

ARTICULATED HAULER

Extended Warranty



TEL-PL-049 Revision 1

ROKBAK

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Extended Warranty

This booklet contains comprehensive details of the 'Rokbak Extended Warranty' programme offered by Rokbak a subsidiary of Volvo Construction Equipment Haulers.

This extended warranty programme is available to all purchasers of new Rokbak Equipment and commences on the expiry of the Rokbak new machines standard warranty.

Rokbak Extended Warranty

Although we hope you never need to make a claim against the 'Rokbak Extended Warranty' we recognise that unforeseen repairs may sometime be incurred.

Rokbak extended warranty option provides for those rare occasions an added protection for the equipment and peace of mind for the equipment owner.

Please read this booklet carefully so that you appreciate and fully understand the extent of protection that the extra cover offers you.

NOTICE

The Rokbak Extended Warranty is not valid unless an official Rokbak issued fully completed Policy Cover Certificate is signed by the Global customer solutions manager, (Rokbak is a registered brand of Volvo Construction Equipment Haulers), or his appointed deputy.

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Contents

Definition of Rokbak Extended Warranty	6
Period of Cover	6
Scope of Extended Warranty	6
Part 1 -Schedule of Parts and Components on the Rokbak Extended Warranty - Powertrain	7
Part 2-Schedule of Parts and Components on the Rokbak Extended Warranty - Machine	10
General Terms and Conditions	12
Customer / Owner Responsibilities	13

DEFINITION OF ROKBAK EXTENDED WARRANTY

The 'Rokbak Extended Warranty' applies to the Rokbak equipment detailed on the Policy Certificate issued by Rokbak. This policy covers the equipment against failure of components that have failed due to defective material or workmanship detailed in this booklet under 'Schedule of Components Covered' subject to the terms and conditions contained within this booklet.

Failure shall be deemed to mean the actual breaking or burning out of any component of the equipment (due to defective material or workmanship) which is included in the 'Schedule of Components Covered' or any consequential component damaged by the failure of a component included in the 'Schedule of Components Covered'.

Failure for this extended warranty shall be deemed to mean a fault caused or arising from an internal defect or faulty material or workmanship that causes stoppage of normal operation of the equipment detailed on the policy certificate.

PERIOD OF COVER

The period - years or hours - for which 'Rokbak Extended Warranty' covers the equipment, is specified on the Policy Certificate issued by Rokbak.

The Policy Certificate specifies both the maximum operating hours and years for which the cover is valid, the cover will expire at these fixed periods by hours or years whichever comes first from date into service. No extensions will be granted.

NOTICE

The 'Rokbak Extended Warranty' only comes into force when the 'Standard Rokbak New Equipment Warranty (part 1 and 2) expires, by either the hours or years as detailed in Standard Warranty and Preventive Maintenance Book or the official Rokbak literature supplied with each respective item of new equipment.

SCOPE OF EXTENDED WARRANTY

The 'Rokbak Extended Warranty' when issued applies only to the new equipment for which it was purchased. The 'Rokbak Extended Warranty' can only be purchased through an official Rokbak distributor or from Rokbak.

The Extended Warranty can only be purchased at the time the equipment is first placed in service and / or sold to the first retail purchaser. The 'Warranty' is only valid in the distributors area from which the unit and warranty was originally purchased. The 'Warranty' only applies to the first retail purchaser and can only be transferred to a new owner if written approval is given by Rokbak and the selling distributor.

PART 1 - POWERTRAIN

Schedule of Parts and Components

The following list relates to parts and components which are covered within the terms of this Extended Warranty.

Note: Parts and components NOT listed as covered are SPECIFICALLY EXCLUDED from the Extended Warranty programme. Other specific exclusions are given for clarification.

ENGINE

Extended Warranty applies to following parts and components only:

Cylinder block, crank shaft, pistons, head gasket(s), liners, piston rings, piston pins, main and con-rod bearings, thrust bearings, camshaft(s), cam-follows, push rods, connecting rods, con-rod bolts, timing gears and chains, cylinder head(s), valves, valve springs, valve guides, internal bushes and bearings, lubrication pumps, piston cooling pumps, internal seals, turbo chargers, internal after-cooler(s), inlet and exhaust manifolds, timing covers, rear flywheel covers and flywheel. Front and rear crankshaft seal(s), engine mounting(s), engine exhaust brakes, fuel transfer pump(s), fuel injection pump(s), fuel shut down solenoids.

- Damage caused to other part(s) due to failure of any of the aforementioned items.

Specific Engine Exclusions:

- Fan belt(s), all drive belt(s), air conditioning compressor/clutch, injector(s), engine output drive dampers, alternator and starter, SCR (Selective Catalytic Reduction) system, all after treatment systems, metering unit, dosing pump, dosing lines, dosing sensors, add blue tank, engine ECU, engine adjustment of any type, oils, coolants, filters.
- Failure or damage due to incorrect fuel specification, misuse and / or secondary contamination of any type from items not on extended cover.

Power Takeoff (PTO)

- Extended Warranty applies to the following parts and components:
- Internal gears, internal bearings, PTO shaft.

Specific Exclusions:

- External seals, gaskets, oil leaks

TRANSMISSION

Extended Warranty applies to the following items only:

- Main housings, internal gears, transmission shafts, internal bearings, clutches, PTO drives, output differential, main control valve block (including internal harness and solenoids), torque converter, torque converter housing, internal retarder parts, retarder housing and retarder valve (integral to transmission only), differential lock, retarder control systems, transmission mountings.
- Damage caused to other items due to one of the aforementioned items.

Specific Transmission Exclusions:

- Oil, oil filter(s), hoses.
- Failure or damage due to misuse and /or secondary contamination of any type from an item not on extended cover.

Drop Box RA40 Extended Warranty applies to the following items only:

Gears, bearings, shafts, planetary carrier, main housing, internal seals.

Specific Drop Box RA40 Exclusions:

- External seals, switches, sensors, filters, oil and all ancillary components.
- Failure or damage due to misuse and/or secondary contamination of any type from an item not on extended cover.

DRIVELINES Extended Warranty applies to the following items only:

- Main shaft(s), sliding joints, flange/yoke ends of driveline, cross assemblies (universal joints), pivot shaft and pivot shaft support bearings and on long frame units all drive line support bearings.
- Damaged caused to other items due to one of the aforementioned items.

Specific Driveline Exclusions:

Failure or damage due to misuse and/or secondary contamination of any type from an item not on extended cover.

AXLES (driven) and AXLES / WHEEL (nondriven)

Extended Warranty applies to the following

items only:

- Axle main case, differential main case, internal support bearings, crown wheel and pinion, internal differential gears, internal differential lock mechanism, limited slip clutches, side shaft(s) and couplings, planetary gearing, ring gears, planetary bearings, stub axles, wheel bearings, wheel hubs and all control links (including pan-hard rod).
- Damage caused to other items due to failure of any of the aforementioned items.

Specific Axle Exclusions:

- Brake friction components, brake discs, external seals (hub seals and differential input/ output seals), oils, interleaf axle mountings and all rubber suspension bushes.
- Failure or damage due to misuse and/or secondary contamination of any type due to an item which is not on extended cover.

NOTICE

This warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including produce liabilities based upon negligence or strict liability. Rokbak does not authorize any other person to create for it any other liability in connection with any Rokbak Equipment. Rokbak shall not be liable for consequential damages resulting from breach of warranty. Volvo Construction Equipment Haulers Ltd Motherwell, Scotland ML1 5RY.

PART 2 - MACHINE

Schedule of Parts and Components The following list relates to parts and components which are covered within the terms of this Extended Warranty.

Note: Parts and components NOT listed as covered are SPECIFICALLY EXCLUDED from the Extended Warranty programme. Other specific exclusions are given for clarification.

ENGINE / TRANSMISSION / DRIVELINES / DRIVE AXLE(S)

Extended Warranty applies to the following parts and components only:

All parts and component as listed as being covered in the PART 1 - POWERTRAIN section of this book are also covered in this Machine Extended Warranty programme.

Specific Exclusions:

The same specific exclusions as those given in the PART 1 - POWERTRAIN section of this book also apply. The ONLY exceptions to this are any component(s) listed as being covered in this PART 2 - MACHINE section of the Extended Warranty Cover programme.

FRAMES / STRUCTURES / CASTINGS AND CASINGS

Extended Warranty applies to the following parts and components:

Main frame, Front & Rear frames, Articulation pivot main structure, spherical bearings, bearings and bushes.

Specific Exclusions:

External seals.

SUSPENSION Extended Warranty applies to the following parts and components:

Front ride struts, rear ride struts, 'A' frames, front suspension frames, rocker beams, 'A' frame pins and bushes, control links, spherical bearings and pan-hard links, IFS pressure spring, IFS axle knuckle + bearing cup, IFS upper and lower wishbone.

Specific Exclusion:

External seals, rubber suspension bushes, IFS damper, IFS rubber spring.

BODY HYDRAULICS, DROP BOX ATTACHMENTS AND STEERING SYSTEMS

Extended Warranty applies to the following parts and components:

Pump(s), steering cylinders, body cylinders, steering control valves, steer orbitrol valve, body control valves (Includes control solenoids), relief valves, accumulators, pilot system valves, hydraulic tank, pipes, tubes, hoses, lubrication pump & control valve attached to the drop box.

Specific Exclusions:

External seals, filters, oils, all non-Rokbak attachments.

BRAKES AND BRAKE CONTROL SYSTEMS (Air and Full Hydraulic)

Extended Warranty applies to the following parts and components:

Internal brake seals, internal brake springs, service brake treadle valve, brake control valve(s), retarder control valves and control cylinders, pressure regulators, brake pressure converters, brake air tanks, brake accumulator(s), brake pipes and tubes.

Specific Exclusions:

Brake pads, brake discs, brake drums, brake linings, hoses, brake calipers and all external seals.

ELECTRICAL COMPONENTS / CAB AND INSTRUMENTS

Extended Warranty applies to the following parts and components:

Wiper motor(s), hour meter, hydraulic control lever assemble, differential lock solenoids, heater fan motors, gear shift controller, engine ECU , transmission ECU, switches, gauges & instruments, all harnesses, electronic throttle pedals and MCU (Main Control Unit).

Specific Exclusions:

- Batteries, radio, seats, alternator & starter, bulbs & lamps, relays, air-conditioning components and damage due to corrosion or water ingress.

COOLING SYSTEM

Extended Warranty applies to the following parts and components:

- Engine cooling radiator (s), engine fan & fan hub, air to air engine after coolers, brake coolers, transmission coolers, tubes/ pipes and radiator mountings.

Specific Exclusions:

- Hoses, coolant / antifreeze, filters and damage due to freezing.

NOTICE

This warranty is expressly in lieu of any other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and any non-contractual liabilities including produce liabilities based upon negligence or strict liability. Rokbak does not authorize any other person to create for it any other liability in connection with any Rokbak Equipment. Rokbak shall not be liable for consequential damages resulting from breach of warranty. Volvo Construction Equipment Haulers Ltd, Motherwell, Scotland ML1 5RY.

GENERAL TERMS AND CONDITIONS

- The general terms of the Rokbak Extended Warranty programme are as per those detailed in the Standard Warranty and Preventive Maintenance book applicable to each model.
- Extended Warranty is not a component life guarantee; it covers the items listed in this book as being covered against defects in material and / or workmanship.
- All parts and materials used during the warranty period must be genuine parts supplied by Rokbak or parts approved by Rokbak through its distributors.
- Some engines and transmissions are warranted separately by the engine or transmission manufacturers however in all cases only the items listed in this Rokbak Extended Warranty Cover book are covered.
- The Extended Warranty programme does not cover the wastage of material, wearing away, corrosion or deterioration of any type.
- An approved oil sample programme must be employed during the Rokbak Extended Warranty programme period, these records must be maintained and made available if requested by Rokbak to support claims.
- It is Rokbak policy to repair and not replace any major components, however Rokbak reserve the right to repair or replace components as deemed necessary to make the lowest cost repair .
- The cover period of the Rokbak Extended Warranty will be governed by the years and hours stated on the policy certificate (whichever comes first) issued for each machine. There will be no extension to these periods for any reasons.

WHAT IS NOT COVERED

This Extended Warranty does not cover:

- Conditions which in the judgment of Rokbak arise from misuse, overloading, negligence, alterations, impact damage, accident or site damage of any type.
- Normal preventive maintenance, lubrication, oils, filters, brake pads, brake linings, inspections or adjustments of any type.
- Loss of production, consequential losses.
- Diagnostic labour, travel labour, travel cost, travel expenses (such as meals / lodgings) , premium labour rates, labour charges on warranty repairs performed by other than an authorized Rokbak Distributor.
- Faulty or bad workmanship occurring during the execution of repairs /maintenance/ overhaul of the unit .
- Damage (secondary) due to failure of a component(s) not listed in the schedule of component(s) as being covered by the Rokbak Extended Warranty book.
- Damage due to any of the following, fire, lightning, explosion, water, freezing, theft, vandalism, riot.

WHAT IS COVERED

- Rokbak warrants to the owner of a new Rokbak machine for which the Rokbak Extended Warranty programme has been taken out, that for the period of years and hours as detailed on the Policy Certificate issued by Rokbak for that machine, the authorized Rokbak Distributor who sold the machine will carry out repairs on any component detailed in the section of the book applicable to the cover level stated in the policy certificate issued or the machine.

NOTICE

Full details of all components covered in the Rokbak Extended Warranty programme as applicable to the cover type and periods as stated in the Policy Certificate for the machine, are detailed in this Rokbak Extended Warranty programme book.

CUSTOMER / OWNER RESPONSIBILITY

The equipment customer / owner is responsible for:

- Ensuring that only Rokbak Approved Genuine Parts, supplied by Rokbak through its distributors, are used for all repairs and maintenance during the extended warranty cover period.
- Ensuring that all regular maintenance is carried out as specified in the Preventive Maintenance Manuals applicable to the Machine and that records are maintained for review if required in support of a claim.
- To qualify for the Rokbak Extended Warranty, all maintenance work required at the major (highlighted) periods in the Preventive Maintenance Manual must be carried out by a Rokbak Distributor or an agent officially appointed by the selling Rokbak Distributor
- Charges for service visits (Deductibles) commonly used by service agents such as Cummins, Scania and Detroit Diesel.
- To make the equipment available for any repairs required during the normal working hours of the Rokbak Distributor or his agent , any work required outside of the normal working hours, will require the customer /owner to pay any premium labour rates or surcharges.
- Immediate notification of any failure must be made to the Rokbak Distributor or his agent and no attempt must be made to operate or use the equipment until it has been inspected by the Rokbak Distributor, any secondary damage due to continued operation of the equipment after a failure, will void the extended warranty Cover.
- Delivering / transporting the machine or part to the selling Rokbak Distributor or his agents repair facility.

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