

Extended Warranty Policy Dealer Manual

Extended Warranty Policy - Dealer Manual

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Original instructions

Europe

DOOSAN



EXTENDED WARRANTY POLICY

Dealer Manual - Europe

DOOSAN INFRACORE EUROPE B.V.
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Introduction

Doosan's reputation lies not only in the quality of its products, but also in the value of its warranty.

Doosan Infracore Europe B.V. (hereinafter called "Doosan") offers its authorised dealers extended warranty plans, for which the terms and conditions are detailed in this document.

This manual is furnished to authorised Doosan dealers (hereinafter called "dealers"), and the policy and procedures contained in this document form part of the Doosan Distributor Contract and are applicable only to new Doosan branded machines.

Doosan reserves the right to refuse any part of the warranty if, at its sole discretion, it deems that the terms and conditions and warranty processes laid down in this document have not been adhered to.

For more information and literature, refer to the Doosan online dealer portal and the warranty system.

Website Link: <https://www.DoosanPassport.com>

Our warranty auditors are available for any questions concerning this document and its content:

Doosan Infracore Europe B.V.

Warranty Department

U Kodetky 1810, 263 12 Dobris, Czech Republic

DoosanWarranty@doosan.com

<http://www.DoosanEquipment.com>

Summary of Document Changes

This document replaces “Doosan Extended Warranty Policy EN-01-16” and it is effective from 1 August, 2018.

The master copy of this document is held by the warranty manager of Doosan. An electronic copy of this manual, subsequent revisions and other warranty information can be found in the online dealer portal.

The original language of this document is English and all translations are only for reference purposes.

The document issue number is stated at the bottom of each page and the latest issue supersedes all previous versions.

The warranty plans presented in this manual do not supersede or invalidate other active plans sold by Doosan in the past.

Doosan reserves the right to revise this document from time to time by written notice to the dealer. By submitting any warranty claim to Doosan, the dealer agrees to be bound by the revised terms and conditions.

Table 1.- Summary of document changes

DOC. ISSUE #	DATE	CHANGE
EN-01-16	Jan-2016	New document.
4700401-EN-08-18	August-2018	Title “Doosan Extended Warranty Policy” has been changed for “Doosan Extended Warranty Policy – Dealer Manual”.
4700401-EN-08-18	August-2018	Doosan legal name has been updated.
4700401-EN-08-18	August-2018	Document formatting, typos/errors correction.
4700401-EN-08-18	August-2018	Document structure, chapter titles.
4700401-EN-08-18	August-2018	Summary of Document Changes: Doosan reserves the right to revise this document from time to time by written notice to the dealer.
4700401-EN-08-18	August-2018	Definitions and Abbreviations: This section has been incorporated.
4700401-EN-08-18	August-2018	Extended Warranty Plans and Policies>Eligibility: SLR (super long reach) models are no longer excluded.
4700401-EN-08-18	August-2018	Extended Warranty Plans and Policies>Registration and Fee: Clarification on the price list and the validity of the prices has been incorporated to this section.
4700401-EN-08-18	August-2018	Extended Warranty Plans and Policies>Registration and Fee: Registration period has been extended to 90 days.
4700401-EN-08-18	August-2018	Extended Warranty Plans and Policies>Extended Warranty Policy>Warranty Period and Usage: Clarification on the extension of the reduced standard warranty has been added.
4700401-EN-08-18	August-2018	Extended Warranty Plans & Policies>Extended Warranty Policy>What Is Covered, limited overage and What is not covered: List of failures covered and not covered by the plans has been updated.
4700401-EN-08-18	August-2018	Clarification on the maintenance contract has been added to different sections of the document.
4700401-EN-08-18	August-2018	Warranty Requirements Checklist: This section has been incorporated in the document.
4700401-EN-08-18	August-2018	Dealers Policy Receipt Acknowledgment: This annex has been added to the document.

Definitions and Abbreviations

Arrival Condition Report (ACR)	Doosan document that registers the condition of the machine when it is received by the dealer. This document must be submitted online in the warranty system within 5 days from the date the machine was received.
Component	Assembly of parts such as engine, travel device, hydraulic pump or boom, among others.
Customer	“Final customer” or “end customer” or “owner” is the actual owner of a retailed machine and the final recipient of the dealer services.
Customer Machine Transfer (CMT)	Machine transfer between customers. The receiving customer becomes the owner of the machine.
Dealer	Authorised Doosan dealer who retails new Doosan products and provides services to customers.
Dealer Accessories and Options	Accessories or options sold by Doosan as aftermarket parts and installed by the dealers on Doosan products.
Dealer After-market Review (DAR)	Audit of the performance of the dealer in the different after-market areas.
Dealer’s Demonstration Machine	Demonstration machine owned by a dealer (machine was invoiced to the dealer).
Dealer-to-Dealer Stock Inventory Transfer (D2D)	Machine transfer between dealer before the machine has been retailed to a customer. The receiving dealer becomes the owning dealer of the machine.
Delivery Report (DR)	Doosan document that registers the details of the retail, including customer information. This document must be signed by dealer and customer representatives and attached to the online form in the warranty system. Online form must be submitted within 5 days from the actual retail date.
Doosan Demonstration Unit	Demonstration machine owned by Doosan and sometimes consigned to a dealer.
Doosan Product	Doosan branded new machine or attachment.
Doosan Passport	Doosan’s “online dealer portal” where dealers can access information and online systems such as the warranty system, the sales ordering system or the parts system (among others). Link: https://www.DoosanPassport.com .
Doosan Warranty	Warranty provided by Doosan to authorised dealers (business-to-business agreement).
Equipment Transfer Report (ETR)	Online report that dealer must submit in the warranty system when the original customer has sold the machine to a second customer.
Extended Warranty	This a separate warranty made available by Doosan for a fee to dealers who wish to complement the standard warranty coverage. Details for the extended warranty programmes are set out in the Extended Warranty Policy – Dealer Manual. Prices for quotation can be provided by the Doosan sales manager.
Failure Date	The date of a failure reported by the customer.
IRW	Doosan’s “Inventories Retails and Warranty system” or the “warranty system”, accessible from the online dealer portal.
Key Account Customer	Doosan’s Direct customer. Also known as National Account or Regional Account customer.

Labour Time Guides (LTG)	Doosan labour guides with the approved repair codes and corresponding warranty labour times. The LTGs are downloadable from the online dealer portal.
Maintenance Contract (MC)	Service agreement between dealer and customer guaranteeing the equipment to be serviced according to Doosan's prescribed intervals and specifications, as per the Doosan Operation and Maintenance Manual.
Machine Breakdown	Machine stopped working due to a failure and is not operational from the failure date to the repair date.
Machine Operation Hours	Machine hours accumulated by the failure date.
OEM	Original Equipment Manufacturer.
Repair Date	The date the repair was completed and the machine was returned to working condition.
Retail	Sale of a Doosan machine from dealer to customer.
Retailed Machine Transfer (RMT)	Machine transfer between dealer branches or to another dealer after the machine has been retailed to a customer. The receiving dealer becomes the servicing dealer of the machine.
Standard Warranty (SW)	This is the Doosan standard new product warranty provided at no additional charge to the dealer.
Standard Warranty rates	Approved Doosan labour and travel distance rates, the result of multiplying approved dealer's shop rates by the result of the Dealer After-market Review audit (0~1).
Shop Warranty Rates	Approved Doosan labour and travel distance rates, the result of calculating the average of the dealer rates for non-warranty services (dealer must provide background documentation for this calculation).
Warranty Bulletin	Bulletin published in online dealer portal containing important warranty information.
Warranty Manual	Standard Warranty or Extended Warranty Policy Dealer Manuals. Also known as "Warranty Policies".
Warranty Period	Period in months that the product is covered by the warranty.
Warranty Parts	Faulty parts replaced by new or remanufactured parts under warranty conditions.
Warranty System	Doosan's Inventories Retails and Warranty system (IRW).
Warranty Usage	Usage of the machine (measured in machine operation hours) which is covered by the warranty.

Extended Warranty Plans and Policy

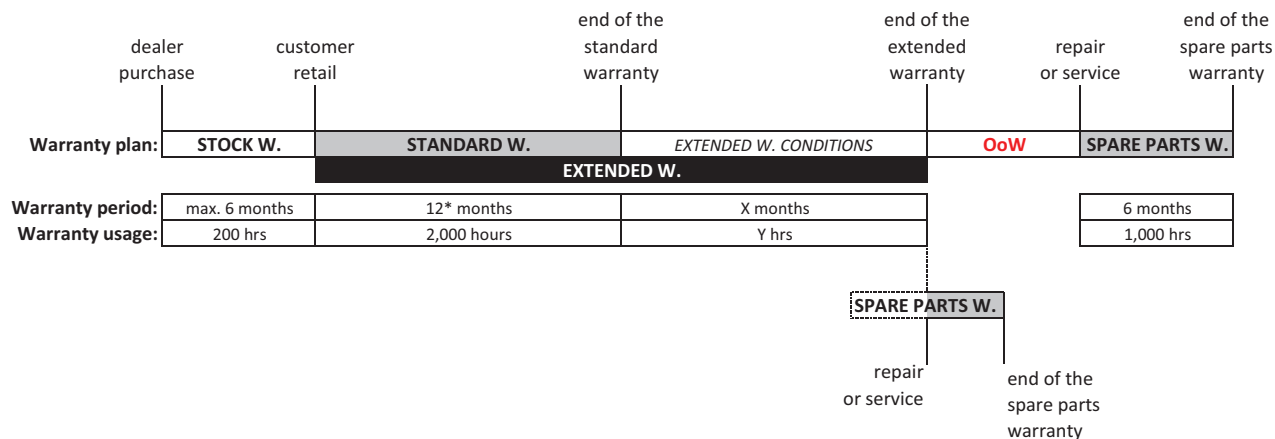
The Doosan Extended Warranty is a separate coverage available for Doosan dealers who wish to extend for a fee the standard warranty coverage (period and usage). After the purchase of an extended warranty plan, Doosan warrants the machine for defects in material and workmanship during the covered period or usage, whichever occurs first. Doosan offers its dealers three (3) different types of extended warranty:

1. The **Extended Standard Warranty** is a Doosan extended warranty which does not require a maintenance contract between the dealer and the customer. Claims covered by this type of plan are paid at the same rates as in the standard warranty coverage (parts, labour and travel distance).
2. The **Protection Plus Warranty** is a Doosan extended warranty which requires a maintenance contract between the dealer and the customer. Claims covered by this type of plan are paid at dealer shop labour and travel distance rates, and a bonus applies for the reimbursement of the Doosan parts (after expiry of the standard warranty coverage).
3. The **Powertrain Warranty** is a Doosan extended limited warranty that covers only certain components of the machine. This type of plan only covers the parts cost and not the labour and travel distance costs.

Table 2.- Doosan extended warranty plans per product type

PLAN	COVERAGE	PRODUCT TYPE	TOTAL PERIOD COVERED (MONTHS)*	TOTAL USAGE COVERED (MACHINE HOURS)
EXTENDED STANDARD	Parts, Labor & Travel Distance	ALL MACHINES	24	4,000
			36	6,000
			48	8,000
			60	10,000
PROTECTION PLUS	Parts, Labor & Travel Distance	ALL MACHINES	24	4,000
			36	6,000
			48	8,000
			60	10,000
POWERTRAIN	Parts only	ALL MACHINES	24	4,000
			36	6,000

(*) From the machine retail date



(*) Doosan mini-excavators (80 ton or less) are covered for 24 months or 2,000 hrs, whichever occurs first.
 X and Y are determined by the extended warranty plan purchased by the dealer.
 OoW: Out of Warranty

Figure 1.- Warranty period and usage

ELIGIBILITY

Only new Doosan branded machines are eligible for registering Doosan extended warranty:

- Articulated Dump Trucks
- Wheel Loaders
- Crawler Heavy Excavators
- Wheel Heavy Excavators
- Crawler Mini Excavators
- Wheel Mini Excavators

Retailed units and dealer rental units are fully eligible to all extended warranty plans.

Machines working in forestry and demolition applications are excluded from any of the extended warranty plans offered by Doosan.

Machines with the following model platforms are not eligible to any of the extended warranty plans offered by Doosan: DX190WMH, DX210WMH, DX300 DEM, DX340 DEM; DX420 DEM, DX160WR and DX700.

REGISTRATION AND FEE

The pre-approved net prices for the extended warranty plans are included in the Doosan Machine List Price. The dealer can also request a quotation to the Doosan sales manager. These prices are only valid for standard products and approved applications, the dealer must ask for a quotation in case of bespoke machine configurations and applications and the warranty may be void if the dealer does not inform Doosan of such special conditions.

These prices are subject to revision by Doosan at its discretion, and are effective for a period determined by Doosan.

Dealer must order the extended warranty plans no later than ninety (90) calendar days from the machine retail date (to the final customer).

If dealer wishes to make use of the right of withdrawal from a purchased extended warranty plan, it must request it from Doosan via email within thirty (30) calendar days after the invoice date of the plan. In such event, Doosan will reimburse the full amount paid by the dealer. After these thirty (30) calendar days, dealer is not entitled to request any partial or full reimbursement of the price of the extended warranty plan.

Dealer can register an extended warranty plan only when the machine has been granted full standard warranty coverage. Refer to the “Doosan Standard Warranty - Dealer Manual” and to the warranty bulletin WB1312-001 for more details on the allowed machine stocking period and the extension of a reduced standard warranty coverage.

For registering a **Protection Plus plan**, there must be a **maintenance contract** between the dealer and the customer. At the time of the registration, dealer must have attached a pdf of a valid maintenance contract to the online Delivery Report (DR) in the warranty system. The coverage of the maintenance contract should not be less than the coverage of the ordered extended warranty plan.

There is a maintenance contract template available in the Doosan Maintenance Calculator. The dealer can use this template, or its own template if it includes the same information.

NOTE: *Special registration conditions apply for The Netherlands and Denmark.*

PLAN CANCELLATION

Doosan will cancel the extended warranty plan if the dealer and/or the customer fail to meet their responsibilities as described in this document and in the “Doosan Standard Warranty - Dealer Manual”.

Additionally, Doosan can cancel an extended warranty plan in the following situations:

- When dealer fails to pay the invoice for extended warranty plan within the dealer payment conditions.
- When dealer fails to explain the terms and conditions of the standard and extended warranty coverage to the customer.
- When dealer does not submit the online Delivery Report (DR) in the warranty system within five (5) days from the actual delivery date to the final customer.
- When dealer does not upload the signed copy of the Delivery Report (DR) in the warranty system (online delivery report).
- When dealer fails to provide at Doosan's request the machine inspection check book signed by the dealer and the customer.
- In case of Protection Plus extended warranty plans, when the dealer does not upload a valid maintenance contract in the warranty system (online delivery report).
- When the Equipment Transfer Report (ETR) and/or the transfer of the extended warranty is denied by Doosan (for more details, refer to section “Transfer of the Extended Warranty”).

In case of justified cancellation, dealer is not entitled to request partial or full reimbursement of the price of the extended warranty.

EXTENDED WARRANTY POLICY

Responsibilities

Please refer to the “Doosan Standard Warranty - Dealer Manual”. The same terms and conditions apply to the extended warranty period and usage.

Warranty Coverage (Period and Usage)

The extended warranty begins on the termination date of the standard warranty coverage or after two thousand (2,000) hours, whichever occurs first.

The extended warranty conditions apply only after the standard warranty coverage is finished.

What is Covered

Extended warranty applies only to failures due to a defect in material and/or workmanship and found during the extended warranty period.

Limited Coverage

The coverage details of each of the extended warranty plans offered by Doosan are specified in Table 3 - Extended warranty coverage details.

Table 3.- Extended warranty coverage details

MACHINE SYSTEM	MACHINE SUBSYSTEM	POWERTRAIN COVERAGE	EXTENDED STANDARD & PROTECTION PLUS COVERAGE
BODY PARTS	FUNCTIONAL, STRUCTURE, FRONT & REAR FRAME*.	NO	YES, EXCLUDING THE BELOW PARTS/COMPONENTS catches, handles, gas springs, mounting elements, paintwork, bodywork, rubber, plastic parts, air cleaner, precleaned, frames, covers, fenders, guards, pins, bushing, fan, bonnets, tank breathers, foam, sponge.
CABIN PARTS	CABIN BODY, CABIN INNER, PART.	NO	YES, EXCLUDING THE BELOW PARTS/COMPONENTS glass, wiper blades, locks, mirrors, sponge, guards, shields, covers, floor mats, extinguisher, mountings, seat.
ELECTRICAL PARTS	CONVENIENCE, FUNCTIONAL, HARNESS.	NO	YES, EXCLUDING THE BELOW PARTS/COMPONENTS bulbs, battery, lamps, 12V socket, car stereo, radio, cd player, speakers, microphone, hands free, cameras, seat heating, fuel heating.
ENGINE PARTS	ENGINE BODY, ENGINE SURROUNDING, FUEL SYSTEM, OIL SYSTEM, TURBO CHARGER.	YES, EXCLUDING THE BELOW PARTS/COMPONENTS air cleaner, pre-cleaner, filters, hoses, fittings, pipes, mounting, throttle and stop cables, belts.	YES, EXCLUDING THE BELOW PARTS/COMPONENTS air cleaner, pre-cleaner, filters, hoses, fittings, pipes, mounting, throttle and stop cables, belts.
FRONT PARTS	ARM, BOOM, ARM & BOOM**, OPTION FRONT.	YES, BUT LIMITED TO THE BELOW PARTS/COMPONENTS boom (excluding articulated boom), arm.	YES, EXCLUDING THE BELOW PARTS/COMPONENTS bucket, cylinder guards, covers pins, bushing, all "OPTION FRONT" parts.
HYDRAULIC PARTS	CYLINDER, HYDRAULIC, PARTS, VALVE & COMPONENT.	YES, BUT LIMITED TO THE BELOW PARTS/COMPONENTS hydraulic/hydrostatic pumps and motors, hydraulic control valves.	YES, EXCLUDING THE BELOW PARTS/COMPONENTS hydraulic cylinder seals, all "OPTION FRONT" parts.
PIPING PARTS	ARM PIPING, BOOM PIPING, MAIN PIPING, PILOT PIPING, OTHER AREA.	NO	YES, EXCLUDING THE BELOW PARTS/COMPONENTS hydraulic hoses, exposed pipes, tubes, hydraulic cylinder seals, centre joint seals, quick couplers, o-rings, external seals, connectors, clamps, brackets, all "OPTION FRONT" parts.

MACHINE SYSTEM	MACHINE SUBSYSTEM	POWERTRAIN COVERAGE	EXTENDED STANDARD & PROTECTION PLUS COVERAGE
POWERTRAIN PARTS	AXLE & TRANSMISSION, STRUCTURE, OTHER AREA.	YES, EXCLUDING THE BELOW PARTS/COMPONENTS hoses, fittings, pipes, universal joints, steering wheel, brake discs, pads, drums, packs, tyres, wheel nuts, wheel studs.	YES, EXCLUDING THE BELOW PARTS/COMPONENTS hoses, fittings, pipes, universal joints, steering wheel, brake discs, pads, drums, packs, tyres, wheel nuts, wheel studs.
TRACK PARTS	FUNCTIONAL, STRUCTURE.	NO	YES, EXCLUDING THE BELOW PARTS/COMPONENTS track shoes, track chain, bolts, pins, links, covers, guards, rollers, idlers, sprockets, rubber tracks, dozer
OPTION PARTS	ALL	NO	NO
OTHER PARTS	ALL	NO	NO

(*) Only applicable to articulated dump trucks.

(**) Only applicable to wheel loaders.

What is Not Covered

Customer Losses, Damages and Other Costs

Doosan shall in no event be liable for any other losses, damages, costs or expenses claimed by the end-user, including but not limited to loss from failure of the machine to operate for any period, property damage and all other direct, indirect, special incidental or consequential damages, whether arising under contract, warranty negligence, strict liability or any other legal theory whatsoever.

Coverage Exclusions

All failures and costs excluded of the standard warranty are also not covered by the extended warranty plans. For more details refer to the “Doosan Standard Warranty Policy – Dealer Manual” and the section “What is not Covered”.

Additionally:

- Machine systems and subsystems not included in Table 3 - Extended warranty coverage details.
- Components and parts excluded in Table 3 - Extended warranty coverage details

What Invalidates the Warranty

The same terms and conditions of the standard warranty apply to the extended warranty, for more details refer to the “Doosan Standard Warranty Policy – Dealer Manual” and the section “What Invalidates the Warranty”.

Transfer of the Extended Warranty

The remaining coverage of the Doosan extended warranty is transferable if the machine is sold to another customer. This is only applicable when the following requirements are fulfilled:

- The dealer must submit an Equipment Transfer Report (ETR) in the warranty system. Doosan has the option to inspect the machines prior to approving the ETR and the transfer of the extended warranty. In case of denial, Doosan will cancel the extended warranty plan.
- The dealer must provide the purchase invoice from the first customer (to the second customer) and the remaining extended warranty must be noted on it.
- For Protection Plus plans, it is the dealer's obligation to ensure a signature of the maintenance contract covering the rest of the extended warranty period. Doosan can cancel the plan at any time with no refund if a new maintenance contract is not provided.

Warranty Claims

CLAIM PROCEDURES

Warranty claims are to be handled in the Doosan warranty system. During the extended warranty coverage, dealer must also adhere to the claim requirements detailed in the “Doosan Standard Warranty - Dealer Manual”.

CLAIM COST COMPENSATION

Table 4.- Warranty claims compensation conditions

COVERAGE	PARTS	LABOUR AND TRAVEL DISTANCE
STOCK WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
STANDARD WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
SPARE PARTS WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
FIELD MODIFICATION	Actual Doosan invoice price	Approved standard warranty rates
SMR GOODWILL	Actual Doosan invoice price	Approved standard warranty rates
POWERTRAIN WARRANTY	Actual Doosan invoice price	Not applicable
EXTENDED STANDARD WARRANTY	Actual Doosan invoice price	Approved standard warranty rates
PROTECTION PLUS WARRANTY	Actual Doosan invoice price +33%	Approved shop warranty rates

The approved standard and shop warranty rates are established through the Dealer After-market Review process (“DAR”). For more information on this process, refer to the DAR Manual or ask the Doosan service manager assigned to your territory.

In case of Protection Plus, the special payment conditions apply only after termination of the standard warranty period.

Special payment conditions may apply for warranty repairs on Doosan Key Account (KA) machines. For more information, refer to the KA Service Agreement.

Warranty Requirements Checklist

Table 5.- Warranty requirements checklist

PROCESS	REQUIREMENT	DEADLINE	TICK
Receive and stock the product	Read the warranty manuals carefully	N/A	<input type="checkbox"/>
	Contact Doosan in case you have questions	N/A	<input type="checkbox"/>
	Submit Arrival Condition Report in the warranty system	5 days from the machine arrival date	<input type="checkbox"/>
	Perform maintenance during stocking period	Check Operator and Maintenance Manual	<input type="checkbox"/>
Retail and deliver the product	Pre-delivery machine inspection	Before delivery	<input type="checkbox"/>
	Explain the terms and conditions of the standard and extended warranty coverage to the customer	Before retail	<input type="checkbox"/>
	Fill in and sign the Delivery Report	At the time of the retail	<input type="checkbox"/>
	Submit Delivery Report in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
	Attach scan copy of the signed Delivery Report to the online Delivery Report in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
	Attach work order for the pre-delivery inspection to the online Delivery Report in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
	In case of exceeding the allowed machine stocking period, request its extension in the warranty system	5 days from the machine retail date	<input type="checkbox"/>
Register (order) Extended Warranty	Check eligibility and registration terms for extended warranty	5 days from the machine retail date	<input type="checkbox"/>
	Register (order) an extended warranty plan	90 days from the machine retail date	<input type="checkbox"/>
	In case of registering a Protection Plus plan, sign a maintenance contract with the customer for at least the same duration of the extended warranty plan	90 days from the machine retail date	<input type="checkbox"/>
	In case of registering a Protection Plus plan, attach a pdf copy of the signed maintenance contract to the online Delivery Report in the warranty system	90 days from the machine retail date	<input type="checkbox"/>
	Withdrawal for a purchased extended warranty plan	30 days from the purchase date of the plan	<input type="checkbox"/>
Warranty Transfer	Submit an Equipment Transfer Report when the original customer sells the machine to a new customer and inform them of the remaining warranty period (note it in the sale invoice)	5 days from the machine sale date	<input type="checkbox"/>
Service and warranty repairs during the warranty period/usage	Perform machine maintenance and service with genuine Doosan parts	Check Operator and Maintenance Manual	<input type="checkbox"/>
	Update machine inspection check book after every service or repair (customer must sign)	Check operator and maintenance manual	<input type="checkbox"/>
	Submit a claim in the warranty system for any warranty repair	30 days from the repair date	<input type="checkbox"/>
	Answer an information documentation request in the warranty system	15 days from the information request date	<input type="checkbox"/>
	Appeal a judged warranty claim in the warranty system	30 days from the judgment date	<input type="checkbox"/>
	Ship a warranty part requested by Doosan in the warranty system	30 days from the part return request date	<input type="checkbox"/>
	Update the warranty system with shipment details for a warranty part return	30 days from the part return request date	<input type="checkbox"/>
	Store replaced warranted parts	3 months from the claim reimbursement date	<input type="checkbox"/>

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Annex 1.- Policy Receipt Acknowledgment for Dealers

The dealer representatives responsible for the Doosan warranty claims must read and sign below. This annex must be emailed to doosanwarranty@doosan.com

Otherwise access to the warranty system might be blocked.

I have read, understand and I abide to agree by the terms and conditions of the Doosan warranty policies. I understand that claims submitted online are subject to the Doosan warranty policy and to their validation by, at its sole discretion, the Doosan warranty department. I also understand that if I have questions I will contact Doosan.

Place and date:

Signature and Stamp:

