

## Equipment Warranty Services

### 1. **Brand: NUCLEON**

### 2. **Warranty**

3.1 Our machine is covered by our standard conditions valid for 18 months starting from the date of lading on ship.

3.2 During the warranty period we will replace any part of the crane that has become defective as a result of a raw material or workmanship-related fault or defect on the basis of a written warranty claim. Company may use his discretion as to whether to provide a new or properly repaired part, or to repair the faulty part.

3.3 The guarantee will not cover the freight and passage charges, nor the cost of board and lodging for this guarantee does not apply to wear and tear parts not to such parts as cable, ropes, belts, etc. where these have not been guaranteed by their manufacturers ( although any construction error is covered by the guarantee ).

3.4 During warrantee period we grant to Buyer, free of charges, one visit of two our technicians in site, for crane inspection and checking. Visit will be agreed in accordance with buyer necessities.

### 3. **Spreader or grab**

The spreader for container and grab for cargo owns a warranty period of 12 months starting from the date of production in its factory or in accordance with its supplier's warranty standard (whichever come later)..

### 4. **Motor or Engine**

It is with a warranty period of 12 month starting from the date of production in supplier's factory, or in accordance with its supplier's warranty standard (whichever come later).

### 5. **Other purchased parts**

Such as gearbox, motor, electronics, lubrication machine and any other purchased part that are covered by their suppliers, the warranty shall be 12 months starting from the date of production in factory, or in accordance with its supplier's warranty standard.(whichever come later)

### 6. **Free maintenance after warranty**

7.1 We supply free maintenance services for our equipment after warranty period expiry, the related transportation charges and others shall be on buyer's responsibility, and the engineers not more than two with a services period 7 work days max freely.

7.2 This service has a validity period of 24 months after warranty expiry.

## **7. Emergency service**

7.1 For the urgent need because of any reasons that causes equipment working stop, we will supply urgent express (parts DHL or Shipping) to help customer to restart equipment.

7.2 The related charges can be paid by our company in advance, the buyer's shall start the payment procedure as its policy with a period 30 days maximum.

7.3 This emergency service has a validity period of 36 months against lading date of our machine.

We trust you can find our services offer details and satisfied for your working plan and guarantee policy, and we are looking forward to your kind cooperation in near future in this regard.

Yours sincerely,

**NUCLEON (XINXIANG) CRANE CO., LTD**