

## Warranty Policy of **AVANT** loaders and attachments

Avant Tecno Group's purpose is to produce effective and durable loaders for the professional use. Sometimes something sudden still happens and warranty is needed. This warranty policy includes guidelines how to manage warranty issues with **AVANT** loaders. Below are listed the basic rules on how to submit a warranty claim.

### 1. Warranty Period

Warranty terms of products are

- |  |                               |
|--|-------------------------------|
| 1. Warranty time for 200 series:                     | <b>24 months / 500 hours</b>  |
| 2. Warranty time for 400 series:                     | <b>24 months / 750 hours</b>  |
| 3. Warranty time for e5, 500,600,700 and 800 series: | <b>24 months / 1000 hours</b> |
| 4. Warranty time for attachments:                    | <b>12 months</b>              |

### 2. Warranty Start Date

1. Warranty Period Start date is limited to 24 months from Dealer invoice date for loaders held in dealer inventory. If a loader is not sold the warranty will begin on the first day of the 25<sup>th</sup> month.
2. Loaders designated/moved into a dealer's rental fleet must be registered for warranty within 15 days of transfer into the rental fleet.
3. Any loaders held in dealer inventory for 12 months or longer are required to have a pre-delivery service done (checklist provided below) in order to maintain full warranty. Warranty for loaders used in demos may be prorated.
  - Loaders with all applicable service and records up to 50 hours will maintain a full warranty.
  - Loaders with all applicable service records from 51 to 100 hours will receive a warranty that is 75 percent of the possible full warranty.
  - Loaders with 101 to 150 hours will receive a warranty that is 50 percent of the possible full warranty.

Dealer has the responsibility for keeping records of Avant loaders sold in his territory. This information may be needed in case of any service action or repair campaign.

### 3. Warranty Terms

Warranty terms are delivered to each customer within the operator manual of each loader.

Dealers will get the following information:

- Warranty procedure rules
- Information on engine warranties

## 4. Documents Associated with Warranty Policy

All warranty registrations and claims must be submitted via the Dealer Portal (<https://www.avantusadealer.com>).

### 4.1 Warranty Registration Form (WRF)

When Avant Tecno USA receives completed WRF from the Dealer, it knows that loader has been delivered to the customer. Date of the delivery in WRF is the starting date of the warranty.

- When loader is sold, filled WRF shall be sent without delay **via the Avant Dealer Portal**, to Avant Tecno USA.

This information must be filled in to Warranty Registration Form:

1. Loader model and serial number
2. Dealer name, address etc.
3. Customer name, address etc.
4. Date of delivery

WRF must be completed in connection with the delivery

- From dealer to the end user customer
- Upon entering dealer rental fleet

### 4.2 Warranty Claim Form (WCF)

WCF is a document which needs to be completed when a possible warranty case occurs. Avant dealer prepares the WCF according to the guidelines given by the Flat-Rate Guide and then sends it to AVANT Tecno USA. Avant Tecno USA makes the final decision whether warranty claim is accepted or not.

**The Warranty claim process is as follows:**

1. Complete the Warranty Claim Form (WCF) on the Dealer portal under Service
2. Submit the completed WCF within 30 days of the repair to AVANT Tecno USA
  - Properly completed WCFs aid in proper resolution of the warranty claim
3. Upon request, pictures of the damage or repair must be submitted **If your claim includes parts:**
  - Do not send any parts to AVANT Tecno USA without prior authorization
  - Warranty parts must be retained for inspection at the dealer's premises for 6 months after the WCF has been submitted. If parts are not available within this timeframe the credit memo may be withheld or revoked.
  - Avant Tecno USA will request the parts it wants to have back for inspection **(typically engines, hydraulic pumps, valves and hydraulic motors)**
4. **Approved WCF's** result in a credit memo issued by Avant Tecno USA
5. **Do not invoice Avant Tecno USA.** Warranty cases will be handled **without exception** by credit memos.

1.11.21

#### **4.3 Dealer PDI and Operator Training Checklist Form**

The Dealer PDI and Operator Training checklist must be completed and returned to Avant with the WRF. The PDI section of this form (top half) should be completed when the loader is received from Avant, the Operator Training section (bottom half) should be completed during delivery to the customer and have the customer signature on the signature line.

#### **5. Warranty Preapproval**

For any repair within the warranty period related to the engine, major hydraulic components, major structural or frame components and/or any repair estimated to exceed 6 hours of labor or \$1500, preapproval is required to be received by Avant Tecno USA for the claim to be considered for reimbursement by Avant Tecno USA.

## Flat Rate Guide

- Gives guidelines to determine acceptable “remove and replace (R/R)” service times of *AVANT* loaders.

HYDRAULIC EQUIPMENT	TASK	HRS
Variable flow pump	R/R	3.0
Hydrostatic pump centralizer u.	R/R	1.0
Centralizer spring package	R/R	0.5
Neutral adjustment	R/R	0.5
Driving control cable	R/R	1.5
Relief valve settings	R/R	1.5
Oil cooler	R/R	1.0
Hydraulic HP-filter	R/R	0.5
Hydraulic return-line filter	R/R	0.5
Oil temperature sender	R/R	1.0
Hydraulic (dual-) pump	R/R	1.5
Hydraulic (dual-) pump	repair	2.5
Driving motor á	R / R	2.5
Driving motor á	Repair	4.5
Control valve	R/R	1.5
Control valve	repair	2.5
Lift cylinder	R/R	0.5
Lift cylinder	repair	1.0
Tilt cylinder	R/R	0.5
Tilt cylinder	repair	1.0
Zoom cylinder	R/R	0.5
Zoom cylinder	repair	1.0
Steering cylinder	R/R	1.5
Steering cylinder	repair	2.0
Orbitrol	R/R	1.5

1.11.21

**ELECTRICAL EQUIPMENT**

	<b>TASK</b>	<b>HRS</b>
Ignition switch	R/R	1.0
Main switch	R/R	0.5
Hour meter	R/R	0.5
Battery	R/R	0.5
Alternator	R/R	1.0
Starter motor	R/R	1.0
Stop solenoid	R/R	1.0
E-drive release valve	R/R	1.5
Working lights á	R/R	0.5
Head lights á	R/R	0.5
Lights. On-Road equipment	R/R	1.0
Instrument panel	R/R	1.0
Wiring harness complete 500	R/R	3.0
Wiring harness. front 500	R/R	1.5
Wiring harness rear 500	R/R	1.5
Joy-stick handle	R/R	1.0
Joy-stick dir. valve	R/R	3.0
Cabin heater	R/R	4.0
ROPS Safety frame / On-Road	R/R	3.0

**LOADER FRAMEWORK**

	<b>TASK</b>	<b>HRS</b>
Articulation joint	R/R	2.5
Articulation pins & bushings	repair	5.0
Drive primary chain	R/R	1.0
Drive secondary chain	R/R	1.0
Drive chain adjustments	R/R	1.0
Throttle cable	R/R	1.5
Hand brake cable	R/R	1.5
Hand brake cable adjustment	R/R	1.0
Boom lifting arm	R/R	1.5
Boom zoom arm	R/R	1.5

1.11.21

**LOADER FRAMEWORK (CON'T)**

	<b>TASK</b>	<b>HRS</b>
Quick-attachment plate	R/R	1.0
Boom pins & bushings	R/R	3.0
Quick-attachment pins & springs	R/R	1.5
Seat assembly	R/R	0.5
Tire and wheel	R/R	0.5
Tire change	R/R	1.0
Fuel tank	R/R	1.0
Air cleaner	R/R	0.5
Engine radiator	R/R	1.5
Oil cooler assembly	R/R	2.5
Muffler	R/R	0.5
Power-line clutch	R/R	4.5
Cab	R/R	8.0
ROPS Safety frame	R/R	1.5

**PERIODICAL SERVICES**

	<b>TASK</b>	<b>HRS</b>
Power washing	S	1.0
(The first) 50 hrs service	S	2.0
Periodical 100 hrs service	S	2.0
Periodical 200 hrs service	S	2.5
Periodical 400 hrs service	S	3.0
Hydraulic tightness inspection	S	1.5
Cab / On-Road	R/R	3.0
Change engine mounts	R/R	4.5
Replace drive motor / hub	R/R	1.5
Replace self-aligning- tilt cylinder bearing	R/R	1.0
Replace bell housing	R/R	4.0
Engine fuel lift pump	R/R	2.0
Hydraulic hose	R/R	1.5

## Compensation of Warranty Costs

In warranty cases expenses can arise from following matters:

### Labor Costs

- **Avant Tecno USA makes a credit note** of accepted WCF's
- Standard hourly compensation: **XX USD/hr.**
- Basis for the compensation comes from the Flat-Rate Guide above
  - Valid arguments are needed if Flat-Rate Guide times are exceeded

### Parts

- Warrantied parts whether they are not asked to be shipped back or not are compensated (credited) when the Avant Tecno USA Warranty Claim Form is approved
- Freight costs are compensated by Avant Tecno USA if **part return** was requested by AVANT Tecno USA. The most practical and inexpensive mode of shipping is expected to be obtained

### Travel Costs

- Limited compensation for the traveling costs **is possible** during warranty period
  - Travel cost compensation: **0.55 USD/ mile**
  - **Maximum** compensated travel distance: **150 miles round trip**
  - Travel time compensation: **one-half (½)** of the standard hourly labor rate with a maximum **3 hours** round trip accepted.

### Warranty Inquiries

Avant Tecno USA

Email: [warranty@avanttecnousa.com](mailto:warranty@avanttecnousa.com)

Tel: 847 380 9822 x103



3020 Malmo Drive  
 Arlington Heights, IL 60005  
 1-847-380-9822  
 FAX: 1-847-380-9823

## Return Goods Authorization Form (RGA)

Use this form to record information about material is being returned to the manufacturer. Include a copy of the form when returning the material to the vendor. All RGA files require proof of purchase.

RGA #: Assigned by AVANT

### Items Being Returned

Part #	Qty	Description	Invoice #	Invoice Date

Dealer Name: \_\_\_\_\_

Completed by: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_  
(Street Address) (City) (State) (Zip)

### Reason for Return

- Wrong part ordered
- Wrong part delivered
- Product is defective
- Part received damaged
- Other: \_\_\_\_\_

#### FOR AVANT USE ONLY

- All Parts Received
  - Parts Missing (See Attached List)
- Received by: \_\_\_\_\_
- Date: \_\_\_\_\_

### RETURN TERMS & CONDITIONS

All returns must be made within 30-days with a completed returned Goods Authorization (RGA) form.

For non-defective goods:

Dealer pays freight charges and a 10% restocking fee.

Returns will be accepted only when product is in resalable condition. RGA requires approval from authorized Dealer personnel. All RGA returns are subject to Avant approval

For defective goods

Avant retains the right to provide product replacement for defective goods. In instances when a product is discontinued, Avant reserves the right to substitute an "as equal." Warranty terms continue per the warranty policy.





3020 Malmo Drive  
 Arlington Heights, IL 60005  
 1-847-380-9822  
 FAX: 1-847-380-9823

## Avant Pre-Delivery Inspection Report Operator Training

\*\*Must be returned to Avant with the WRF to maintain any warranty on loader\*\*

Date \_\_\_\_\_ Inspected by \_\_\_\_\_ Machine Model \_\_\_\_\_ Serial Number \_\_\_\_\_

**General Overview:**

	Good	Bad
Panels	<input type="checkbox"/>	<input type="checkbox"/>
Paint	<input type="checkbox"/>	<input type="checkbox"/>
Decals	<input type="checkbox"/>	<input type="checkbox"/>
Noises/vibration	<input type="checkbox"/>	<input type="checkbox"/>
Operator Area	<input type="checkbox"/>	<input type="checkbox"/>

**Systems Check:**

	Good	Bad
Electrical	<input type="checkbox"/>	<input type="checkbox"/>
Hydraulic	<input type="checkbox"/>	<input type="checkbox"/>
Mechanical	<input type="checkbox"/>	<input type="checkbox"/>
Leaks	<input type="checkbox"/>	<input type="checkbox"/>
Front Plate Fit	<input type="checkbox"/>	<input type="checkbox"/>

**Detailed Checks:**

	Good	Bad
Battery Voltage/connections	<input type="checkbox"/>	<input type="checkbox"/>
Alternator Output	<input type="checkbox"/>	<input type="checkbox"/>
Keys with machine	<input type="checkbox"/>	<input type="checkbox"/>
Dashboard displays	<input type="checkbox"/>	<input type="checkbox"/>
Lights.	<input type="checkbox"/>	<input type="checkbox"/>
Backup alarm	<input type="checkbox"/>	<input type="checkbox"/>
Pedals/Controls/Seatbelt	<input type="checkbox"/>	<input type="checkbox"/>
Multi-Connector Pressure	<input type="checkbox"/>	<input type="checkbox"/>

**Detailed Checks:**

	Good	Bad
Engine oil Level	<input type="checkbox"/>	<input type="checkbox"/>
Hydraulic oil levels	<input type="checkbox"/>	<input type="checkbox"/>
Coolant levels	<input type="checkbox"/>	<input type="checkbox"/>
Boom Function Cylinder Rods	<input type="checkbox"/>	<input type="checkbox"/>
Tires/Lug nuts	<input type="checkbox"/>	<input type="checkbox"/>
Starting problems	<input type="checkbox"/>	<input type="checkbox"/>
Hose connections	<input type="checkbox"/>	<input type="checkbox"/>
Grease points	<input type="checkbox"/>	<input type="checkbox"/>
Manuals/Warranty Registration	<input type="checkbox"/>	<input type="checkbox"/>

**If Machine has a Cab:**

	Good	Bad
Glass	<input type="checkbox"/>	<input type="checkbox"/>
Air Conditioner/Heater	<input type="checkbox"/>	<input type="checkbox"/>
Mirrors	<input type="checkbox"/>	<input type="checkbox"/>

	Good	Bad
Wipers	<input type="checkbox"/>	<input type="checkbox"/>
Washers	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_

				Comments
<b>Manuals:</b>	<b>Operators Manual</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
	<b>Engine Manual</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
	<b>Parts Manual</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
	<b>Warranty Form</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____
<b>Filter Kit Purchased for Dealer Stock</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____	
<b>Customer Walk Around and Review</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____	
<b>Functions to Review:</b>				
Joystick	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Boom	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Drive Release valve	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Boom Float	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
AntiSlip	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Battery Disconnect	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
DLX Cab- Heat and A/C Controls & Features	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
LX Cab Features	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Parking Brake	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Low/High Speed controls	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
Proper Operation	<input type="checkbox"/>	Reviewed	_____	Initial _____ Date _____
<b>Machine Operations Training Completed</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	_____	



3020 Malmo Drive  
 Arlington Heights, IL 60005  
 1-847-380-9822  
 FAX: 1-847-380-9823

### Pre-Delivery Service Checklist

For Loaders held in dealer inventory longer than 12 months

**\*\*Must be returned to Avant with the WRF to maintain any warranty on loader\*\***

Procedure	Done	Remarks
Battery charge check and visual inspection of battery cables <b>(note measured value of battery voltage)</b>		
Boom operation check		
Change of air filter		
Change of fuel filter		
Change of in-line fuel filter		
Change of motor oil filter		
Check of articulation points		
Check of hydraulic system for leaks or loose connectors		
Cleaning of fuel tank		
Control of parking brake		
Drive motor check		
Engine test running, and check for vibrations		
Greasing of machine		
Hydraulic oil change		
Hydraulic oil pressure filter change		
Hydraulic oil return filter change		
Lights and blinkers functions check		
Measurement and adjustment of working hydraulics <b>(note measured value)</b>		
Motor Oil Change		
Steering check		
Tire pressure check <b>(note measured value)</b>		
Visual check of drive motors mounting		
Visual inspection of electric harness, fuse box and relays		
Visual inspection of the machine for damaged parts		
Measurement and adjustment of Power Control Valve <b>(note measured value)</b>		
Measurement of charge pressure of variable displacement pump <b>(note measured value)</b>		