor’s expert instruction on correct use of the product must be provided after delivery of the product to end user.

Instruction to the Customer

For user‟ s correct use, distributor’s expert instruction on correct use of the product must be provided after delivery of the product to user.

Operation manual

Operation manual is a part of the supply scope for the product. Distributor must provide the user with the copy for the product in question and instruct user to read it carefully before putting the product into operation.

Delivery inspection

Never fail to fill out the “delivery inspection report” which is attached in “Annex 1”, and return a copy to HYUNDAI EVERDIGM service dept. The date of delivery written in “delivery inspection report” is also the starting date for the warranty. This report is an important document for the purpose of the warranty.

⚠ **IMPORTANT! :** No warranty will be provided if the “delivery inspection report” is not returned within 15 days after delivery to customer (end user) is completed.

Special application

For the special applications with Crawler Drill should be reported to HYUNDAI EVERDIGM before delivery to customer, otherwise, any damages or failure will not be covered by the warranty. Consult those applications with HYUNDAI EVERDIGM in advance.

Genuine spare and Wear parts

Only genuine HYUNDAI EVERDIGM spare and wear parts must be used during the warranty period. If you fail to observe this requirement, warranty will not be covered for the complete product. Be sure to use genuine HYUNDAI EVERDIGM parts for maximizing the life of the product even after warranty has expired.

Observance of wear limits

In good time, wear parts should always be replaced observing the wear limits indicated by HYUNDAI EVERDIGM for wearing parts. Use in excess over the wear limits may cause consequential damage which is not covered by the warranty. Damage of wear parts caused by wear and tear is not covered by warranty.

Correct storage

The more detailed warranty guide lines to the correct storage of product are described in chap.4 which must be observed. Any case of the damage from incorrect storage is not covered by warranty.

4. Product warranty and validity

Validity

This warranty guide line applies to product which have been leaving HYUNDAI EVERDIGM's factory since 2007 produced by HYUNDAI EVERDIGM.

Base warranty

HYUNDAI EVERDIGM's products to be well-made, durable and of good material are warranted for twelve (12) months from the date of delivery of such new products to the actual and original buyer, or eighteen (18) months from the B/L date, or 2000 drilling hours (based on hour meter inside of cabin), whichever comes first, for the failure by the reason of defective material or poor workmanship, except wear and sealing items such as stipulated in the "Limited Warranty".

Limited warranty

1. **Sealing parts**

   Sealing parts such as seals and diaphragms installed in new products are warranted for six (6) months from the date of delivery to actual and original buyer, but no more than twelve (12) months from shipping date from HYUNDAI EVERDIGM factory.

2. **Wear parts**

   Wear items listed herein below are warranted for three (3) months from the date of delivery to actual and original buyer, but no more than eighteen (18) months from shipping date from HYUNDAI EVERDIGM's factory. Normal wear will not be covered by warranty always. *pipe, shim, hoses, dust collector hose, bush etc.*

Spare parts

Spare parts other than those indicated as wearing parts or consumable parts will be warranted for three (3) months after the date of delivery to the actual or original buyer, but within eighteen (18) months from the shipping date from HYUNDAI EVERDIGM's factory. HYUNDAI EVERDIGM adopt whichever period comes first out of two conditions.

5. Storage condition

Storage condition

Complete product should be stored in dry, well-ventilated houses to protect product against rain, snow, dust, humidity and etc. Open-air storage is available as long as the product must be safely and protectively kept by all means before delivery to customer.

6 Out of warranty coverage

Delivery inspection report

Warranty will not be provided if the 'delivery inspection report' is not returned to HYUNDAI EVERDIGM within the required period (15 days). Receiving 'delivery inspection report' will be able to be returned from customers in case that the product is delivered to customer directly, because no distributor is located in the delivery region.

Incorrect usage

The damage caused by incorrect usage of the product will not be covered by warranty.

Unauthorized modification or change

The warranty will not be applied to any modification or change of the product made by distributor or customer without the prior written consent of HYUNDAI EVERDIGM.

Improper repair & service

The warranty becomes invalid to improper repair or maintenance by anyone other than HYUNDAI EVERDIGM's distributor or service establishment authorized by HYUNDAI EVERDIGM.

Spare and wear parts

The warranty on the complete product will become invalid to the use of non-HYUNDAI EVERDIGM parts. Wear-related damage is out of warranty coverage. Damage due to excessive use over the wear limits is not covered by the warranty.

Incorrect storage

Damage as a result of incorrect storage is not covered by the warranty.

Protective measures

Any protective measures stipulated by HYUNDAI EVERDIGM must be observed. Damage due to infringement of such measures is not covered by the warranty.

Consequential damage

The consequential damage i.e., the damage occurring other than to the object of supply itself is out of warranty coverage.

Engine and related components

The warranty for the engine and related component is handled by the engine manufacturer and their dealer network according to their warranty policy.

7 Service/repair work and disposal of defective parts and/or assemblies

Use of genuine parts

Use only genuine HYUNDAI EVERDIGM spare parts when repairing the product.

Retention & disposal of damaged parts

Be sure to retain all defective and replaced parts and/or assemblies listed on a warranty claim at least six (6) months from the date of claim or until a decision of HYUNDAI EVERDIGM has been made on the warranty claim.

The defective parts and/or assemblies can be scraped if no request for return or other instruction is given from HYUNDAI EVERDIGM after six (6) months.

The defective parts should be cleaned unless this destroys the evidence of the cause of defect and any exposed portion should be coated with a light coat of oil, grease or any other anti-rust compounds.

Failed or defective parts and/or assemblies should be stored in an area separated from other parts, and should not be left exposed to customer or other visitors.

All warranty parts and/or assemblies should be kept together with claim and must be properly identified by the claim on. And also part number and s/no. of the product should be.

Return of defective parts and/or assemblies

If the defective parts and/or assemblies are requested to return, they should be sent to HYUNDAI EVERDIGM within 30 days after receipt of the request.

Responsibility & Risk

The customer must accept responsibility and risk providing appropriate insurance in transport if damaged or defective parts are returned to HYUNDAI EVERDIGM for repair or replacement.

8. Warranty claim preparation

Precondition

The warranty claim application should be submitted to HYUNDAI EVERDIGM within 15 days after repair or failure date. And it is required to enter precise and full details on an appropriate claim form. (refer to Annex. 2)

General instruction

Only one (1) warranty claim application is to be made incidence of damage or per unit. The signature of the service manager or his assigned warranty clerk is required on each warranty claim as confirmation that the claim has been checked for correctness and completeness.

Attach and submit all claim supporting documents such as copy of parts book, photos, sketches or technical reports.

A warranty claim is void unless a signed 'delivery inspection report' has been received and registered when the warranty claim is applied.

9. Delivery inspection and Warranty registration

Delivery inspection report

The distributor must fill out and submit the 'delivery inspection report' which shall be signed and countersigned by both distributor and customer to HYUNDAI EVERDIGM. This report is meant to check whether the normal oil flow and pressure condition are suitable for operation or not. The condition of installation should be checked and informed to HYUNDAI EVERDIGM. (refer to Annex 1)

⚠ **IMPORTANT! :** Never fail to fill out this form and submit within 15 days after delivery to customer so that the product is covered by warranty from the delivery date.

Warranty registration card

The distributor must fill out and submit the 'Warranty registration card' when the failure resulted from the defect of material or workmanship happen to the product. It should be informed within fifteen (15) days after the failure occur. The photo of failed parts should be submitted together with the document as the evidence.

10. Approval and denial of Claim

Approval

Once a claim has been approved by HYUNDAI EVERDIGM, parts for replacement / repairing will be prepared and shipped to the designated port as described below. (11. Reimbursement policy for warranty claims)

Denial

If a claim is denied for any reason, a notification will be sent the distributor indicating reason for denial. If distributor/customer has any objection with the decision, distributor will have the right to have the decision reconsidered. Then customer should present his arguments in wiriting within 15 days on receipt of the claim denial.

11. Reimbursement policy for warranty claims

Precondition

HYUNDAI EVERDIGM will reimburse the same parts as follows in case warranty claims are accepted.

1) Spare parts on HYUNDAI EVERDIGM's account
2) Sea freight on HYUNDAI EVERDIGM's account only.

***) Other kind of freight should be paid by Customer or Dealer.

Parts reimbursement

The reimbursed parts will be sent to main (Sea) port in the region based on CIF. Customs clearance costs, import duties, taxes and transportation charge of the warranty parts will be covered by customer/distributor.

Acceptance of a warranty is limited to the occasion in HYUNDAI EVERDIGM's genuine parts.

Transport costs

The costs of transport must be charged by customer or distributor if the defective parts and/or assemblies which are out of warranty are returned for repair or replacement.

12. Inspection Report

Handing over and instructions form

When a distributor or customer takes over a drill, he must certify with his signature that the drill and accessories were handed over correctly on accordance with the instruction regulation.
(refer to Annex 3)

*** Specialist**

Specialist is defined as person whose technical training and experience have provided them with adequate know-how in the field of Crawler Drill and who are sufficiently familiar with the pertinent national regulations, accident prevention regulation, directives and generally accepted rules of the art to assess the safe operating condition of Crawler Drill.

Besides specialists and competent experts, the following persons, for example, may be appointed for carrying out regular inspections:

- Production engineer ;
- Master mechanics :
- Service mechanic employed by the manufacturer.