



SERVICE & WARRANTY POLICY

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I. PREFACE

This Service & Warranty Policy Guide provides an informative source for administering warranty for HİDROMEK HİDROLİK VE MEKANİK SAN. VE TİC. A.Ş. (here in after referred to as HİDROMEK) products operating in all over the World except TURKEY.

This Guide is provided to aid in the proper application of Warranty Service and the correct preparation of Warranty Claims.

The Service & Warranty Policy Guide for HİDROMEK products Dealers consists of the following sections:

- Warranty Practices – contains information of general nature such as Customer Relation, Warranty Administration, Warranty Certificate, New Machine in Stock, Warranty of Demonstration Machines, New genuine parts warranty, Rework campaign, Warranty rates, Reimbursement method
- Preparation & Submission of Documents – contains information such as Requirement, Evaluating, Non-warrantable claims; Documents submission time limit; Instructions about how to manage with different forms
- Repair Practices & Procedures – contains essential information that assists in taking the correct technical decision
- Disposition of Warranty Material – contains general instructions about manner of keeping, marking and dispatching of the faulty parts

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I. WARRANTY RATES

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A. GENERAL

1. PURPOSE OF THE SECTION

This Section is published to provide a guide to HİDROMEK Dealers when dealing with warranty procedures. Its purpose is to clarify and simplify the warranty practice, and so enable quick and equitable settlement of problems, which arise in the warranty administration.

2. WARRANTY PERIOD

The warranty period is 12 (Twelve) calendar months or 1200 (One Thousand Two Hundred) hours of operation whichever occurs first considered from the date of delivery to the end user, **but no longer than 18 (Eighteen) calendar months accepted, after the shipment date.** Warranty Period starts at the time of Delivery Inspection Form is signed by the customer.

3. CUSTOMER RELATIONS

It is most desirable that warranty settlements with customer to be made as quickly as possible. That is why the Dealer should create an effective service network throughout the country. Dealer's own or authorized services should be established in the different regions, close to the customers, supplying promptly spare parts, technical support and service.

The Dealer should provide not only good service but also good relationship between himself, HİDROMEK Service Department and the customer. Therefore, Dealer's personnel should be trained to deal with requests for warranty service and customer complaints in a way designed to conserve the good will of the Customer and reputation of HİDROMEK.

The complaints from the customer should be listened carefully and politely. After thorough diagnosis has been completed, the problem should be discussed with the customer to decide the responsibility.

The dealer should repair all warrantable failures without charge to the customer during the New Machine Warranty Period.

The Dealer cannot charge for any portion of a repair to the customer, which is covered by the HİDROMEK'S Warranty Program. The most important thing is to obtain the customer's confidence in the Dealer, and to ensure the best possible customer relationship. HİDROMEK will fully cooperate with the Dealer in providing the needed information and assistance.

4. RESPONSIBILITY FOR SATISFACTORY MACHINE PERFORMANCE

The following factors are essential for satisfactory machine performance: product design, proper assembly, correct installation, adequate service knowledge and facilities, capable operation and sufficient maintenance.

The responsibility for satisfactory performance of HİDROMEK machine requires a combination of the talents and performance of the manufacturer, Dealer and operator.

Recurrences of the problems can often be prevented if the Dealer plays his part in determining the cause of any unsatisfactory performance.

The field of customer training provides an important opportunity and responsibility to the Dealer. He must inform the owner and the operator on the correct operation and maintenance procedures for the machine, and their role in obtaining satisfactory performance.

Machine is required to operate in a wide range of climate, altitude, and other environmental conditions. Dealers are in the best position to know local conditions and to recommend proper accessories, attachments and optional parts, which will best fulfill the customer's needs.

5. WARRANTY ADMINISTRATION

Warranty administration of HİDROMEK machine is handled through a network of Dealers approved by HİDROMEK to make warranty repairs.

The warranty practices explained in this section are applicable to warranty service for HİDROMEK machines operated out of TURKEY.

Dealers approved by HİDROMEK are able to make warranty repairs on all HİDROMEK machines.

It is Dealer's responsibility to employ sufficient and qualified personnel and to create the necessary conditions for prompt handling of the warranty procedures and documentation.

6. WARRANTY CERTIFICATE

It is very important to fully explain the warranty coverage to every purchaser of HİDROMEK machine. The Dealer must give the customer a warranty certificate or warranty service check book (preferably translated to the customer's native language) and explain the customer's duties and rights during the delivery inspection of the machine is made.

HİDROMEK HİDROLİK VE MEKANİK İMALAT SANAYİ VE TİCARET A.Ş. (hereinafter referred to as 'HİDROMEK') warrants each new equipment to be free from faults in material and workmanship, subject to the conditions and limitations set forth here in.

1. Warranty Period

The warranty period is 12 (Twelve) calendar months or 1200 (One Thousand Two Hundred) hours of operation whichever occurs first considered from the date of delivery to the end user, but no longer than 18 (Eighteen) calendar months accepted after the shipment date. Warranty Period starts at the time of Delivery Inspection Form is signed by the customer.

2. Warranty Coverage

Within the warranty period, the authorized Distributor of HİDROMEK will repair or replace at its option, free of charge, any part or parts of the machine under warranty which are found by HİDROMEK to be defective in material and/or workmanship. For some cases that are mentioned Below in Article 3, Limitations of Liability, HİDROMEK does not take responsibility for warranty. (If required, the parts replaced must be returned to HİDROMEK's factory).

3. Limitations of Liability

HİDROMEK shall not be liable for or in the respect of:

- 3.1. Components purchased by HİDROMEK , and installed in a machine, beyond or in addition to any warranty provided to HİDROMEK by the manufacturer of such components.
- 3.2. Components covered by separate warranty (refer to related section of the Warranty Policy Manual).
- 3.3. Repair or replacement of : a) Any normal wearing parts, b) any aging or deterioration caused by foreign substances or by exposure to natural elements or c) any consumable items, such as oil, grease, refrigerant, filters, belts, bulbs etc.
- 3.4. Missing or over-dated Periodical Maintenance.
- 3.5. Any cost of repairs, alterations or replacements made by, or any expenses connected there with incurred by, anyone other than authorized Distributor.
- 3.6. Any warranted machine which has been subjected to:
 1. Misuse, improper operation or misapplication, including but not limited to operation beyond rated capacity.
 2. Neglect, including but not limited to a) improper maintenance and b)use of machine while any parts loose, broken or out of order.
 3. Accident.
 4. Improper or unauthorized installation, adjustment, repair or alteration including but not limited to
 - a) adjustment or assembly procedures not recommended or authorized in the operation& maintenance manual,
 - b) use of unauthorized parts or attachments, and c) unauthorized modification or alteration.

HİDROMEK SHALL BE LIABLE ONLY FOR REPAIR OR REPLACEMENT OF PARTS AS DESCRIBED UNDER 'WARRANTY COVERAGE' AND HİDROMEK SHALL NOT BE LIABLE, WHETHER UNDER BREACH OF WARRANTY, NEGLIGENCE OR STRICT LIABILITY, FOR ANY OTHER INJURY, LOSS, DAMAGE OR EXPENSES, WHETHER DIRECT OR CONSEQUENTIAL, INCLUDING BUT NOT LIMITED TO LOSS OF USE, INCOME, PROFIT OR PRODUCTION, INCREASED COST OF OPERATION OR DAMAGE TO MATERIAL.

4.Alterations

HİDROMEK reserves the right to make alterations or modifications in their equipment at any time, which may improve the performance and efficiency of the machine in their opinion. HİDROMEK shall not be obligated to make such alterations or modifications to machines already in service.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED, WHETHER WRITTEN OR ORAL, IMPLIED OR EXPRESSED. HİDROMEK ASSUMES NO OTHER OBLIGATION OR RESPONSIBILITY WITH RESPECT TO THE PRODUCTS, AND NO EMPLOYEE OR REPRESENTATIVE IS AUTHORIZED TO CHANGE OR EXTEND THIS WARRANTY IN ANY WAY OR GRANT ANY OTHER WARRANTY.

HİDROMEK

B. INSPECTION

Under terms of Dealership Agreement, all HİDROMEK PRODUCTS are to be delivered and serviced by a qualified HİDROMEK DEALER.

Reimbursement for arrival, pre-delivery, delivery maintenances are included in the normal Dealer commission, that is why they cannot be claimed to and reimbursed by HİDROMEK.

1. ARRIVAL & PRE-DELIVERY INSPECTION AND REPAIR

The Dealer, upon receipt of new machine and prior to delivery to final customer shall ensure that the fixed inspection items as per OPERATING & MAINTENANCE MANUAL are completed and any problem not notified at the factory or damages during transit are corrected. HİDROMEK will consider payment of claims for replacement of defective material or workmanship in machine.

The transportation company is responsible for any loss or damage incurred in transit. In case that event covered by insurance policy clauses incurred during the transit, the party responsible for insurance has to apply for reimbursement to the related insurance organization.

That is why, it is essentially needed a detailed inspection of each machine to be made on the board of the vessel/vehicle just before landing.

If considered as necessary, a copy of documents such as Charter Party, Insurance Policy, Statement of Sea Protest or Notes from the vessel's diary as well as countersigned report describing the losses have to be taken/completed.

2. DELIVERY INSPECTION

Upon delivery of new machine to the final customer, the Dealer shall confirm acceptance of the machine and its conditions.

The Dealer will ensure that the customer is instructed on the correct maintenance and the proper operation as well as the warranty policy of HİDROMEK.

The Dealer will ensure that all supplies (such as tool box, operation & maintenance manual etc.) must be furnished with the machine to the customer.

The Dealer shall carry out a thorough inspection according to the OPERATING & MAINTENANCE MANUAL.

Please, be sure that the machine is being delivered to the customer or his legal representatives. If during the delivery inspection the customer's operator is found to be not enough skilled and trained, the Dealer should perform a training course on his responsibility and expenses.

A correctly conducted pre-delivery inspection will assure the smooth delivery to the customer. If arisen, any warranty claims found on delivery inspection are to be prepared and submitted in the same manner as for a machine in service.

3. PERIODICAL INSPECTION

In addition to above mentioned inspections, the Dealer shall provide end-users with regular service in order to check Inspection Items as per OPEATING & MAINTENANCE MANUAL on basis of machine operating hours. A related inspection report should be completed and sent to HİDROMEK as explained trough 'Preparation & Submission of Documents' section.

Note: Any lack of performing the above inspections would seriously affect on the machine's safety, quality, service life and will automatically cancel its warranty.

4. RESEARCH

The Dealer's cooperation is expected when HİDROMEK does technical investigations or surveys regarding machine acceptance, performance, service, adjustment and tendencies in product liability etc within the territory of the respective Dealer.

5. MACHINE IN STOCK

From time to time, machines are purchased for stock or they can be kept for a period of time in stocks. As this is a Dealer inventory, the responsibility for proper preparation and protection during storage rests with the Dealer. Prior to delivery of these stored machines to an end user, extreme attention must be paid at pre-servicing and final check.

Any component failure, which is directly attributed to improper storage, will be total responsibility of the dealer.

C. NEW MACHINE WARRANTY**1. LIMITS**

Warranty coverage for HİDROMEK machine is limited by operating hours or by months of ownership. The Warranty Period for each machine is given in the Warranty Certificate for Customer and Dealer. The warranty period starts at the date of delivery to the end user, after completing of Delivery Inspection Form.

The warranty cannot be transferred in any case. If the machine is transferred to third parties without HİDROMEK'S written approval, warranty ends automatically.

2. NON - WARRANTABLE ITEMS**Normal wearing parts:**

- Lamp bulbs, fuses, motor brushes, connectors, glow plugs, cables, condensers
- Filter elements (air, oil, fuel, etc.)
- Parking brake and its parts
- Consumable parts – belts, brake pads, etc.
- Batteries
- Earth engaged parts – teeth, track parts, etc.
- Pins and bushings
- Cab parts – handles, windshield, glasses, wipers, etc.
- Tires (excluding production defect)

Normal aging or deterioration:

- Discoloration, fading, rusting...etc., of paint
- Rusting of plated parts
- Aging of rubber parts

Consumable items:

- Lubricants (oil and grease)
- Antifreeze, corrosion inhibitor and refrigerant
- Battery electrolyte
- Brake fluid

3. A PRIOR NOTIFICATION/APPROVAL NECESSITY CASES

In some cases, when serious warrantable failure occurs, a prior notification of HİDROMEK before performing the work would be necessary. Moreover, the decision whether and how a warranty repair to be conducted may have to be taken/approved by After Sales Services Department of HİDROMEK.

The amount necessary for repair of the machine and defined in the Warranty Agreement, have to be used as criteria when considering whether HİDROMEK follows to be notified in advance.

A prior notification is absolutely necessary when a down case occurs on any of the machine's main components, such as engine, transmission, drive axles, hydraulic main components, etc. This prior notification should be sent to the Technical Support Management via e-mail or the Technical Support Request through CRM web portal.

4. INOPERATIVE MACHINE HOURMETER

Accurate reporting of machine usage in operating hours depends on properly operating hour meter.

Do not estimate of machine usage on warranty claims for warranty repairs where machine hour meters are not or have not been working properly.

State on the claim that the hour meter is or has not been operative.

The After Sales Service Department of HİDROMEK will establish the estimated amount of machine usage to date declared on previous machine data.

5. PARTS

HİDROMEK will compensate for NEW GENUINE HİDROMEK machine replacement parts needed to repair any failure occurring during the new machine warranty period provided that investigation shows the failure was due to defective workmanship or defective material furnished by HİDROMEK.

6. LABOR

HİDROMEK will consider for adjustment labor expenses incurred in removing, repairing or replacing parts or assemblies, necessitated by failures occurring during the new machine warranty period according to the labor time specified in 'Standard Labor Time Manual'.

7. EXPENSES CONSIDERED FOR WARRANTY ALLOWANCE

HİDROMEK will compensate labor required to remove components, attachments, accessories or parts if such a removal is needed to permit or facilitate the correction of a warrantable failure. HİDROMEK will also compensate for reinstalling such components, attachments, accessories or parts.

In case of rework campaign, HİDROMEK will consider compensation for mileage and miscellaneous expenses of repair required for completing a warranty repair in the most satisfactory and economical manner.

8. EXPENSES NOT CONSIDERED FOR WARRANTY ALLOWANCE

- Travel Time labor required by a mechanic when carrying out a field warranty repair
- Fares for mechanic traveling by commercial transportation to or from a warranty repair
- Food and Lodging expenses incurred by a mechanic while away from Dealer service location
- Towing or Transportation charges required to bring the machine into the service facility
- Expenses incurred for damages resulting from an accident during transportation of the machine
- Compensation for personal injury or property damage resulting directly or indirectly from any failure of the machine
- Costs incurred by failures resulting from use of parts, accessories or attachments not approved by HİDROMEK
- Excessive time required for investigation of the failure or diagnosis of its cause
- Time for adjustment required for normal performance of the machine
- Waiting time labor and other expenses due to machine not being available for repair
- Compensation to the end user for the loss of time that is elapsed while the machine is out of work
- The cost of photographic works
- Communication expenses (phone, telegraph etc.)

9. USE OF NON HİDROMEK PARTS IN WARRANTY REPAIRS

HİDROMEK machine and parts are designed and manufactured to meet high quality and safety standards. Only GENUINE HİDROMEK PARTS should be used when carrying out any repairs, to ensure that our machine maintains and meets these high standards.

The distributor should keep an adequate stock of parts in order to be able to meet the needs of warranty as well as routine services.

Warranty reimbursement will not be made for claims where non-genuine parts have been used.

HİDROMEK will not accept responsibility for failures caused by, or resulting from the use of non-genuine machine parts.

D. SEPARATE WARRANTY

Some of the items and/or components could be considered as covered by the warranty of the original manufacturer. Typical samples are the engine, tires, batteries, etc.

In case, that warrantable failure has occurred on a part or component covered by separate warranty, the Dealer should contact to the nearest Regional Office or Component Authorized Dealer for the country, where the machine is located in.

HİDROMEK may act as an advisor between the end user and original manufacturer whenever necessary.

E. NEW GENUINE PARTS WARRANTY

1. PARTS WARRANTY PRACTICES

The parts warranty period for any NEW GENUINE HİDROMEK part, properly installed on a machine by the Dealer's trained and skilled service technicians, is 90 (Ninety) calendar days from the date of delivery of the parts to the customer or 180 (One Hundred and Eighty) calendar days from receiving of the parts by the Dealer, whichever occurs first.

2. PARTS WARRANTY DOCUMENTATION

Part claims (SSH-F-21.3) submitted to HİDROMEK should clearly show that the failure occurred because of a defect in company workmanship or material in that part.

Claims on replacement parts installed at the customer's expense should have evidence attached to establish the date of purchase by the customer (invoice) and an evidence of the part replacement job conducted by the Dealer's service (service report or card).

3. PARTS WARRANTY POLICY

The NEW GENUINE PART warranty differs from the new machine warranty. The parts warranty is 90 (Ninety) calendar days from the delivery of the parts to the customer.

In case that the machine repaired is still covered by NEW MACHINE HİDROMEK WARRANTY and remaining warranty period exceeds 90 days, the replaced parts warranty will be extended to the end of machine warranty period.

This warranty will be acceptable only for the new parts installed and will not be applicable for progressively damaged parts.

Note: Labor Time spent for repair of failure caused by a new genuine part will not be compensated.

F. PROGRESSIVE DAMAGE**1. GENERAL**

Progressive damage means damage to parts as a result of the failure of another part.

HİDROMEK, under certain circumstances, makes warranty allowances for progressive damage to HİDROMEK parts.

Progressive damage caused by a warrantable failure of a new HİDROMEK machine will be considered as warranty expense as outlined in this section.

2. HİDROMEK MACHINE PROGRESSIVELY DAMAGED WITHIN THE WARRANTY PERIOD OF NEW MACHINE

Progressive damage caused by failure of new machine within warranty period will be considered as warranty expense.

3. PROGRESSIVE DAMAGE CAUSED BY NEW MACHINE REPLACEMENT PARTS

Parts progressively damaged by a NEW GENUINE HİDROMEK replacement part will not be considered for reimbursement.

G. REWORK CAMPAIGN

A Rework campaign could be initiated by HİDROMEK in order to repair or replace parts prior to their failure.

This rework campaign is intended to eliminate potential safety hazards, prevent potentially expensive failures or correct repetitive product problem. Notification of a 'Rework Campaign' will be via the use of an urgent letter sent to Dealer and/or directly mailed to the customer by HİDROMEK After Sales Services department.

This type of notification will cover the proper method of implementation.

This will include:

1. Parts required
2. Affected products
3. The method of required parts order
4. Time frame for completion
5. The method of implementing Rework Campaign: steps necessary to carry out the repair, statement on procedures, technical instruction, warnings, tools required etc.
6. Claim presentation: explanation of the technical problem, it describes malfunctions that may occur consequently

In case of Rework Campaign, HİDROMEK will pay Dealer for the cost of parts, repair labor expenses, mileage and other expenses, which in judgment of HİDROMEK, which are deemed to be necessary according to judgement of HİDROMEK.

Dealer should prepare claim utilizing warranty claim application form in the same manner as for normal warranty repair.

H. WARRANTY RATES

1. GENERAL

Warranty rates are used as a calculation basis in preparing warranty claims when the Dealers have carried out warrantable repairs on customer's machine.

These warranty rates will be applicable for the parts, the mechanics labor hours spent, and the mileage of the service vehicles required for a warranty repair.

The warranty compensating rates are fixed in the Warranty Agreement undersigned by both Dealer and Hidromek.

2. WARRANTY RATES

- **Warranty Parts Rate**

HİDROMEK will compensate Dealers for the cost of parts used in the repair of a machine on Dealer Net, FOB Turkey price effective on the date when the defect is found.

- **Warranty Labor Rate**

Warranty labor rate will be based on the mean wage of mechanics (including foreman and hours equivalent, but excluding apprentices) in Dealer countries.

HİDROMEK will compensate the net repair labor expenses stipulated at Warranty Agreement and in accordance with the allowed flat labor time for each repair.

- **Mileage Rate**

HİDROMEK will compensate Dealers for the use of service vehicle in performing a warranty repair.

The mileage rate will be given in the Warranty Agreement.

In case Dealer desire to change the parts reimbursement, labor and mileage rates stipulated above, they may be changed upon mutual consultation and agreement between Dealer and HİDROMEK.

I. REIMBURSEMENT METHOD

1. NEW GENUINE HİDROMEK PARTS

A 'Warranty Parts Compensation Account' in behalf of Dealer will be opened at Hidromek After Sales Services Division.

Using the credit available in this account, Dealer will be able to purchase any Hidromek genuine spare parts.

2. LABOR ALLOWANCE

Labor allowance is based on the time required for the repair.

HİDROMEK will adjust the total hours required to conduct a warranty repair on basis 'Standard Labor Time Manual' if the total hour is exceptionally excessive for the failure correction.

Labor expense will be on the basis of the HİDROMEK approved warranty labor rate in effect at the time of repair completion.

3. MILEAGE

Mileage will be limited to one round trip considered from the Dealer's nearest branch (authorized service) to the job site, but not more than max distance limited through the Warranty Agreement. The expense will be on the basis of HİDROMEK approved mileage rate in effect at the time when the repair is completed.

4. OTHER EXPENSES

Some other expenses, covered by the Dealer in correcting a warranty failure (such as salvaging costs etc.) could be considered by HİDROMEK as appropriate for reimbursement.

Compensation will be based on the invoiced price (V.A.T. excluded). A copy of the invoice and effective currency rate should be attached to the warranty claim.

When the expenses are considered to be exceptionally excessive, the total claimed will be adjusted.

III. PREPARATION & SUBMISSION OF DOCUMENTS

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F. TECHNICAL SUPPORT REQUEST FORM

1. HOW TO CREATE A SUPPORT REQUEST
2. HOW TO SEARCH FOR A SUPPORT REQUEST

A. GENERAL**1. REQUIREMENTS OF A WARRANTY CLAIM**

The following key points must be included in any warranty claim report. If the warranty claim does not provide all of this basic information, it will be considered as incomplete and therefore – unacceptable.

- All data required on the form, the machine and engine serial number included, must be completed on the claim report
- Be sure that the warranty period of machine or part is not expired
- Failure analysis and original customer complaint must be provided
- Report observations made during inspection and repair
- Explain the actions undertaken and final results
- Claim parts, labor and other allowable expenses
- Submit your warranty claims on CRM within 25 days the most after the repair date.

2. EVALUATING A WARRANTY CLAIM

Before submitting the warranty claim report to the TECHNICAL SUPPORT MANAGEMENT of HİDROMEK, a person other than the person who prepared the warranty claim report should evaluate it, checking the following points:

- Does the warranty claim report demonstrate that the failure is result of defective material or poor workmanship?
- In case it reports a warrantable failure, does it clearly show that the part(s), labor and other expenses claimed, were needed to repair the failure
- Are the expenses claimed according to the HİDROMEK'S warranty practices?

3. NON – WARRANTABLE CLAIMS

The warranty does not apply in the following cases even within its term of validity:

1. Failure to submit required reports such as Arrival, Pre-Delivery, Delivery and Periodic Maintenance Inspections.
2. Repairs required as a result of neglecting to satisfy the periodical maintenances specified in the Operator's Manual.
3. Repairs required as a result of neglecting proper maintenance during long storage of the machine before and after delivery.
4. Services performed other than by the HİDROMEK'S authorized Dealer and any defect resulting from such services.
5. Repairs required as a result of traffic accident, abuse or negligent handling as set forth in the Operator's Manual.
6. Repairs required using or as a result of using other than HİDROMEK's genuine parts or such lubricants as specified in the Operator's Manual or Maintenance Manual.
7. Costs incurred for maintenance services (checking, cleaning, lubrication, part replacement, replenishment of battery fluid, antifreeze and coolant, adjustment, etc.) and parts or materials replaced in such services.
8. Any changes occurring with time under normal use of the machine, slight irregularities not recognized as affecting quality or function of the machine or parts, functional phenomena and defects appearing only under particular or irregular operations. Typical examples of the events mentioned above are: leakage of oil or other fluids near oil seals, packing and joints, too slight to effect a decrease in the specified amount of oil; slight noise or vibration hardly affecting the machine's operation or function of the components.

9. Repairs required as a result of modifications to the machine or any component/parts, not recommended or approved by HİDROMEK.
10. Defects in equipment, devices and accessories other than those specified and mounted on the machine by HİDROMEK, and defects resulting from the use of unspecified equipment, devices and accessories.
11. Defects resulting from inadequate in the Dealer's storage, improper maintenance and general services.
12. Repairs necessitated by nature disasters (earthquakes, cyclones, etc.) and unusual accidents such as fire, vandalism and other disasters caused by human fault or negligence.
13. Modifications carried out without HİDROMEK'S approval.
14. Flushing of the contaminated unit (repair of failed parts/units resulting from the effect of contaminated fuel usage, non-draining the water trap, non-cleaning of hydraulic lines and relevant components).
15. Excessive wear caused by incompliance with the instructions for operation given in Hidromek Operation & Maintenance Manual supplied with the machine and the figures, capacities, limits specified in the Workshop Manual.
16. Operating the machine under inappropriate environment, conditions and methods.
17. Periodical Maintenance and Adjustments.

B. INFORMATION TO BE PROVIDED WITH A WARRANTY CLAIM REPORT

There are some mandatory items which have to be provided in case of creating a warranty claim on CRM. Hereinafter, you have to provide all items shown below on warranty claims.

- Photograph of Service Reports (All previous service reports have to be attached)
- Photograph of Machine Label
- Photograph of Hour meter
- Photographs/videos that show the failure
- Several photographs of Failed/Damaged part(s)
- Several photographs of Replaced/Repaired part(s)
- If you claim any "Other Cost" item, you have to provide related invoice(s). All "other cost" items such as local production of hose, rental crane, subcontractor service etc. Have to be verified with their invoices. Note: Costs of local supply parts will be limited to our spare parts prices.
- If there is any relevant correspondence, that should also be attached.
- In case of having failures on major components such as transmission, axles, engine, panels, control units, pumps, control valves, hydromotors etc. label of the components must be attached to warranty claim as well.

Besides, in case of having problems on major parts such as transmission, axles, engine, panels, control units, pumps, control valves, hydromotors etc. you should inform us before creating a warranty claim. Lastly, do not forget to submit your warranty claims on CRM within 25 days the most after the repair date.

C. WARRANTY CLAIM APPLICATION FORM

Warranty Claim Application Form should be created on CRM portal by the Dealer to request reimbursement for claimable expenses associated with a warranty repair. Any information that assists understanding the failure and repair circumstance should be included in the warranty claim report even though it may not be specially required.

1. CONNECTING TO HIDROMEK WEB PORTAL

Important Notes for The Beginning

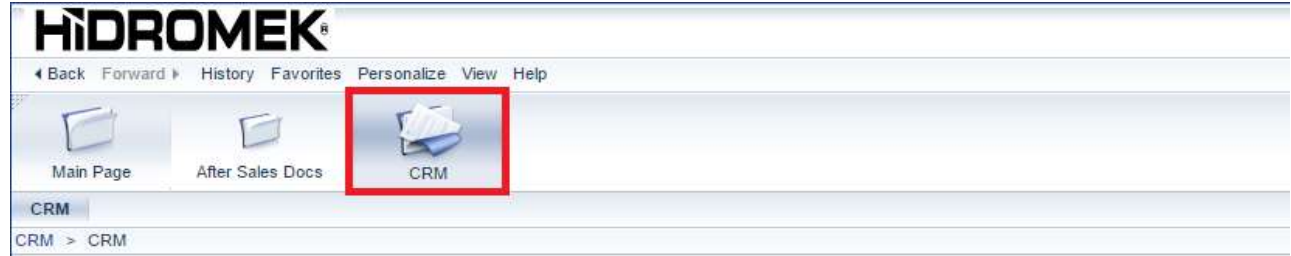
- Login page: <http://crm.hidromek.com.tr>
- We highly recommend "INTERNET EXPLORER" for our crm system
- User ID and Password will be supplied by HMK Technical Support Management for each authorized dealer.
- Following languages are enable to use the system. You can select your language from the "language" menu before login to the site. But type all explanations in "English" in the service forms. (English, French, Spanish, Polish, Portuguese, Russian, Hebrew, Bulgarian, Serbian, Slovakian, Romanian)
- As a security rule, the passwords will be valid for 45 days. Every 45 days system will ask you to change your password. After changing it, please update all users in your company. Besides, please note that if you enter password 3 times wrong, your account will be blocked and, in this case, communicate with HMK Technical Support Management so that it can be activated again.
- For warranty claims please note that maximum limit is **25 days** between repair and claim date. If this is more than 25 days than the system will not accept your claim.
- This, new system is checking all operating hours of a machine. That means while registering your inspections, maintenances and claims you need to put all your files in a sequence firstly and then you need to input them to the system. You must start with the form which has the smallest operating hour and then continue to the higher ones. For example; if you have a maintenance form with 250 hours and claim with 260 hours you need to register the maintenance firstly then the claim. If you register claim firstly then you will not able to input your maintenance.
- You need to create a customer account in order to continue using this system. For delivery inspections, periodical maintenances and warranty claims you will need those customer accounts.

How to Connect to CRM

When you login, you will see the main page like below with some menus. There will be 3 main sections on the main page. These are Announcements, News and Weather/Exchange details.

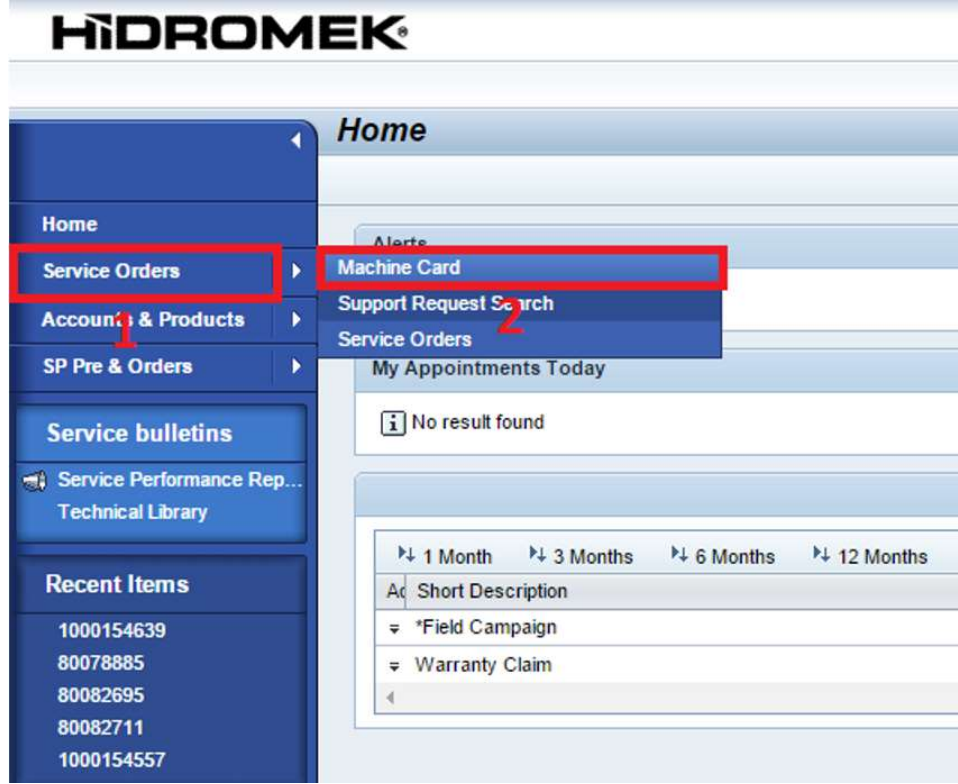


By this portal, you will be able to pass directly to CRM system without any second login page. Just press the "CRM" icon on the left top of the screen and a new window will be opened and you will be directed to the CRM.



HOW TO CREATE A WARRANTY CLAIM

To create a warranty claim form, choose MACHINE CARD from the SERVICE ORDERS menu and reach to the Machine Card page.



Write down the machine serial number in to the serial number box and press "Search" button to get the MACHINE CARD.

Customer / Failure Reception

Customer / Failure Reception

Enquire Customer / Serial no

Serial No.: HMK102BHA2B120459
Char:

Enquire Customer / Serial no

Distributor:
Machine Type:
Total Operation hour:

Then by the following page select "Warranty Claim".

The following, empty form will appear on the screen.

To fill this form;

Final Customer : Press the button inside the red square shown below. A pop-up menu will come to screen and by this menu please select the customer for this machine. You need to open a "customer card" for your customers. It will be described how to open an account for a customer.

Final Customer:*

- Serial number** : Machine serial number will appear automatically on the screen.
- Machine Model** : Machine model will appear automatically on the screen.
- Working Hour** : Mandatory to be filled.
- Warranty Type** : Select the warranty type from the drop-down menu. See below for warranty types we will use.

Machine Warranty: This is the standard machine warranty for the machines of end users.
Political Warranty: Special warranty condition which will be used by special cases. For regular claims **DO NOT** use this warranty type.
Spare Part Warranty: Warranty type for spare parts. If you select this you **MUST** fill the invoice number and invoice date details on the "Spare parts invoice Date" section of form.
Before Delivery Warranty: If you do not deliver the machine to the customer and the machine is in your stock, please use this one.

Warranty Description : This field will appear automatically on the screen. Fill in all necessary details about the failure; customer complaint, cause of the problem, remedy & result, customer address, suggestion of technician. Please fill in those areas in English as possible as you can.

Date Information : Shipment date and all inspections dates will automatically come to the screen.

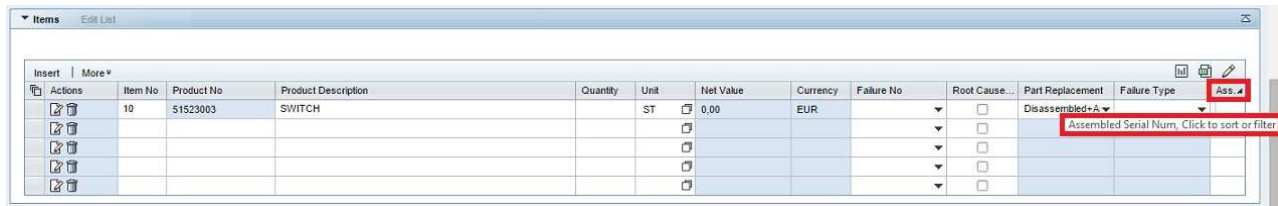
Component Replacement: Firstly, you should enter the component part number to "Product No" which is in "Items" section. After that fill the necessary field (quantity, failure no etc.) on the part line. On the "Part Replacement" section. There are 3 different option that you can select. If you use the part in your stock or you have already paid the value of the part. You should choose "Disassembled + Assembled part". If the part has been sent to you free of charge, you should choose "Free part (Assembled + Disassembled)". If you have repaired the part for example welding, you should choose "Repaired part".

| Item No | Product No | Product Description | Quantity | Unit | Net Value | Currency | Failure No | Root Cause | Part Replacement | Failure Type | Ass... |
|---------|------------|---------------------|----------|------|-----------|----------|------------|------------|------------------|--------------|--------|
| 10 | 51523003 | SWITCH | | ST | 0,00 | EUR | | | Part Replacement | | |

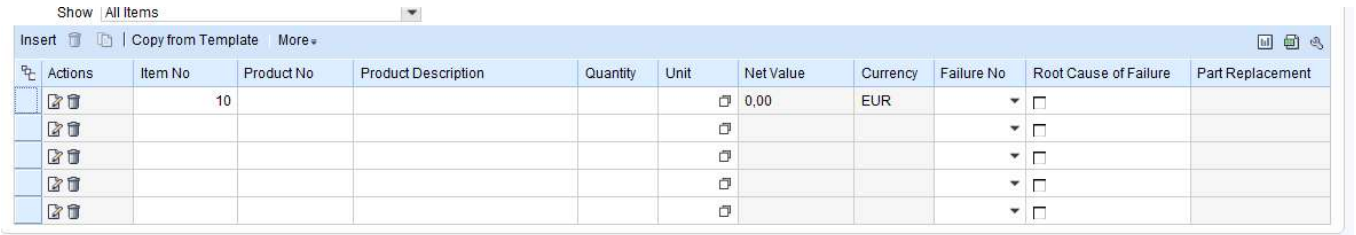
Choose the "Failure Type" on the list given below.



If you replace a component which keeps with its own serial number (engine, pump, axles etc.) this area will be filled from "Items" section given below.



Fill all costs (part, labor, mileage and other) to the following screen.



Part Cost

Enter the part number to "Product No" field and then push enter. The "product description" will appear automatically. Enter "quantity". "Net value" will appear automatically according to your last purchase price.

Please note that even you have not replaced a part during the repair, you **MUST** write the concerned part number of the failure.

Failure No: Select the failure no from the drop-down menu. You have to fill the field for each item you enter the "Items" section.

You might have failures more than one (please notice that **not faulty parts** more than one) at the same time and both might be a warranty issue. Then you have to separate **faulty parts** and **labor** as "Failure 1" and "Failure 2". You do not have to separate the mileage because you go to near the machine once so you can enter all mileage to first failure. Therefore, we can know that which part and labor are used for which failure. You can find an example below.

Items Edit List

Show All Items

Insert Copy from Template More

| Acti... | Item No | Product No | Product Description | Quan... | Unit | Net V... | Curre... | Failure No | Root Cause of Failure | Part Replacement |
|---------|---------|------------|---------------------|---------|------|----------|----------|------------|-------------------------------------|-----------------------|
| | 10 | 51523003 | SWITCH | 1 | ST | 19,93 | EUR | Failure 1 | <input checked="" type="checkbox"/> | |
| | 20 | SI00052 | Labor Cost | 1,0 | HR | 14,00 | EUR | Failure 1 | <input type="checkbox"/> | |
| | 30 | SI00053 | Milage Cost | 100 | KM | 17,00 | EUR | Failure 1 | <input type="checkbox"/> | |
| | 40 | F0141323 | PUMP, FUEL TRANSFER | 1 | ST | 206,61 | EUR | Failure 2 | <input checked="" type="checkbox"/> | |
| | 50 | SI00052 | Labor Cost | 2,0 | HR | 28,00 | EUR | Failure 2 | <input type="checkbox"/> | |
| | 60 | 01852301 | MAIN BOARD | 1 | ST | 128,37 | EUR | Failure 3 | <input checked="" type="checkbox"/> | Free-Of-Charge/Warrar |
| | 70 | SI00052 | Labor Cost | 2,0 | HR | 28,00 | EUR | Failure 3 | <input type="checkbox"/> | |

Root Cause of Failure: If the claimed part is the main reason of the failure than put a thick to the box next to the mentioned part.

Labor Cost

For labor cost, you need to write "SI00052" to the "Product no" field. Then please enter the quantity as well. New value will automatically appear.

Failure No: If you replaced more than one part for more than one independent failure and if you claimed all in the same time for labor costs you need to separate this for each claimed failure. For example, if you claimed 2 different failure (failures can be included more than one part), for each failure you need to write two different labor costs and for each of them you need to selected failure no according to the part.

Root Cause of Failure: For Labor cost there is no need to make any change.

Milage Cost

For mileage cost, you need to write "SI00053" to the "Product no" field. Then please enter the quantity as well. New value will automatically appear. It will be enough to write only one mileage for all failures. As you know you go to near the machine and return only once for just one repair. It means there is no need to divide mileage amount between the failures. The system also allows to register only one mileage item for each claim.

Root Cause of Failure: For mileage cost there is no need to make any change.

Other Cost

For other cost, you need to write "SI00054" to the "Product no" field. Then please enter the quantity as "1" for this cost type.

Failure No: Select the correct failure no as like the others.

Root Cause of Failure: For other cost there is no need to make any change. After you fill this field push the "edit" button which is shown in red below.

| | | | | | | | | | | |
|--|----|---------|------------|---|----|------|-----|-----------|--------------------------|--|
| | 60 | SI00054 | Other Cost | 1 | ST | 0,00 | EUR | Failure 1 | <input type="checkbox"/> | |
|--|----|---------|------------|---|----|------|-----|-----------|--------------------------|--|

And you will be directed to a new screen to input the other cost value. Write the other cost value as show below and then push "back" button to return to main page.

| Reference Objects | | | | | | |
|-------------------|--------------|---------|------------------|-----------|----------------------|--------------|
| Actions | Component ID | Part No | Part Description | Serial No | Assembly/Disassembly | Product Type |
| | | | | | | |

| Price Details | | | |
|-------------------------------------|----------------------|-------|-----------|
| Status | Price Element | Price | End Value |
| <input checked="" type="checkbox"/> | CRM Manual inor-disc | 0,00 | |
| <input checked="" type="checkbox"/> | No Text Available | 0,00 | 0,00 EUR |
| <input checked="" type="checkbox"/> | No Text Available | 0,00 | 0,00 EUR |

Below you will see a final screen after you complete all the fields and claim more than one parts.

| Actions | Item No | Product No | Product Description | Quantity | Unit | Net Value | Currency | Failure No | Root Cause of Failure | Part Replacement |
|---------|---------|------------|------------------------------|----------|------|-----------|----------|------------|-----------------------|------------------|
| | 10 | F0645835 | GEAR, CROWN WHEEL AND PINION | 1 | ST | 338,71 | EUR | Failure 1 | | |
| | 20 | F9915020 | COVER | 1 | ST | 7,80 | EUR | Failure 2 | | |
| | 30 | SI00052 | Labor Cost | 1,0 | HR | 14,00 | EUR | Failure 1 | | |
| | 40 | SI00053 | Mileage Cost | 100 | KM | 17,00 | EUR | Failure 1 | | |
| | 50 | SI00052 | Labor Cost | 1,0 | HR | 14,00 | EUR | Failure 2 | | |
| | 60 | SI00054 | Other Cost | 1 | ST | 100,00 | EUR | Failure 1 | | |

The total claimed value can be seen on the right up side of the claim form, as seen below. You can also see the status of your claim in the same section.

Processing Data

| | |
|----------------|------------|
| Status | Open. |
| Claimed Value | 393,98 EUR |
| Accepted Value | 0.00 |

Dates: Write the following dates into the field which are necessary for your claim to be evaluated correctly.

- Failure date:
- SP (Spare Part) Supply date:
- Repair date:

Attachments: It is mandatory to take the pictures which are new and old part, machines general looking, the label of the machine and the related service form be attached to the warranty claim. Please use this section to upload the picture(s) from your computer.

| Attachments | Attachment | URL | With Template | Advanced |
|-----------------|------------|-----|---------------|----------|
| No result found | | | | |

After you complete all the fields, press the "Save" button and if everything is Ok the system will save the claim and it will give you a claim number which starts with "8". Below is a screen shot of a well-done warranty claim with the claim number on the left upper side.

If you want a second warranty claim for the same machine you can use the "copy" button located on the top of the form. For its exact locations please see below. Once you use this option, the claim will be copied for the same machine with all other details. All you need is to cancel previous costs and failure details and fill those fields for the new claim and then save.

You also can edit your warranty claims if the status is "Open". You should press on "edit" and you can change or add some information, costs etc. into your claims. But do not forget to change its status to "Create Claim", if not it will never be evaluated.

D. FIELD CAMPAIGN FORM

Customer / Failure Reception

Enquire Customer / Serial no Warranty Claim Support Request **Field Campaign Form** Delivery Inspection

Serial No.: HMK102BLE2B260634

Search

Enquire Customer / Serial no Sal

Distributor: SOCIETE LE MATERIEL SA

Machine Type: 102B

Total Operation hour: 8

If there is a SERVICE BULLETIN for a specific failure on the machine. You should use Field Campaign Claim instead of a standard warranty claim. All of the procedure is the same with the "Warranty Claim". There is only one difference as selecting the related service bulletin from "Active Bulletins/ Field Campaigns" section shown below.

*Field Campaign: New

Save Cancel New Create Follow-Up Print Preview Actions Auto Complete Refresh

Partner have alternative addresses

Dealer: Company SARL F OUMA HAP

Final Customer:

Reference Objects

Machine ID: MKN1000033429

Machine Type: 370LC

Serial No: E137115

Total Operating hour:

Machine Location:

Shipment Date: 27.03.2015

Warranty Description:

Processing Data

Delivery Date:

Status: Draft

Net Value: 0.00 EUR

Remedy & Result

Suggestion of Technician

Bulletins/Field Campaigns

Active Bulletins/Field Campaigns:

There are 3 type action for SERVICE BULLETIN. These are given below.

| | | | |
|---|--|--|---|
| HİDROMEK® | SERVİS BÜLTENİ SERVICE BULLETIN | BÜLTEN NO/BULLETIN NO SBE-15037 | |
| | | TARİH/DATE: 21.01.2016 | |
| KONU/ SUBJECT | KULE KİLİT VALFİ DEĞİŞTİRİLMESİ | | |
| MAKİNE TİPİ VE MODEL/ MACHINE TYPE & MODEL | HMK200W-2, HMK200W-3, HMK200W-4 | | |
| KAPSAYACAK MAKİNELER/ AFFECTED MACHINES | IV. sayfada verilen listeye göre. | | |
| AKSİYON/ ACTION | <input type="checkbox"/> ŞİKAYET HALİNDE/ IN CASE OF COMPLAIN | <input type="checkbox"/> SERVİS HİZMETİ VERİLDİĞİNDE/ DURING ANY SERVICE ACTIVITY | <input checked="" type="checkbox"/> KAMPANYA/ FIELD CAMPAIGN |

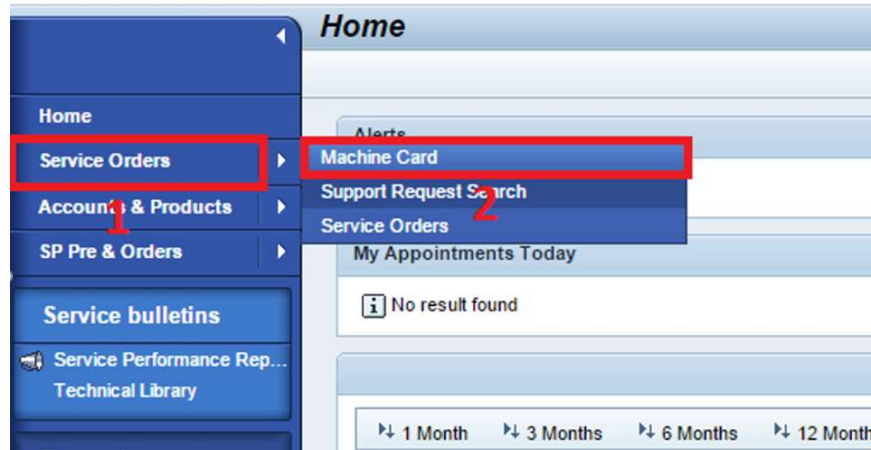
In Case of Complaint: If this one is marked, you should apply this bulletin in case of any complain. For this action. All procedure is the same with standard warranty claim.

During Any Service Activity: If this one is marked, you should apply this bulletin during any service activity (maintenance or any different failure). When you enter this claim, you cannot enter mileage cost. Because you have already gone to the machine. All the other procedure is the same with standard warranty claim.

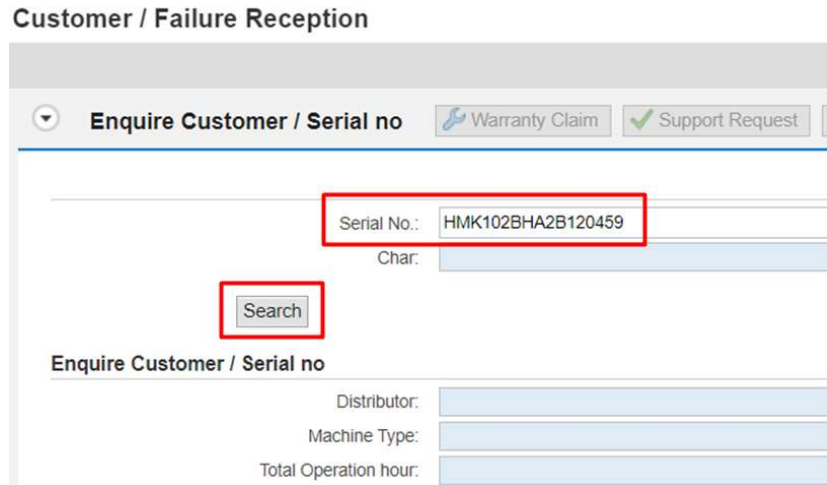
Field Campaign: If this one is marked, you should apply this bulletin as immediate as possible.

E. INSPECTION REPORTS

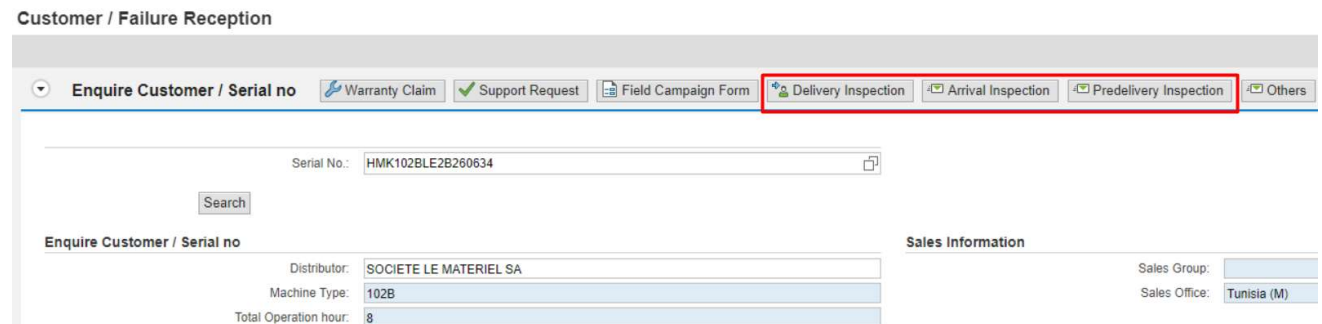
To register the machine into the system; choose MACHINE CARD from the SERVICE ORDERS menu and reach to the Machine Card page.



Write down the machine serial number into the serial number box and press "Search" button to get the MACHINE CARD.



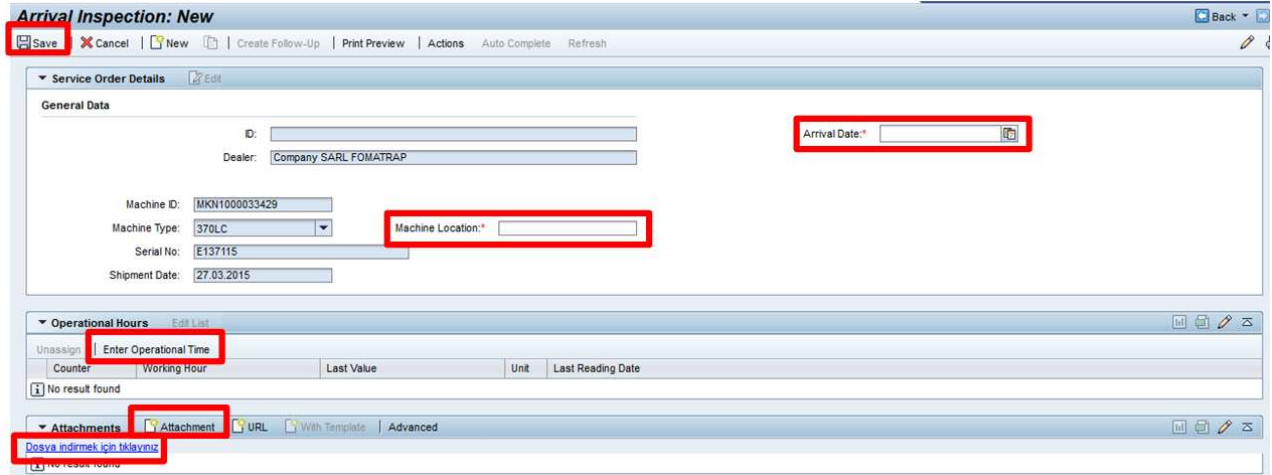
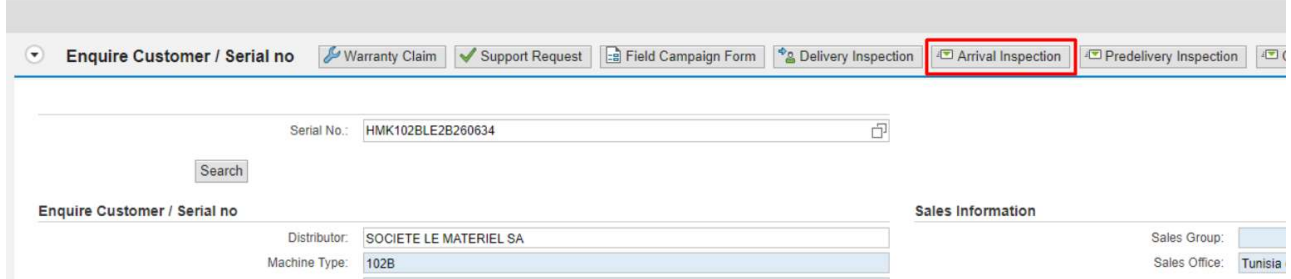
Press to needed button to reach the related inspection form.



1. ARRIVAL INSPECTION FORM

When you click on the "Arrival Inspection Form" the following, empty form will appear on the screen.

Customer / Failure Reception



To fill this form;

Serial Number: Machine serial number will appear automatically on the screen.

Machine Model: Machine model will appear automatically on the screen.

Arrival Date: Enter the "Arrival date" of the machine. Please note that field MUST be filled otherwise the document will not be saved

Shipment Date: This date will appear automatically on the screen.

Machine Location: Write down the location of the machine. City, district etc.

Operations Hours: Press the "Enter Operational Time" button in red square. Then enter the operation hour to the "Working Hour" field. Please note that field MUST be filled otherwise the document will not be saved

Attachments: Press on the link "Dosya indirmek için tıklayınız" to download inspection form and fill in the required and "Arrival" sections on the Inspection form in excel format and save it. And then press on the "Attachment" button in red square to upload the saved inspection form from your computer to the system. A pop-up page will appear which will guide to select and upload the inspection form from your computer. Please note that without uploading the form to the system you can't save the inspection campaign report.

After you fill all the spaces and complete the report, push the **"save"** button on the right upper side. If all necessary fields are filled correctly the report will be saved successfully and the system will give you a document number which is starting with "34" automatically.

Below you can see a completed and saved "Arrival Inspection" with the document number on the upper side with "34...."

Arrival Inspection: 34003611 Back

Save | Cancel | New | Create Follow-Up | Print Preview | Actions | Auto Complete | Refresh

Service Order Details Edit

General Data

ID: 34003611 Arrival Date: 13.09.2015
 Dealer: Company SARL FOMATRAP

Machine ID: MKN100033605
 Machine Type: 102B Machine Location: ALGIERS
 Serial No: HMK102BFK2B060465
 Shipment Date: 17.04.2015
 Warranty Descripti...

Counters and Readings Edit List

| Ref. Object | Counter | Working Hour | Last Value | Last Reading Date |
|-------------|------------|--------------|------------|-------------------|
| 479438 | MKN1000... | 5 | 6 | 18.01.2016 |

Attachments Attachment URL With Template Advanced

[Dosya indirmek için tıklayınız](#)

| Actions | Name | Type | Created By | Created On | Langu... |
|------------|------------|---------------|------------|------------------|----------|
| Properties | AI B060465 | MS Excel File | 1900135 | 18.01.2016 10:56 | EN |

2. PREDELIVERY INSPECTION FORM

Select "Predelivery Inspection Form" on the machine card in order to fill in.

Customer / Failure Reception

Enquire Customer / Serial no Warranty Claim Support Request Field Campaign Form Delivery Inspection Arrival Inspection **Predelivery Inspection**

Serial No.: HMK102BLE2B260634

Search

Enquire Customer / Serial no

Distributor: SOCIETE LE MATERIEL SA
 Machine Type: 102B
 Total Operation hour: 8

Sales Information

Sales Group:
 Sales Office: Tunisia

Then following, empty form will appear on the screen.

To fill this form;

Serial Number: Machine serial number will appear automatically on the screen.

Machine Model: Machine model will appear automatically on the screen.

Arrival Date: Arrival date will appear automatically on the screen.

Pre-Delivery Date: Enter the "Pre-Delivery date" of the machine. Please note that field **MUST** be filled otherwise the document will not be saved

Shipment Date: This date will appear automatically on the screen.

Machine Location: If you filled this field before on the arrival inspection, this info will appear automatically.

Operations Hours: Press the "Enter Operational Time" button in red square. Then enter the operation hour to the "Working Hour" field. Please note that field **MUST** be filled otherwise the document will not be saved

Attachments: Press on the link "Dosya indirmek için tıklayınız" to download inspection form and fill in the required and "**Pre-Delivery**" sections on the Inspection form in excel format and save it. And then press on the "Attachment" button in red square to upload the saved inspection form from your computer to the system. A pop- up page will appear which will guide to select and upload the inspection form from your computer. Please note that without uploading the form to the system you can't save the inspection report.

After you fill in all the spaces and complete the report, push the "**save**" button on the right upper side. If all necessary fields are filled correctly the report will be saved successfully and the system will give you a document number which is starting with "35" automatically.

Below you can see a completed and saved "Pre-Delivery Inspection" with the document number on the upper side with "35..."

Predelivery Inspect.: 35003353 Back

Save | Cancel | New | Create Follow-Up | Print Preview | Actions | Auto Complete | Refresh

! Predelivery inspection done before

Service Order Details Edit

| General Data | | Date Information | |
|----------------------|-----------------------|--------------------|------------|
| Dealer ID: | 35003353 | Arrival Date: | 13.09.2015 |
| Dealer: | Company SARL FOMATRAP | Pre-Delivery Date: | 03.10.2015 |
| Machine ID: | MKN1000033605 | | |
| Machine Type: | 102B | Machine Location: | ALGIERS |
| Serial No: | HMK102BFK2B060465 | | |
| Shipment Date: | 17.04.2015 | | |
| Warranty Descript... | | | |

Counters and Readings Edit List

| Ref. Object | Counter | Working Hour | Last Value | Last Reading Date |
|-------------|-----------|--------------|------------|-------------------|
| 479438 | MKN100... | 6 | 6 | 18.01.2016 |

Attachments Attachment URL With Template Advanced

[Dosya indirmek için tıklayınız](#)

| Actions | Name | Type | Created By | Created On | Lang... |
|------------|-------------|---------------|------------|------------------|---------|
| Properties | PDI B060465 | MS Excel File | 1900135 | 18.01.2016 10:59 | EN |

3. OPENING A NEW CUSTOMER ACCOUNT

From the main menu on the left side please **select "Reports" and then "Accounts"**.

Home

- Home
- Service Orders
- Accounts & Products
 - Accounts
 - Corporate Account
- SP Pre & Orders
- Service bulletins
- Service Performance Rep...
- Technical Library
- Recent Items
 - 9004529
 - 80079954
 - 80079694
 - 80082892
 - 1000155155

Alerts

Corporate Account

No result found

1 Month | 3 Months | 6 Months | 12 Months

| Short Description | Int2 |
|-------------------|------|
| *Field Campaign | 17 |
| Warranty Claim | 2 |

From the following screen, press "Individual Account" and press "Corporate Account" for opening a new customer account.

Note: If you have already opened an account for the customer, you should use that account. No need to open one more account for the same customer.

Search: Accounts

Search Criteria

Search for: Individual Accounts

Account ID is []

Last Name is []

First Name is []

Country is []

Region is []

Postal Code contains []

Phone is []

Maximum Number of Results: 100

Search Clear Save Search As: [] Include View Save

Result List

Corporate Account Individual Account Group Merge Accounts

| ID | Name | Phone | Street | City | Region | Country | E-Mail | Comm. Method | Postal Code | ZZFLD000054 |
|----|------|-------|--------|------|--------|---------|--------|--------------|-------------|-------------|
|----|------|-------|--------|------|--------|---------|--------|--------------|-------------|-------------|

Then the following form will come to screen, fill in all the necessary fields.

Corporate Account: New

Save Cancel New

Account Details Edit

General Data

ID: []

Name 1: []

Search Term: []

Tax Number: []

Main Address and Communication Data

Street/House Number: []

Postal Code/City: []

Country: []

Region: []

Language: []

Phone/Extension: []

Mobile Country: []

Fax/Extension: []

E-Mail: []

Website: []

Notes

Red fields are "mandatory" to enter. After filling all the details, press the "Save" button on the left corner to save the customer account.

Important Note: You need to open a customer account in order to continue using this system. For delivery inspections, periodical maintenances and warranty claims you will need those customer accounts. That is why before doing any service jobs on the system DO NOT forget to open customer accounts.

4. DELIVERY INSPECTION FORM

Select "Delivery Inspection Form" on the machine card in order to fill in.

Customer / Failure Reception

Then following, empty form will appear on the screen.

To fill this form;

Final Customer: Press the button inside the red square shown below. A pop-up menu will come to screen and by this menu please select the customer for this machine. You need to open a "customer account" for your customers. It has already described how to open an account for a customer.

Final Customer:* 

Serial Number: Machine serial number will appear automatically on the screen. **Please note that** only the machines which have "Arrival and Pre-Delivery dates" will appear on this list.

Machine Model: Machine model will appear automatically on the screen.

Arrival Date: Arrival date will appear automatically if you have already filled in the Arrival inspection form.

Pre-Delivery Date: Pre-Delivery date will appear automatically if you have already filled in the Pre-Delivery inspection form.

Delivery Date: Enter the "Delivery date" of the machine. Please note that field **MUST** be filled otherwise the document will not be saved

Shipment Date: This date will appear automatically on the screen.

Machine Location: If you filled this field before on the arrival inspection, this info will appear automatically.

Operations Hours: Press the "Enter Operational Time" button in red square. Then enter the operation hour to the "Working Hour" field. Please note that field **MUST** be filled otherwise the document will not be saved

Attachments: Press on the link "Dosya indirmek için tıklayınız" to download inspection form and fill in the required and "Delivery" sections on the Inspection form in excel format and save it. And then press on the "Attachment" button in red square to upload the saved inspection form from your computer to the system. A pop-up page will appear which will guide to select and upload the inspection form from your computer. Please note that without uploading the form to the system you can't save the inspection report.

After you fill all the spaces and complete the report, push the "save" button on the right upper side. If all necessary field are field correctly the report will be saved successfully and the system will give you a document number which is starting with "36".

Delivery Inspect.: 36006281 Back

Save | Cancel | New | Create Follow-Up | Print Preview | Actions | Auto Complete | Refresh

| General Data | | Date Information | |
|----------------------|-----------------------|--------------------|------------|
| Dealer ID: | 36006281 | Arrival Date: | 13.09.2015 |
| Dealer: | Company SARL FOMATRAP | Pre-Delivery Date: | 03.10.2015 |
| Partner Number: | KHIATI MUSTAPHA | Delivery Date: | 04.10.2015 |
| Machine ID: | MKN1000033605 | | |
| Machine Type: | 102B | Machine Location: | ALGIERS |
| Serial No: | HMK102BFK2B060465 | | |
| Shipment Date: | 17.04.2015 | | |
| Warranty Descript... | | | |

Counters and Readings Edit List

| Ref. Object | Counter | Working Hour | Last Value | Last Reading Date |
|-------------|-----------|--------------|------------|-------------------|
| 479438 | MKN100... | 6 | 6 | 18.01.2016 |

Attachments Attachment URL With Template Advanced

[Dosya indirmek için tıklayınız](#)

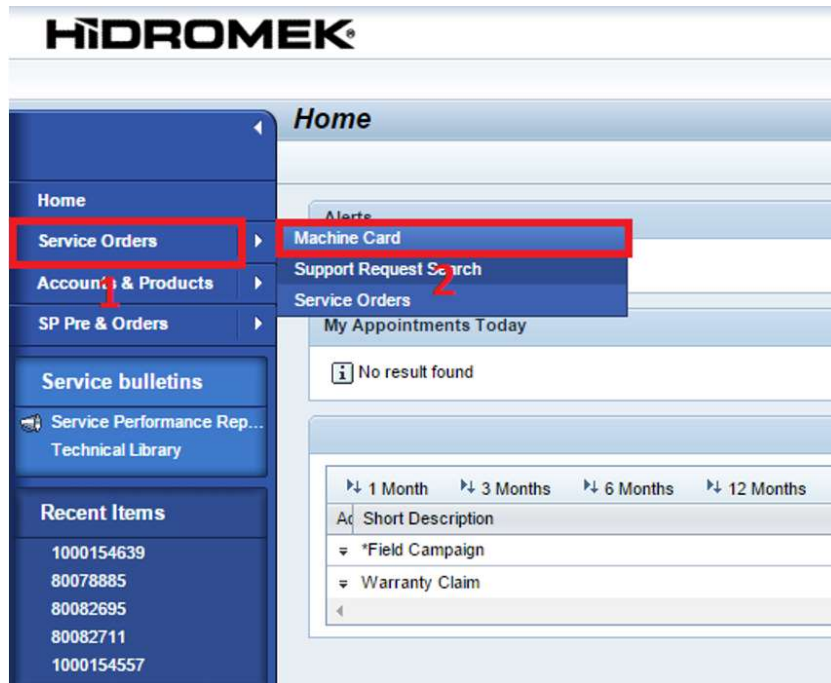
| Actions | Name | Type | Created By | Created On | Lang... |
|------------|------------|---------------|------------|------------------|---------|
| Properties | DI B060465 | MS Excel File | 1900135 | 18.01.2016 11:07 | EN |

F. TECHNICAL SUPPORT REQUEST

By 2014, Hidromek Technical Support Management has been organized in order to answer your technical support requests. You can get help from Technical Support Management about the troubleshooting of a problem which you faced on our products or about the other technical issues. It is possible to contact us by creating Technical Support Request on CRM. We kindly ask you to use only CRM system instead of your email accounts in order to proceed the system in a controlled manner. It has been explained in this manual how to create Technical Support Request. First of all, open your CRM account in English and follow up the steps given below.

1. HOW TO CREATE A SUPPORT REQUEST

To create support request, first select **Service Orders, Machine Card** on the main page.



Enter the serial number of the related machine.

Customer / Failure Reception

Enquire Customer / Serial no

Serial No.:

Char:

Enquire Customer / Serial no

Distributor:

Then by the following page select "Support Request".

Customer / Failure Reception

You will be given the information of **Machine Type, Shipment Date** and **Serial Number** datas automatically. **Machine Status, Jobsite, Total Operating Hour** and **Safety Risk** fields are mandatory to type in and have "*" beside them to warn you.

Machine Status, has importance related to operation urgency:

Machine Breakdown _____: It has operation priority.

Working _____: It is not urgent but need to be solved.

At Workshop _____: It shows that the machine is at workshop.

Jobsite, the service/dealer or region who has requested support has to define the working area.

Total Operating Hour, has to be bigger than the last working hour data. If you enter a smaller value you will get the error represented below.

Safety Risk, it has to be stated that if the operator or the staff are in danger or not.

Complaint, this field is mandatory in order to create Support Request. **Findings, Performed Action** and **Performed Test** also should be typed in.

Support Request: New Back

Save | Gönder | Cancel | New | Create Follow-Up | Print Preview | Refresh

Valid warranties were determined

Transaction History

Service Order Details Edit

| | | | |
|--------------------------------------|--|-----------------------------------|--|
| General Datas | | Processing Data | |
| Request No: <input type="text"/> | | Status: Draft | |
| Machine Information | | Material Information | |
| Machine Type: 102B | Serial Number: HMK102BTV35A23123 | Part Number: <input type="text"/> | |
| Shipment Date: 30.04.2014 | Total Operating hour: <input type="text"/> | | |
| Machine Status: <input type="text"/> | Safety Risk: <input type="text"/> | | |
| Jobsite: <input type="text"/> | Job Type: <input type="text"/> | | |
| Attachments: <input type="text"/> | Note Language: <input type="text"/> | | |
| Complaint | Findings | | |
| <input type="text"/> | <input type="text"/> | | |
| Performed Action | Performed Test | | |
| <input type="text"/> | <input type="text"/> | | |

If you know the defected spare part, type in the spare part number and select the correct attachment option in **Material Information** field.

Material Information

Part Number:

The Dealers which are directed by Authorized Regions Spain and Russia

The dealers which are directed by authorized regions Spain and Russia request support from related regions.

Draft: During creating support request, save as Draft Status in order to continue incomplete study later. Please keep in mind that if you save as Draft Status, your request will be off-system, i.e. your request won't reach to authorized region. Also, if you enter the working hour information you won't be able to save as Draft Status, so leave it empty.

Status:

- Draft
- Reply Request From Center
- Closed (Dealer Solved)

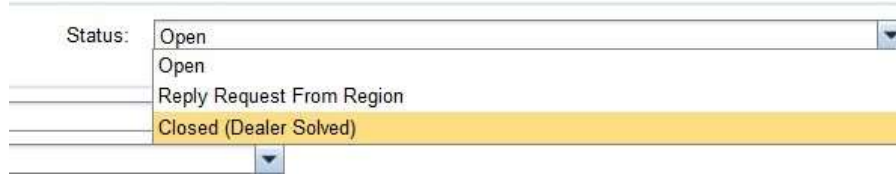
Reply Request from Authorized Region (Delivering Support Request to Authorized Region):

Soon after completing your support request, the authorized region will be informed both by CRM and email systems automatically and relevant person will contact you. Relevant person will help you to solve the problem, but if he/she can't help you then Technical Support Management will be informed by him/her. If the authorized region don't/can't help you in a certain time of period, the system will inform Technical Support Management automatically. That time period varies by the machine status.

Status:

- Draft
- Reply Request From Region
- Closed (Dealer Solved)

Closed (Dealer Solved): You can use this option to inform Technical Support Management about a problem that you have solved before.



A screenshot of a software interface showing a status dropdown menu. The menu is open, displaying four options: 'Open', 'Open', 'Reply Request From Region', and 'Closed (Dealer Solved)'. The 'Closed (Dealer Solved)' option is highlighted in yellow. The dropdown arrow is visible on the right side of the menu.

The Dealers which are directed by Center Turkey

The dealers which are directed by Center Turkey request support from Center (Technical Support Management).

Draft: During creating support request, save as Draft Status in order to continue incomplete study later. Please keep in mind that if you save as Draft Status, your request will be off-system. Also, if you enter the working hour information you won't be able to save as Draft Status.



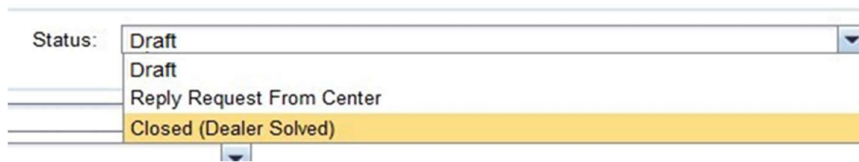
A screenshot of a software interface showing a status dropdown menu. The menu is open, displaying four options: 'Draft', 'Draft', 'Reply Request From Center', and 'Closed (Dealer Solved)'. The 'Draft' option is highlighted in yellow. The dropdown arrow is visible on the right side of the menu.

Reply Request from Center (Delivering Support Request to Center): Soon after you complete your support request, authorized person in center will be informed both by CRM and email systems automatically and will contact and help you.



A screenshot of a software interface showing a status dropdown menu. The menu is open, displaying four options: 'Draft', 'Draft', 'Reply Request From Center', and 'Closed (Dealer Solved)'. The 'Reply Request From Center' option is highlighted in yellow. The dropdown arrow is visible on the right side of the menu.

Closed (Dealer Solved): You can use this option to inform Technical Support Management about a problem that you have solved before.



A screenshot of a software interface showing a status dropdown menu. The menu is open, displaying four options: 'Draft', 'Draft', 'Reply Request From Center', and 'Closed (Dealer Solved)'. The 'Closed (Dealer Solved)' option is highlighted in yellow. The dropdown arrow is visible on the right side of the menu.

After You Get the Answer from the Region/Center

After you get the answer from the region/center on-going correspondence will follow the way as explained below on CRM. Right after the answer of the region/center, you will receive an automatic email that informs you. If you don't get automatic email please inform Technical Support Management to fix the problem.

Click on the document number of the related support request from the left column.

Result List

| Insp/Warra... | Machine Status | Serial No | Submit Date | User Status | Dealer | Shipment Da |
|---------------|------------------|-------------------|-------------|---------------------------|---|-------------|
| 30000148 | Machine Break... | HMK102BTV35A22019 | 30.12.2014 | Closed (Center Replied) | SARL FOMATRAP / 16000 Alger | 29.07.2013 |
| 30000146 | Working | HMK102STC35A80419 | 30.12.2014 | Draft | SONER ŞAHİN / 99999 IZMİR | 24.05.2012 |
| 30000145 | Working | D125125 | 30.12.2014 | Draft | ALQUIMAQ SISTEMAS S.L. / E-41500 SEVILLA | 28.03.2013 |
| 30000141 | Working | HMK102BTP35A22838 | 29.12.2014 | Reply Request From Dealer | ESAT ÇAĞDAŞ EGE / BORNOVA-İZMİR | 13.06.2014 |
| 30000131 | Machine Break... | 08068 | 23.12.2014 | Reply Request From Dealer | ESAT ÇAĞDAŞ EGE / BORNOVA-İZMİR | 08.06.2013 |
| 30000130 | Working | D130171 | 19.12.2014 | Closed (Center Replied) | HASAN ÖKSÜZOĞLU / ALTINDAĞ-ANKARA | 25.12.2013 |
| 30000128 | At Workshop | D120108 | 16.12.2014 | Closed (Center Replied) | JGARCIA | 20.03.2013 |
| 30000127 | Working | HMK102BTE35A22267 | 16.12.2014 | Reply Request From Dealer | BC MAKİNA OTOMOTİV SAN VE TİC.LTD.Ş / ... | 15.09.2014 |
| 30000126 | Machine Break... | E137017 | 15.12.2014 | Closed (Center Replied) | MUTSAN OTOM.PAZ.SAN.TİC.LTD.ŞTİ. / BU... | 14.05.2014 |
| 30000125 | Working | HMK102STL35A82191 | 15.12.2014 | Reply Request From Dealer | HİDROBİRLİK MAK.SAN.LTD.ŞTİ. / ANKARA | 27.09.2013 |

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On the next page, click on the text which is related with the answer received from the region/center.

| Actions | Text Type | Text | Language |
|----------------------|-----------------|--|----------|
| View Correspondences | Correspondences | 29 12 2014 13 03 12 LALTNBAS Kirlilik etkisi ile oluşan bu arızada özellikle hidrolik pompa basınç ve debilerini mutlaka alınız. Hidrolik y... | Turkish |
| Complaint | | ARIZA KODU: ARIZA AÇIĞI VE BOM KALDIRMA BAKİRETLERİNDE RESİK RESİK ÇALIŞTIRIL. | Turkish |
| Performed Action | | GERİ DÖNÜŞ HİDROLİK FİLTRESİNDE ÇAPAK GÖRÜLMESİNDEN DOLAYI, MAKİNA ARIZA TESPİTİ VE HİDROLİK SİSTEM TEMİZLİĞİ İÇİN SERVİS A... | Turkish |
| Findings | | MAKİNANIN GERİ DÖNÜŞ HİDROLİK FİLTRESİNDE İNCE METAL TOZUNA BENZER ÇAPAKLAR OLDUĞU TESPİT EDİLMİŞTİR. MAKİNA OPERATOR... | Turkish |

| Actions | Name | Type | Created By | Created On | Language |
|------------|------------------|---------------------------|------------|------------------|----------|
| Properties | VIDEO | application/octet-stre... | CEGE | 29 12 2014 10 41 | TR |
| Properties | IMG_0402.JPG.JPG | Image File | CEGE | 29 12 2014 10 41 | TR |
| Properties | IMG_0400.JPG.JPG | Image File | CEGE | 29 12 2014 10 41 | TR |

Click on **New**.

Support Request: 30000141 - Notes

Save | X

Text Type: Correspondences Language: Turkish

Correspondences
29.12.2014 13:03:12 LALTNBAS

Kirlilik etkisi ile oluşan bu arızada özellikle hidrolik pompa basınç ve debilerini mutlaka alınız.
Hidrolik yağ'dan ve çapaklardan örnek alınız.

Type in your answer/comments to the region/center in the field marked below and then click on **Save**.

Support Request: 30000141 - Notes

Save | X

Text Type: Correspondences Language: Turkish

After saving, depending on your dealer status select **Reply Request From Region** or **Reply Request From Center** in order to continue correspondence with region/center.

The first screenshot shows a dropdown menu with the following options: Draft, Draft, Reply Request From Region (highlighted), and Closed (Dealer Solved). The second screenshot shows a dropdown menu with the following options: Draft, Draft, Reply Request From Center (highlighted), and Closed (Dealer Solved).

You can attach the documents as picture or video by using **Attachments** section. It has great importance to share the documents as pictures or videos for troubleshooting.

The screenshot shows a software interface with four main sections: Complaint, Findings, Performed Action, and Performed Test. Below these sections are two tabs: 'Notes' and 'Attachments'. The 'Attachments' tab is highlighted with a red box and contains the following options: Attachment, URL, With Template, and Advanced. Below the tabs, there are two search bars, both containing the text 'No result found'.

The section of **Dates** shows the information of Date and Time data of the related support request.

The screenshot shows a table with the following columns: Date Type, Date From, and Time From. The table contains the following rows:

| Date Type | Date From | Time From |
|--|-----------|-----------|
| Date of sending to the region | | |
| Date of first reply of the region | | |
| Date of redirecting to centr from region | | |
| Date of last reply of the region | | |
| Date of first reply of the center | | |
| Date of last reply of the center | | |
| Date of closing | | |

In case of a completed support request by an authorized region, save status as Closed (Region Solved).

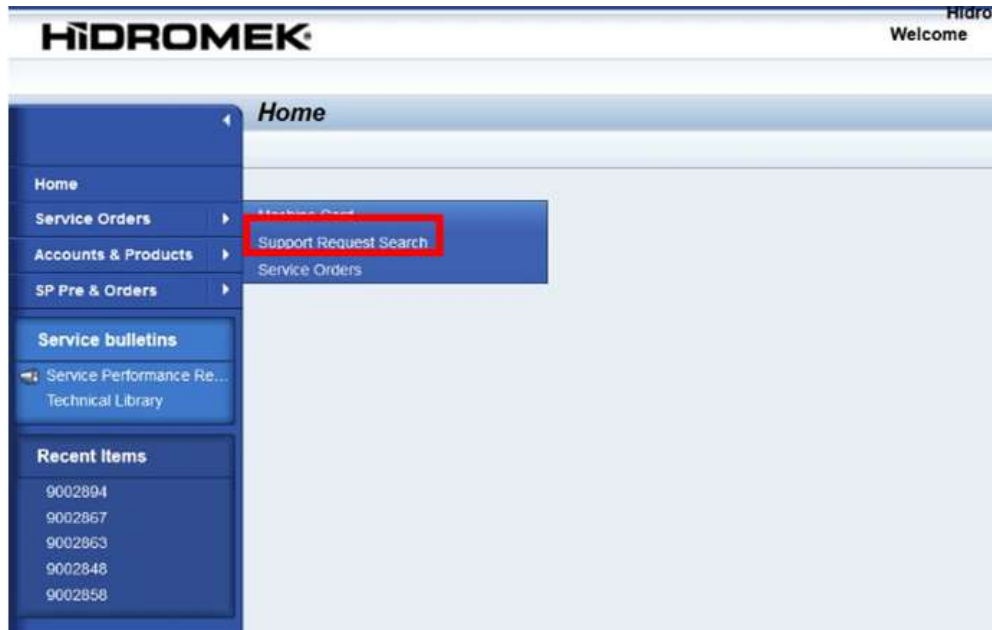
The screenshot shows a dropdown menu with the following options: Closed (Region Solved) (highlighted), and Closed (Dealer Solved).

In case of a completed support request by center, save status as Closed (Center Replied).

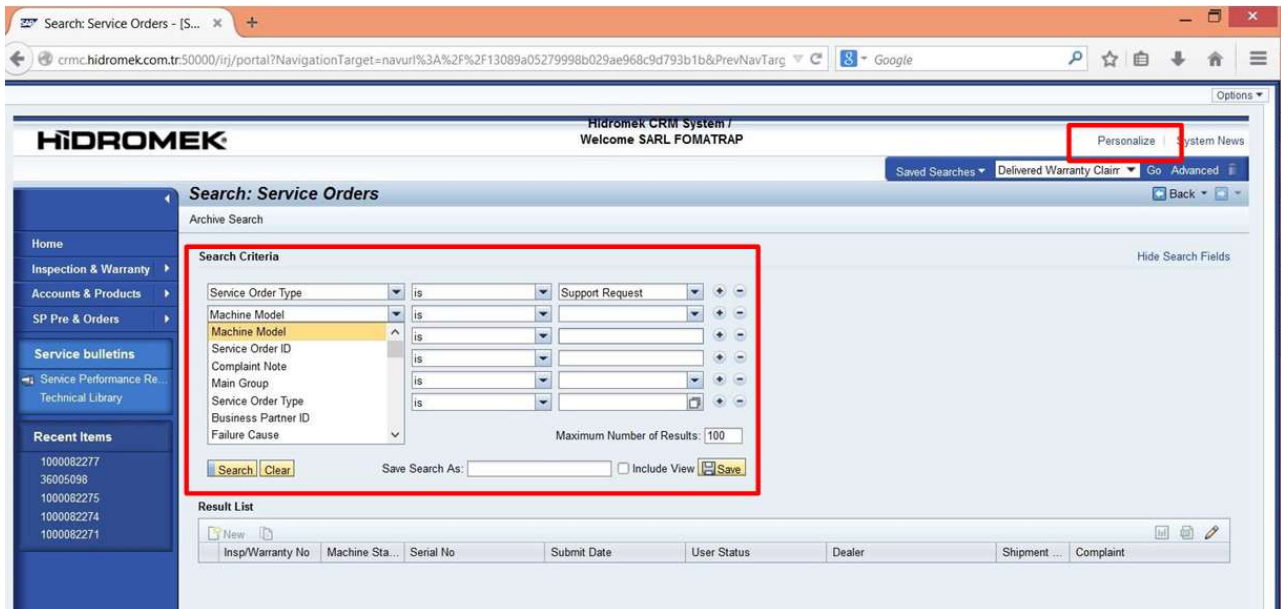
Status:

2. HOW TO SEARCH FOR A SUPPORT REQUEST

Support Request Search section is used to achieve old support requests which have created before.



You can delete or add criteria in the search criteria list by using the menu Personalize. You can benefit from the document number or filter the list by using the information of machine model, main group, subgroup, machine type, related parts and key words in order to achieve the desired document.



You can add criteria to the Result List and view the list per criteria.

Result List

| Insp/Warran... | Machine ... | Serial No | Submit Date | User Status | Dealer | Shipm... | Complaint | Service Order Type | Created On |
|----------------|-------------|-----------------|-------------|---------------------------|---------------------|-----------|-----------|--------------------|-------------------|
| 30000131 | Machine ... | 08068 | 23.12.2014 | Sort Ascending | ESAT ÇAĞDAŞ EGE... | 08.06.... | | Support Request | 23.12.2014 10:... |
| 30000130 | Working | D130171 | 19.12.2014 | Sort Descending | HASAN ÖKSÜZOĞL... | 25.12.... | | Support Request | 19.12.2014 09:... |
| 30000128 | At Works... | D120108 | 16.12.2014 | (All) | JGARCIA | 20.03.... | | Support Request | 16.12.2014 11:... |
| 30000127 | Working | HMK102BTE35A... | 16.12.2014 | (Custom...) | BC MAKİNA OTOMO... | 15.09.... | | Support Request | 16.12.2014 08:... |
| 30000126 | Machine ... | E137017 | 15.12.2014 | Closed (Center Replied) | MUTSAN OTOM.PAZ... | 14.05.... | | Support Request | 15.12.2014 15:... |
| 30000125 | Working | HMK102STL35A... | 15.12.2014 | Closed (Dealer Solved) | HİDROBİRLİK MAK... | 27.09.... | | Support Request | 15.12.2014 09:... |
| 30000124 | Working | C137156 | 13.12.2014 | Closed (Region Replied) | HASAN ÖKSÜZOĞL... | 15.03.... | | Support Request | 13.12.2014 11:... |
| 30000123 | Working | HMK102BTT35A... | 10.12.2014 | In Process | DEMİRHAN HİD BAK... | 17.11.... | | Support Request | 10.12.2014 17:... |
| 30000122 | Working | HMK102STV35A... | 09.12.2014 | Open | NIHAT AYDOĞAN / ... | 30.10.... | | Support Request | 09.12.2014 16:... |
| 30000121 | Machine ... | HMK102BDK2B0... | 08.12.2014 | Reply Request From Center | BC MAKİNA OTOMO... | 17.02.... | | Support Request | 08.12.2014 18:... |

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NOTE: Concerning User Status Column (sorting options):

In Process: The inspection has started and still in progress by region/center.

Reply Request from Dealers: The region/center answered to support request and waiting a response from dealer.

Result List

| Insp/Warran... | Machine ... | Serial No | Submit Date | User Status | Dealer | Shipm... | Complaint | Service Order Type | Created On |
|----------------|-------------------|-----------------|-------------|---------------------|---------------------|-----------|-----------|--------------------|-------------------|
| 30000131 | Sort Ascending | | 23.12.2014 | Reply Request Fr... | ESAT ÇAĞDAŞ EGE... | 08.06.... | | Support Request | 23.12.2014 10:... |
| 30000130 | Sort Descending | 1 | 19.12.2014 | Closed (Center R... | HASAN ÖKSÜZOĞL... | 25.12.... | | Support Request | 19.12.2014 09:... |
| 30000128 | (All) | 8 | 16.12.2014 | Closed (Center R... | JGARCIA | 20.03.... | | Support Request | 16.12.2014 11:... |
| 30000127 | At Workshop | 2BTE35A... | 16.12.2014 | Reply Request Fr... | BC MAKİNA OTOMO... | 15.09.... | | Support Request | 16.12.2014 08:... |
| 30000126 | Machine Breakdown | 7 | 15.12.2014 | Reply Request Fr... | MUTSAN OTOM.PAZ... | 14.05.... | | Support Request | 15.12.2014 15:... |
| 30000125 | Working | 2STL35A... | 15.12.2014 | Reply Request Fr... | HİDROBİRLİK MAK... | 27.09.... | | Support Request | 15.12.2014 09:... |
| 30000124 | Working | C137156 | 13.12.2014 | Closed (Center R... | HASAN ÖKSÜZOĞL... | 15.03.... | | Support Request | 13.12.2014 11:... |
| 30000123 | Working | HMK102BTT35A... | 10.12.2014 | Reply Request Fr... | DEMİRHAN HİD BAK... | 17.11.... | | Support Request | 10.12.2014 17:... |
| 30000122 | Working | HMK102STV35A... | 09.12.2014 | Closed (Center R... | NIHAT AYDOĞAN / ... | 30.10.... | | Support Request | 09.12.2014 16:... |
| 30000121 | Machine ... | HMK102BDK2B0... | 08.12.2014 | Reply Request Fr... | BC MAKİNA OTOMO... | 17.02.... | | Support Request | 08.12.2014 18:... |

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IV. REPAIR PRACTICES & PROCEDURES

CONTENTS:

A. GENERAL

B. SALVAGE AND REPLACEMENT

1. SALVAGE
2. REPLACEMENT
3. TEMPORARY REPAIR

A. GENERAL

Dealers approved to perform warranty repairs for HİDROMEK must conform to established repair practices and procedures given in the shop manuals published by HİDROMEK.

To settle claim effectively, Dealer performing the repair must judge fear the cause of, or responsibility for the failure, and the repairs needed.

Warranty repairs should be carried out in the most efficient manner possible. The decision by the Dealer whether to salvage or to replace a defective part should be based on which method is **most economical** while providing fair value to the customer.

This section provides guidance to be used when considering salvage or replacement and guidance for temporary repair.

NOTE: Reusable parts must be reinstalled.

B. SALVAGE AND REPLACEMENT**1. SALVAGE**

For warranty and administration purposes, a part is defined as any component, assembly or group of components necessary for the proper operation of a machine.

Brackets, starters and hydraulic cylinder group are typical example.

The definition of salvage is to economically return a failed part to a usable condition by using component parts while providing fair value to the customer. For instance, if the defective part can be satisfactorily salvaged for less cost than the Dealer net price of a new part assembly, the defective part should be salvaged and reinstalled on the machine.

To illustrate, it is normally more economical to replace with component part of transmission than it is to replace the complete unit. If necessary, HİDROMEK will reimburse the Dealer net cost of the salvage parts although the Dealer deals with replacement of a new part assembly.

2. REPLACEMENT

The replacement of defective parts should be made only after it has been determined that:

- The part is damaged beyond reuse
- The expense to salvage the part exceeds the Dealer net cost of a new part assembly
- The salvaged part will not provide fair value to the user

3. TEMPORARY REPAIR

It may sometimes be necessary to make temporary repairs to the machine in order to meet a schedule or to bring the machine into a service workshop for proper repairs. However, such temporary repairs are not covered by the warranty and will not be reimbursed.

V. DISPOSITION OF WARRANTY MATERIAL

CONTENTS:

A. GENERAL

B. MARKING FAILED PARTS

C. PACKING FAILED PARTS

D. SHIPPING FAILED PARTS

A. GENERAL

Since the reimbursed warrantable parts are property of HİDROMEK, the company may request the return of failed or progressively damaged parts for examination.

All failed and progressively damaged parts listed on a warranty claim report, whose return is not requested by HİDROMEK, must be held by the Dealer for a 180 (hundred and eighty) days from the date of acceptance of the claim.

When the HİDROMEK service department requires their return, the Dealer should return such parts.

Note: The failed warranty parts must be safely stored in a 'Warranty depot' where the customers could not see them.

B. MARKING FAILED PARTS

1. Marks should be made on the failed parts to indicate the location or position in the machine.
2. Marking should be made on the failed parts to indicate the exact location of the defects. This plays a very important part in ensuring that hard-to-find defects are not overlooked. Paint is generally recommended for marking.
- 3.

C. PACKING FAILED PARTS

To prevent damages in transit, parts or assemblies should be carefully packed or crated for return to HİDROMEK.

1. Failed parts must be packed in such a way that they can be immediately identified with the related claim.

Unidentified, loose or damaged in transit parts will not be accepted.

When parts for several claims are packed in the same container, each part must be tagged to indicate the claim number, machine model and serial number etc.

Insufficiently identified parts will not be considered for warranty evaluation.

2. If the failed parts are fragile or easily damaged, they should be packed with particular care.

D. SHIPPING FAILED PARTS

When returning failed parts related with warranty claim to the company, the Dealer is responsible for payment of all charges up to the time the failed part leaves his country. This includes transportation charges within the country (inland transport), brokerage and all shipping related charges.

HİDROMEK will pay for transportation from the port of the country to Turkey, import duties and brokerage fee in Turkey, only when the failed parts are returned by company request.