

Appendix 2 - Warranty Exclusions

The following faults/situations are excluded from the warranty and are not compensated for:

All Claims:

- The documentation of the damage is insufficient and is not supplemented despite a request within 2 months of the claim being registered.
- The damaged part is not returned despite a request within 2 months of the claim being registered
- Installation on the machine has been performed by an external party, and the fault can be clearly traced to the installation.
- The claim was submitted more than 2 months after the damage occurred.
- The warranty period has expired.
- The fault could have been avoided if the user manual had been followed.
- It is an evident handling error that has damaged the equipment.
- There is no fault in the equipment/spare part/control system, but it is a canceled purchase.
- The equipment is mounted on a machine that is, according to specifications, too big.
- The equipment has been rebuilt or otherwise modified.
- A unit has been disassembled to obtain a spare part for another unit. In this case, the warranty is void for both units.
- Damage to the unit have occurred while it was in storage. Tiltrotators and couplers must be stored indoors.
- SMP's installation manual has not been followed.

Extended Warranty:

The installation has not been registered at [smpparts.com](https://www.smpparts.com) within 1 month of installation.