

Appendix 1 - Warranty Claim Documentation, SMP Parts AB

Documentation required for warranty claim registration and investigation initiation:

- Photos that clearly show the damage before the repair
- Photos that clearly show the addressed damage after the repair
- Photos showing the ENTIRE tiltrotator/bucket/coupler after the repair
- Photos showing the entire excavator, including the tiltrotator/bucket/coupler after the repair
- Photo of the ID plate.
- Serial number/MFG number
- Purchase order number
- Operating hours
- Machine type, including a photo of the ID plate
- Installation date
- Cause code and clear fault description
- Part number and price of spare parts as well as spare parts order number
- Hours worked (can be adjusted by SMP to align with the standardized list)
- Labor and travel costs per hour and hours per category