

# Warranty

Provided that the purchaser has duly met all his obligations, in particular his payment obligations, we warrant that the object(s) purchased are free of defects in design, materials and workmanship in accordance with the latest state of the art. The warranty is valid for a period of :

## **In respect of the vehicle**

12 months from date of first registration or 18 months from date of delivery ex works, whichever occur first.

## **In respect of the engine, gearbox and driven axles**

200,000 km / 125,000 miles or 24 months from date of first registration or 30 months from date of delivery ex works, whichever occur first.

## **Warranty against rusting through**

Truck cabs are warranted against rusting through of metal parts for a period of 60 months from the date of first registration of the vehicle or 66 months from the date of delivery ex works.

## **Pre-requisites for said warranty are :**

- a) follow-up anti-corrosion treatment 12 months after date of first registration;
- b) a further follow-up anti-corrosion treatment 36 months after date of first registration;
- c) that said follow-up anti-corrosion treatments be carried out by an authorized service workshop (proof that this has been done must be shown by the Customer to the MAN agency concerned, otherwise the warranty shall be null and void);
- d) that any mechanical defects arising be repaired by a specialist workshop, whereby cavities are to be sealed in accordance with MAN instructions;
- e) that vehicles subject to particular operating conditions, such as bulk cement or bulk lime tankers, and those transporting fertilizers or acids, etc. be given a top coating of paint on a 2-component acrylic resin basis. Also subject to this provision are vehicles which transport milk, ready-mixed concrete, and similar substances and which are regularly cleaned by alkaline solutions.

## **Excluded are :**

Mechanical defects and damage caused by failure to take proper precautionary measures. Likewise the Manufacturer gives warranty in respect of those parts and components not manufactured by the Manufacturer himself, with the exception of special-purpose bodies and superstructures, tyres, radio equipment and tarpaulins and other sheetings on trucks. Any claims in respect of such items should be addressed to the local representative of the sub-supplier concerned. The Manufacturer may meet his warranty obligations by either having the goods concerned repaired in an MAN service workshop or in another

authorized workshop or, at his election, by replacing the defective parts. The place in which any repairs are to be carried out shall be determined by the Manufacturer, whereby the interests of the Customer shall be given due consideration.

Any defective parts to be replaced shall be forwarded to the Manufacturer by the Customer free of postage, carriage and freight charges. In all cases only those parts will be replaced which are defective or which, in spite of proper handling of the goods, have inevitably been damaged as a result of the original defect. Defective parts which have been replaced become the property of the Manufacturer.

In the event that a warranty claim has been expressly recognized by the Manufacturer he shall bear the costs of shipment by the cheapest means of transport and shall also bear reasonable costs of installation of the parts concerned. A pre-requisite for reimbursement of reasonable costs of installation, however, is that the work be carried out by an Man service workshop, or by an authorized workshop. Damage attributable to negligence or improper use, and normal wear and tear, is expressly excluded from warranty.

No warranty is given in the event of: damage caused by the use of undue force, transport damage, inadequate or faulty maintenance, damage demonstrably attributable to previous accidents, incompetent driving, clogged and/or dirty fuel lines, contaminated filters, defective parts/assemblies of other manufacturer.

Or of normal wear and tear of : clutch linings, brake linings, brake drums, V-belts, bearings, trailer couplings, fifth-wheel couplings, windscreen wiper blades, electric bulbs.

Or in the case of damage to glass caused by outside force.

Neither is warranty given in respect of parts and assemblies which form no part of our delivery content nor in respect of damage caused by said parts and assemblies. The Customer shall be entitled to rescind the contract only in the event that the Manufacturer fails to remedy the defect or deficiency in spite of repeated attempts.

No damages or compensation shall be payable in respect of indirect or direct consequential loss or damage.

Warranty claims will only be recognized if they are submitted to the Manufacturer or to the salesman concerned in writing immediately upon detection of the defect. The warranty shall lapse if the goods have been modified by a third party, or by the installation of parts and/or components manufactured by third parties, and any damage arising has been caused by such modification.

The warranty shall also lapse if the customer fails to comply with the Manufacturer's instructions on proper handling of the goods (Operator's Manual)

and/or fails to have the prescribed maintenance work duly carried out by an MAN service workshop or by an authorized workshop.

Furthermore the warranty shall also become null and void if it be found that the statutorily prescribed gross vehicle weight, axle loads or the payload specified in the contract of sale have been exceeded.

The Manufacturer warrants in respect of reconditioned engines, reconditioned gearboxes and reconditioned parts of drive axles that said items are free from defects in design, material and workmanship according to the latest state of the art. This warranty is given for a period of 12 months from the date of installation of the items concerned, but in any case for a maximum period of 18 months from the date of delivery from the Manufacturer's factory, whichever occur first, and for no greater driving distance than 100,000 kilometres, provided that the installation be carried out in an MAN workshop or in an authorized workshop.

**New major assemblies**

If new major assemblies are installed the Manufacturer warrants as follows :

- engines (excluding starter motors, alternators), gear-boxes, drive axles  
24 months or 200,000 kilometres from date of installation or 30 months from date of delivery ex works, whichever be first.

**Spare parts warranty**

The Manufacturer warrants MAN genuine spare parts as follows :

11 months from date of delivery ex works or 50,000 kilometers, whichever occur first.

Excluded from this warranty is normal wear and tear.

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