

MAHINDRA TRACTOR WARRANTY



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Mahindra Tractor Warranty Definition

MAHINDRA TRACTOR WARRANTY

This warranty is in addition to and not in substitution of any statutory rights. Mahindra Automotive Australia Pty Ltd Trading as Mahindra Ag and Auto Australia ("MAAPL" or "Mahindra") warrants to the original retail purchaser, subject to the conditions and exclusions specified below, that the goods supplied by Mahindra AG and Auto Australia are free from any defect in material and/or workmanship under conditions of normal use and service. Mahindra's responsibility under this Warranty is limited to the repair or replacement of defective parts by an authorized Mahindra AG and Auto Australia Dealer during the relevant time or usage period specified below, whichever occurs first, from the date of installation.

TRACTORS: A 3-Years/2000-Hours from the date of installation. Engine and Powertrain Warranty applies to all tractors. In the case of the Engine, this covers the engine crankcase, crankcase pan, cylinder head, rocker arm cover, timing gear cover and all components fully enclosed within these units, and in the case of the Power train covers the transmission, differentials, final drives, drive axles, front axles, power take-off and clutch housings and components enclosed therein with the exception of the clutch assembly. The balance of the tractor with the exception of excluded items detailed in the below paragraph, is subject to a 1-Year/1000-Hours (whichever comes first)

JIVO TRACTORS: A 2-Years/1000-Hours from the date of installation, Engine and Powertrain warranty applies to all JIVO (2025) tractors. The balance of the tractor, with the exception of excluded items detailed in the below paragraph, is subject to a 1-Year/1000-Hours (whichever comes) first.

LOADERS: A 2-Years/1000-Hours from the date of installation Warranty applies to all loader frame components other than hydraulic components buckets, and other loader attachments to which a 1-Year/1000-Hours Warranty applies. (whichever comes first) but excludes normal wear and tear items.

BACKHOE: A 1-Year/500-Hours from the date of installation, Warranty applies to all backhoe components but excludes normal wear and tear items.

MID-MOUNT MOWERS: A 1-Year/500-Hours from the date of installation Warranty applies to all mid-mount mowers but excludes normal wear and tear items.

LOADERS/BACKHOE/MOWERS Calculation of hours used is based on Tractor Operational hours

Normal wear and tear is excluded from this Warranty as are normal replaceable service items such as oils, lubricants, coolants, filters, and clutch and brake discs and linings as well as components which are subject to warranty extended by their respective manufacturers such as batteries, injector pumps and tyres. Additionally, belts, hoses, glass, light bulbs, upholstery, cab fittings and air-conditioning components are excluded. Normal deterioration of items such as plastic, rubber, and exterior finish due to exposure or harmful substances is also excluded.

To the fullest extent permitted by law, Mahindra shall not be liable for any consequential, special or indirect loss or damage. Mahindra sole liability shall be limited to repair or replacement of defective parts as specified above and all other obligations or liabilities on the part of Mahindra are hereby excluded. It is a condition of this Warranty that the goods shall have been used in accordance with the procedures specified in the relevant Operator's Manual. This Warranty shall not cover damage resulting from misapplication, abuse, misuse, failure to perform maintenance, negligence, fire, or accidents. If the goods have been altered or repaired by someone other than an authorized Mahindra Dealer in a manner which, in the sole judgment of Mahindra, affects its performance, stability or reliability, then this Manufacturer's Warranty shall be void.

To obtain warranty service, the purchaser must report the defect in the goods to an authorized Mahindra Dealer within the applicable warranty term and where necessary present evidence of date of installation of the goods. The purchaser shall be responsible for transportation expenses for the Mahindra goods to the dealership/travel of the Dealer service personnel to the Purchaser's location for warranty repairs. For goodwill assistance, the Dealer will seek a prior approval in writing from Mahindra AG and Auto Australia, before undertaking such repair/replacement.

MANUFACTURERS WARRANTY

We are giving hereunder the Manufacturer's Warranty along with the terms and conditions of warranty.

Products marketed by Mahindra Automotive Australia Pty Ltd (MAAPL) will carry a Total warranty of 36 months / 2000 hours from the date of sale to the end customer whichever is earlier.

Out of the total warranty period of 36 months, initial 12 months / 1000 hours whichever earlier includes all, except parts mentioned in paragraph '2a'. Remaining second and third year warranty of 24 months / 2000 hours whichever earlier, will include only Power Train parts as mentioned in paragraph '2b'.

MANUFACTURERS WARRANTY - TRACTORS (Jivo 245)

We are giving hereunder the Manufacturer's Warranty along with the terms and conditions of warranty.

Products marketed by MAAPL will carry a Total warranty of 24 months / 1000 hours from the date of sale to the end customer whichever is earlier.

Out of the total warranty period of 24 months, initial 12 months / 500 hours whichever earlier includes all, except parts mentioned in paragraph '2a'. Remaining second year warranty of 12 months / 500 hours whichever earlier, will include only Power Train parts as mentioned in paragraph '2b'.

The Products manufactured by M&M Ltd (hereinafter called "Company") are supplied with the following warranty:

3. For the purpose of this Warranty the term "Products" shall only mean the Tractors manufactured and sold by the Company to M/s MAAPL

4. In the event of any manufacturing defect being discovered in the Products, within the warranty period, the Company undertakes to examine the same through its authorized representative, subject to limitations specified herein below:

a) Except for Manufacturing Defects, there will be no Warranty for items like gaskets, drive belts, mirrors, bulbs, glasses, fuses, seat cushions, normal wear & tear of clutch linings / brake linings,

tie rod, drag link ends, fasteners & clutch and its related parts. Normal deterioration of items such as plastic, rubber and external finish due to exposure to harmful substances also excluded.

b) There will be limited warranty for 12 months/500 Hours on items other than Powertrain Components.

Power train Definition -

i. Transmission and Axles - This covers clutch housing, PTO housing, Transmission case, Differential housing, Final Drive housing, Front Axle case, Front Gear Case, and all parts contained therein (does not include external drivelines, Cables, linkages, Dry Clutch parts & associated external gaskets ,Seals, Steering & Hydraulic parts like Steering Cylinders, Power Steering Unit, HSU etc.)

ii. Engine -This covers Crankcase, Crankcase Pan, Cylinder, Cylinder Head, Rocker Arm Cover, Timing Gear Cover, & all parts contained therein; does not include external engine components like fuel, electrical ,cooling ,intake or exhaust components and associated Seals, Gaskets & "O"rings.

c) Towing charges & any expenditure incurred towards conveyance shall not be payable by the Company.

d) Warranty will not be applicable for Damages or failures resulting from:

i) Accidents (collision or otherwise)

ii) Environment

iii) Acts of nature

iv) Contamination of the fuel system

v) Use of unapproved implements or attachments

vi) Abuse / Overloading

vii) Improper / Incomplete maintenance

viii) Storage without precautions mentioned in Operator's manual

ix) Non-defective parts replaced due to customer's request

x) Repairs carried by unauthorized personnel

xi) Usage of machine not in accordance with the procedures specified in relevant Operator Manual

12. Repairs accomplished with non-genuine parts, which in the Company's opinion affects Stability or reliability of the tractor, will not be covered under this warranty.

13. All or any of the scheduled services as mentioned in the Owner's manual, if are not

carried out by MAAPL or its authorized dealer /service point the same shall render this Manufacturer's Warranty null and void.

14. For O.E. (Original Equipment) items such as fuel injection equipment, tyres, batteries, starter & alternator, warranty issues shall be referred to the respective O.E. Manufacturer's representative agency in Australia. However if there are no representatives of the O.E. manufacturer in Australia then the same should be referred to the Company.

15. The Anti perforation warranty is applicable for 1st year / 500 hours of warranty from date of sale to end customer whichever is earlier.

16. Reimbursement for warranty repairs are as follows:-

c. Warranty reimbursement Spare Parts will be reimbursed @ 1.40 times the F.O.B., Mumbai value. (This factor covers local customs duties & taxes).

d. Warranty labour charges will be reimbursed at 100 AUD/Hour as per M & M specified Flat rate manual.

17. MAAPL shall ensure observance of the following requirements requested by the Company:-

e) Defective Parts submitted to MAAPL by its authorized dealer must be properly packed & preserved for subsequent inspection and shall be clearly marked for identification with the name and full address of the end customer with the concerned tractor's serial number. The said parts will be held by the Distributor / authorized dealer for 180 days for audit of the warranty claim submitted with respect to such defective part by the Company's representative.

f) The decision of the Company for settlement of all warranty claims shall be final and conclusive.

g) Claims arising from this Manufacturer's Warranty will be recognized only if they are submitted in the Company's web portal GDMS/mGO by MAAPL or its authorized dealers.

h) The Company reserves the right to make changes in design / or make improvements on Products at any time without incurring any liability or obligation to MAAPL by reason of its previous purchase.

18. Warranty Terms on Spare Parts:

Any spare part sold by Distributor/Dealer, which is found to have a manufacturing or material defect, can be claimed under warranty.

(i) The warranty on the spare parts sold either by the Distributor/Dealer is applicable only, if the replacement and the repairs are carried out by Distributor/Dealer authorized person and subjected parts having failed within "Six Month" from the date of purchase or specified period from the date of manufacturing, whichever occurs first.

(ii) Distributor/Dealer should take the following points into consideration before accepting and forwarding the warranty claims (i.e.transit damage)

(a) In case new spare part packages, are received in damaged condition, the claim should be taken with Transporter or Insurance and not under warranty

(b) Spare parts having manufacturing & assembly defects, should be considered under warranty & should be sent to India in prescribed warranty claim format.

19. Warranty Claim Procedure :

For smooth processing of claims, it is essential that warranty claims be prepared immediately after completion of the warranty repair. Claims should be submitted through Portal system within 30 days from date of repair completion.

In case the claims are not submitted within 30 Days, then penalty will be levied as follows:

More than 30 days - 10% deduction

More than 60 days - 50% deduction

More than 90 days - 100% deduction

Claims should be submitted on continuous / regular basis.

20. The above Warranty is in lieu of all other Warranties on the Company's behalf or to assume for it any other liability in connection with the above Products.

21. This policy is subject to Exchange Regulations and Reserve Bank Of India Guidelines.



Dealer Details:

www.mahindraag.com.au

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