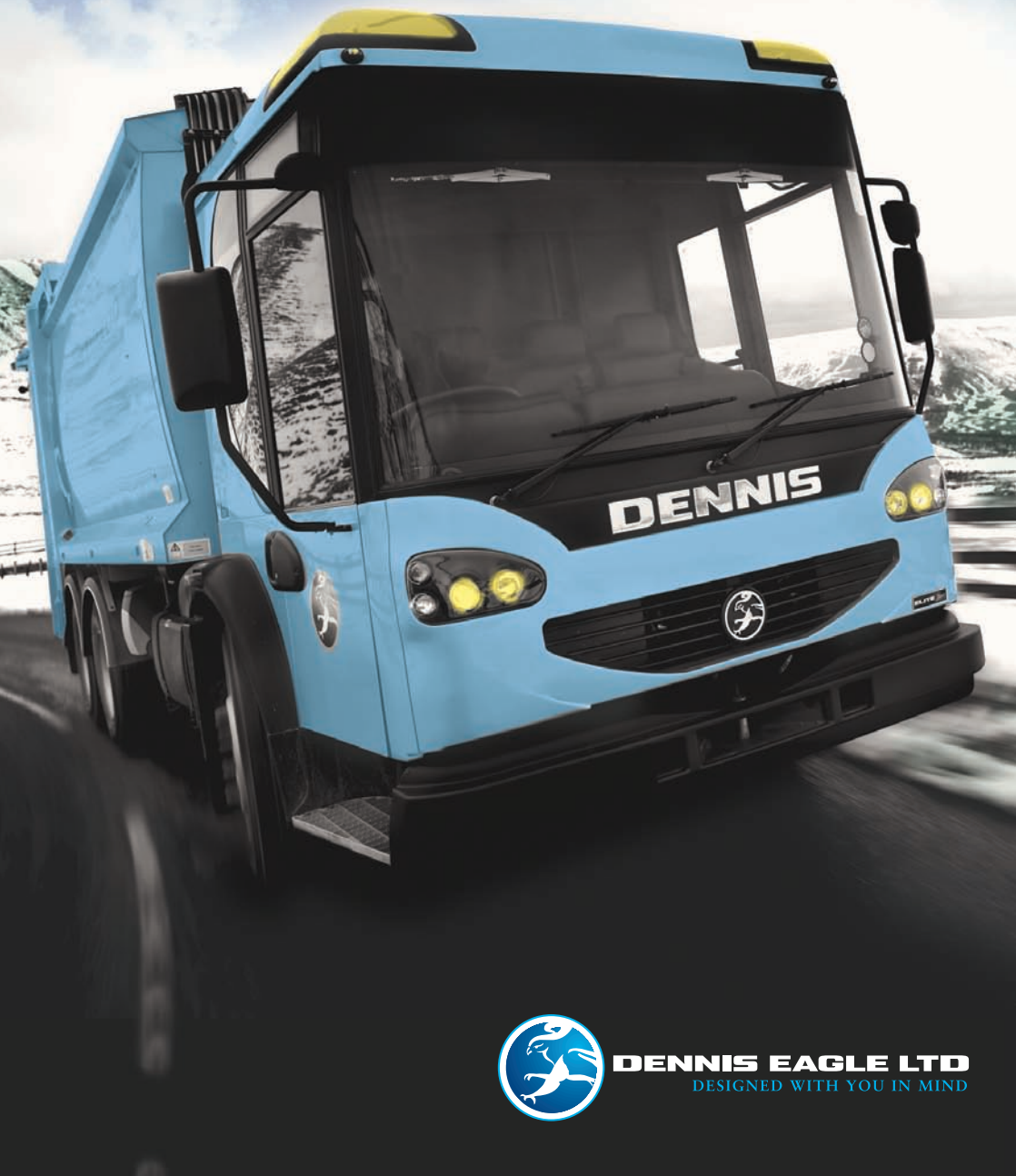


VEHICLE WARRANTY PROGRAMME

Keeping you on the move



DENNIS EAGLE LTD
DESIGNED WITH YOU IN MIND

Our pledge to keep you moving

- In a perfect world, nothing ever goes wrong. In the real world things occasionally do. The aim of our vehicle warranty programme is to ensure that in the event of a component failure of a Dennis Eagle chassis, body or bin lift your vehicle will be repaired with the minimum disruption.
- **Unlike other manufacturers our standard warranty is valid regardless of mileage or number of hours of operation.**
- Your productivity is our priority and we are totally committed to keeping you on the move.

Complete vehicle – bumper to bumper warranty

Dennis Eagle warrants that if any part of your chassis, body, or where fitted Dennis Eagle Manufactured bin hoist becomes defective due to faulty manufacture or materials within twelve months from date of delivery, the part will be repaired or replaced free of charge with no limit on mileage or hours operated.



DENNIS EAGLE LTD
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Phoenix 2 Body

The units or assemblies covered by Dennis Eagle regardless of hours worked are identified as follows



Up to and including 2 years

Structure and hydraulics

Key hydraulic equipment and structure namely;

- Body structure and hydraulics
- Body and tailgate channels, roof panels and sides
- Body sub frame
- Tailgate floor
- Rear body cross member pressing
- Sweeper and packer plates
- Ejection barrier
- Ejection, packer, sweeper and tailgate lift cylinders
- All hydraulic valves
- Hydraulic pump

Dennis Eagle manufactured bin hoists

- Main frame
- Lift arms
- Clamp assemblies
- Hydraulic cylinders
- Hydraulic valves



Elite 2 Chassis

Elite 2 driveline components are covered, from new by Dennis Eagle regardless of mileage or hours worked for the period Identified as follows.

Up to and including 2 years

Diesel Engines

- Cylinder Block
- Cylinder Head
- Cylinder liners & pistons
- Conn. Rods & bearings
- Oil pump + pick up pipe
- Oil filter housing
- Flywheel & casing
- Exhaust/Intake manifold
- By-pass valve
- Coolant pump
- Thermostat & housing
- ECU
- Fuel injection pump + coupling & feed pump
- Injectors
- Turbocharger
- Turbo Compound



Gearbox

- ECU
- Keypad

Driving propshafts and axles

- Drive Heads
- Diff lock
- Half shafts

5 year anti-corrosion guarantee on all cabs

Warranty Terms and Conditions

Warranty cover is conditional on the following terms and conditions being accepted by the customer.

- A1 Unless agreed to the contrary in writing, all previous correspondence, written or verbal are superseded and will not form part of the agreement.
- A2 Dennis Eagle Ltd (the Company) makes every effort to ensure its products contain sound material and good workmanship. The Company guarantees the goods it manufactures which are sold new and operated within a period of twelve months where specified, and otherwise up to sixty months from date of delivery or for chassis cabs, registration date which ever occurs first, subject to the conditions and identification hereinafter set out.
- A3 Dennis Eagle Ltd will adjudicate all claims in accordance with these terms and conditions. Where authorised under warranty cover, repairs will be carried out by either Dennis Eagle personnel, or at the Company's absolute discretion, an acknowledged third party. In the latter case, parts will be free issued and a labour allowance agreed prior to commencement of work. The old unit must be returned to Dennis Eagle within 20 days from date of failure and a labour claim invoice must be submitted within 90 days of failure and accompanied with a Dennis Eagle customer claim form duly completed.
- A4 Dennis Eagle will pay a third party contribution for an engineer to travel to and from the equipment location (vehicle off road) when the repair is completed at the site of failure

GENERAL

- B1 Warranty consideration will only be given providing the customer advises and complies with the Company warranty procedure. No repair, dismantling or replacement of parts should be carried out without obtaining authorisation from the local Dennis Eagle Depot by issue of a warranty number. Failure to comply will render the claim invalid.
- B2 If whilst rectifying a customers vehicle other defects/faults are found that could be deemed detrimental to the running and warranty of the vehicle, the Company shall be entitled to either:-
 - A. Incorporate repairs to the defects/fault found at the customers cost whilst working on the vehicle.
 - B. Agree a timescale in which the customer carries out corrective work at his/her cost.Not meeting this requirement could deem the warranty null and void.
- B3 Any part replaced under warranty shall become the property of the Company
- B4 Warranty cover on all replacement/repaired parts fitted to the vehicle during the warranty period automatically expires at the end of the vehicle warranty period. The replaced part acquires the unexpired portion of the warranty
- B5 Dennis Eagles liability under the warranty is limited by the Company's adjudication process to the repair or replacement of the defective part / parts or to the repair of any defect caused by defective material or workmanship (Warrantable Failure). The company shall be entitled to replace failed components with reconditioned units as it sees fit.
- B6 Any towing expense involved in the recovery of a vehicle shall be the liability of the customer or end user.

C PURCHASED PARTS WARRANTY

- C1 All new parts purchased from the Company carry a twelve month warranty unless otherwise stated at the time of sale.
- C2 Claims must be supported with proof of purchase (invoice number) Replacement part(s) are to be purchased by the Customer and will be reimbursed on acceptance following adjudication of the part(s).
- C3 All parts claims are to be reported and registered with Warwick Warranty Department. All claims that are not registered within 7 days of failure will render the claim invalid
- C4 Parts deemed incorrectly installed constitute abuse and warranty will not apply on such parts.
- C5 All Parts warranty claims are limited to the cost of material only, i.e. Labour and other costs are excluded.
- C6 All replacement parts supplied under warranty automatically acquire the un-expired portion of the warranty period for the part replaced.

Warranty Terms and Conditions

D. GENERAL – EXCLUSION OF LIABILITY

- D1 The following component categories are deemed serviceable and as such are excluded from warranty cover. Electrical fuses and bulbs, windscreen, side glass, slide blocks, antifreeze, hydraulic and lubrication oils, all filter elements etc.
- D2 Claims will be immediately rejected and Dennis Eagle liability refuted if failure is due to misuse, impact damage, negligence, accident, alteration, lack of proper maintenance, replacement parts necessitated by normal wear and tear or the use of parts not approved by the Company.
- D3 Failure due to contamination of the hydraulic system by water or dirt. Failures caused by dirt or other material being forced through external seals.
- D4 Damage resulting from overloading.
- D5 Failure due to chemical corrosion and physical erosion.
- D6 Repairs not carried out in accordance with Dennis Eagle Ltd, or their Suppliers, servicing and maintenance procedures or performed by repairers not approved by the Company, such as to affect adversely, in the judgment of the Company, vehicle components, performance and reliability.
- D7 Failure caused by fire, theft, vandalism, riot, explosion or terrorism.
- D8 Failure caused by lightning, earthquake, windstorm, hail, water, flood or freezing.
- D9 Failure caused by non-Dennis Eagle repairers under guarantee.
- D10 Loss of time, loss of use of product, hire costs, inconvenience, lodging, food or any other loss that may result as a consequence of a failure.
- D11 Warranty policies are only transferable at the discretion of the Company in the event of the customer disposing of the unit.

E. GENERAL – CUSTOMERS RESPONSIBILITY

- E1 Only fit and use genuine Dennis Eagle Ltd parts.
- E2 The Customer is responsible for the performance of regular maintenance servicing as specified in Dennis Eagle Ltd or their Supplier's literature applicable to the product. Failure to suitably maintain the product in accordance with good engineering practices will render the warranty claim invalid at the Company's discretion.
- E3 In the event of a failure the customer must: -
 - E3.1 Use all reasonable means to protect the product from further damage.
 - E3.2 Notify the Company in accordance with the Dennis Eagle Claim procedure as soon as possible.
 - E3.3 Present where requested, proof of purchase or warranty coverage.

F. DRIVELINE up to Year 2.

- F1 Diesel Euro Vi Engine Policy covers against defects in workmanship or materials but does not cover Starter Motors, Alternators, Compressors, air conditioning compressors, radiator, cooling fan, power steering pump, charge cooler assembly, fan belt, Electrical looms, filters, lubricants, hoses and other maintenance items.
- F2 Engine ancillaries covered, turbocharger, Fuel pump, fuel injector & ECU.
- F3 Automatic Gearbox, including E.C.U, operating keypad, Excludes wiring looms.
- F4 Front and Rear axles and where fitted, Lift and Mid Steer Axles, excluding suspension, braking components and seals.
- F5 Drive Axle cover, differentials, differential lock, half shafts and casing, excluding suspension, braking components and seals.

Warranty Terms and Conditions

G. BODY COVER up to Year 2.

G1 Subject to vehicles being used for the purpose of collecting domestic and appropriate industrial waste the Company offers second year warranty cover on Dennis Eagle Ltd manufactured refuse bodies as follows:

G2 Key hydraulic equipment and structure, namely:

G2.1 Body: channels, panels in roof and sides, sub frame, floor, lifting lugs and locations, rear cross member pressing, ejection barrier, ejection cylinder, hydraulic valves and pump. Excluding hoses and wear items such as shafts, pins, bushes, bearings and ejection slide blocks etc.

G.2.2 Tailgate: floor, panels in roof and sides, fixed retainer sheet, sweeper and packer plate, tailgate pivot location assemblies, sweep and packer hydraulic cylinders, tailgate, lift cylinders and valves. Excluding hoses and wear items such as shafts, pins, bushes, bearings and slide blocks etc.

I1 ELITE CABS up to Year 5.

All Elite cab variants will be covered against climatic and structural corrosion if they are operated in agreed territories.

J1 PAINTWORK

Paint work is warranted against major corrosion, peeling and loss of gloss for twelve months subject to appropriate cleaning methods being used by the owner or operator.

WARRANTY GENERAL

The owner or operator shall provide the Company with any information reasonably required, such as servicing records, to confirm the vehicle is being adequately maintained. In the event of failure to comply, the Company shall be entitled to render all warranty invalid.

Prior to the vehicle entering each 12 month warranty period, or at any other time the Company sees fit, the owner or operator shall allow access to Dennis Eagle personnel when practicable to carry out safety inspections at no customer expense. Any defects or maintenance shortfalls found should be addressed within a mutually agreed timescale at the customer's expense.

Extended Warranty Terms and Conditions

The extended warranty cover is additional to the standard warranty as outlined in its 5-year Warranty programme and subject to the following terms and conditions being accepted by the Customer.

Dennis Eagle Ltd (the Company) makes every effort to ensure its products contain sound material and good workmanship. The Company guarantees the goods it manufactures which are sold new and operated in the European union against defects based on the engine running an average of 50hrs per week – 52 weeks per year. The period of cover is up to 36 months or 7,800 engine hours which ever occurs first.

The customer is responsible for the performance of regular maintenance servicing as specified in the Dennis Eagle Ltd **or their Supplier's** literature applicable to the product. Failure to suitably maintain the product in accordance with good engineering practices will render the warranty claim invalid at the Company's discretion.

Extended Warranty

Extended Warranty Options

Option 1 (B/C/H) - (Body/Chassis/Hoist) - 3 Years Full

Option 2 (B/C/H) - (Body/Chassis/Hoist) - 2 Years Full

Option 3 (B/C/H) - (Body/Chassis/Hoist) - 3rd Year Hydraulics/Driveline

Option 4 (B) - (Body) - 5 Years Structure

With any of these other than Option 4 you can add 5th year body structure by adding + therefore if you have purchased an Elite2 with a P2 and Beta2 lift and you require 3 years full with 5th year structure the code on your confirmation order from sales would state

Option 1 BCH+

If however you only wanted to extend the driveline cover to 3 years the code on your confirmation order from sales would state

Option 3 C

Option 1 & 2

3 years full and 2 years full

Not Covered

Chassis

Electrical Fuses, Bulbs, Glass, Fluids, Filters, Brake Pads/Linings

/Shoes/Disks/Drums, Wheels & Tyres,

Bushes & Bearings, Pins, Front Grille, Bumper, Cab Mat,

Wiper Blade & Arms, Drive Belts, Shock Absorbers, Road Springs

Wings & Trim Panels, Mudflaps, Roof linings, Draglink Ends,

Propshaft, Propshaft Bearings & U/J, Steering Column UJ, Door locks.

Body

Electrical Fuses, Bulbs, Fluids, Filters, Pins, Bushes, Bearings,

Steel Hydraulic Pipes, Tailgate Covers, Beacon Lens.

Beta2 Lift

Electrical Fuses, Bulbs, Fluids, Pins, Bushes, Bearings & Clamp Pad Material.

Extended Warranty

Option 3

3rd Year Driveline

3rd Year Body hydraulics and Structure

3rd Year Bin hoist hydraulics and Structure

Covered

Driveline Warranty

Cylinder Block, Cylinder Head, Cylinder liners & pistons Conn. Rods & bearings, Oil pump and pick up pipe, Oil filter housing, Flywheel & casing,

Exhaust/Intake manifold, By-pass Valve, Coolant pump, Thermostat & housing, ECU, Fuel injection pump + coupling & feed pump, Injectors, Turbocharger & Turbo compound.

Automatic Gearbox including ECU, operating keypad

Front & Rear axles & where fitted, lift and Mid axles. Drive axle cover, differentials, differential lock, half shafts and casing.

Body Hydraulics and Structure

Body: Channels, panels in the roof & sides, sub frames, floor, lifting lugs & locations, rear cross member pressing, ejection cylinder, hydraulic valves, pump & PTO

Tailgate: Floor, panels in roof and sides, fixed retainer sheet, sweeper & packer plate, tailgate pivot location assemblies, sweep & packer hydraulic cylinders, tailgate lift cylinders & valves.

Beta2 Lift Hydraulics & Structure

Main Frame, lift arms, link arms, catcher bar, lip clamp assembly, paladin arm assembly, hydraulic cylinders & valve block.



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Extended Warranty

Option 4

5th Year Body Structure
5th Year Bin Hoist Structure

Covered

Body

Channels, panels in roof and sides, sub frame, floor, lifting lugs & locations, rear cross member pressing & ejection barrier.

Tailgate

Floor, panels in roof & sides, fixed retainer sheet, sweeper and packer plate & tailgate pivot location assemblies.

Beta2 Lift

Main frame, lift arms, link arms, catcher bar, lip clamp assembly and Paladin arm assembly.



Warranty Checks

Chassis / Body No

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Dated

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Signed (on behalf of DE)

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Printed

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Chassis / Body No

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Dated

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Signed (on behalf of DE)

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Printed

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Chassis / Body No

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Dated

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Signed (on behalf of DE)

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Printed

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