



Parts and Service Information (PSI)

Receiver Parts/Service Managers etc.	Reg. no. WTY 14/003	Issued by Warranty	Date 2014-02-19	Page 1/1
Regarding Lifetime Frame and Structure Warranty	Subjectfield General and Organizational Information			

Volvo Construction Equipment Lifetime Frame Limited Warranty

Eligible for machines sold on or after Jan 1, 2014

Revised 5-25-2016, revised registration instruction

Revised 4-3-2017, noted new ordering process

Revised 11-30-2017, Added demolition machines for lifetime frame coverage.

Revised 2-13-2019, Added BK P7000B series Pavers

Revised 8-1-2019, Price adjustment and timeframe for ordering outside of MoM

Revised 8-1-2019, Added BK P5000B series Pavers and Forestry Machines*

Revised 8-1-2019, Added Remarketing Units

Volvo Construction Equipment North America, LLC ("Volvo CE") hereby extends to its authorized dealers ("Dealer") and end-use customers ("Customer"), who purchase a new Volvo CE machine* ("Machine") from Volvo CE, the following limited warranty available for purchase:

Subject to the exceptions and limitations set forth below, Volvo CE or Dealer will repair or replace the Frame, and where specified below, other Structural components on your Machine which prove to be defective in material or workmanship during the period of your initial ownership or for the life of the Machine, whichever is less.

For the purposes of this Limited Warranty the Frame is defined as the structural elements of the frame, including articulation pins & bearings. The Frame does not include nor does this Warranty cover brackets, supports, etc. that are fastened to or installed into the structural members of the frame. The products' frame and other structural members, if any, that are covered under this warranty, are identified below:

New Machines:

Product		Frame Warranty inclusion
Road	Compaction Soil	Frame, Articulation *
	Compaction Asphalt	Frame, Articulation *
	BK Paver (P7000B; P5000B series only)	Tractor Frame, Track Frame [±]
GPE	Articulated Hauler	Frame, Articulation *, Oscillation
	Wheel Loader	Frame, Articulation *, Loader Arm
	Excavators *	Frame, Boom, Arm
COE	Compact Excavator	Frame, Boom, Arm
	Compact Wheel Loader	Frame, Articulation *, Loader arm
	SkidSteer Loader	Boom, Arm
	Compact Track Loader	Boom, Arm

* This warranty does not include ABG pavers, long reach, or pipe layer excavators, or excavators with a harvester attachment.

Articulation includes main articulation center pins and bushings only. Articulation cylinders and cylinder bushings are not included.

* [±] Limited to BK pavers delivered to end user on or after January 1, 2019. Moving, ground or asphalt engaging parts of pavers not included.


Remarketing Machines: (Subject to Volvo Certified Inspection)

Product		Frame Warranty inclusion
GPE	Articulated Hauler	Frame, Articulation *, Oscillation
	Wheel Loader	Frame, Articulation *, Loader Arm
	Excavators *	Frame, Boom, Arm

* This warranty does not include long reach, or pipe layer excavators, or excavators with a harvester attachment.

Articulation includes main articulation center pins and bushings only. Articulation cylinders and cylinder bushings are not included.

Customer shall immediately, or as soon as possible, report any signs of cracking or other structural damage to Volvo CE or Dealer to allow for repairs to be made to prevent any further damage. Volvo CE shall not be responsible for any additional structural damage that is sustained as a result of the Customer's failure to timely report such cracking or other damage to Volvo CE or Dealer. Repair or replacement of a defective frame member or weldment is at the sole discretion of Volvo CE or Dealer. The repair procedure will be at the sole discretion of Volvo CE or Dealer.

Volvo Responsibility

If a defect in material or workmanship is discovered and the Customer promptly takes the Machine to an authorized Volvo CE repair facility, Volvo CE will:

- Provide (at Volvo CE's option) authorized repair procedures or new, remanufactured or Volvo CE approved replacement parts or assembled components to correct the defect.
- Provide, during normal working hours, the labor required to repair the defect.

Owner responsibilities

Owner agrees to:

- Upon submission of a claim, provide proof of the Machine's delivery date and supply photographs of the area repaired before and after the repair;
- When reasonably requested to do so by Volvo CE or its authorized Dealer, make the Machine available for periodic service inspections;
- Follow all maintenance procedures and practice recommendations by Volvo CE, including those found on the Machine and in the Volvo CE Operators Manual;
- Not misuse, abuse or otherwise improperly operate or maintain the Machine;
- Use Volvo approved attachments appropriately sized for the machine and application;
- Promptly report any defect you believe is covered under this Warranty; and
- At Volvo's request, return any part that has been replaced.

Limitations

This Warranty covers only defects proved to arise from the Frame or, where specified above, other covered Structural component's material or workmanship. Thus this Warranty does not cover damage to the Machine caused by, including but not limited to:

- Fire, theft, vandalism, riot, labor disputes, explosion, chemicals, salt, collision, casualty or damage from wind, water, flood, lightning, heat, cold, hail, earthquake, acts of God, or anything else beyond Volvo CE's control
- Misuse, abuse, and improper operation or maintenance of the Machine
- Use of unauthorized replacement parts not supplied by Volvo CE
- An unauthorized modification of the Frame or Machine that impacts the Machine or Frame's performance



This Warranty does not cover:

- Any costs or expenses for transporting the equipment to an authorized Volvo CE dealer for repair
- Any costs or expenses related to loaner or replacement units
- Travel time, mileage and lodging for a service technician to go into the field to make repairs
- Any local and state taxes
- Parts shipping charges in excess of those which are usual and customary
- Paver auger support frames
- Paver screeds
- Paver Hopper

The "Volvo Construction Equipment Frame Lifetime Limited Warranty" is transferable from Dealer Rental / Lease machines to first buyer. Independent rental machines are not eligible for LF transfer.

THE FOREGOING LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND THERE IS NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES AVAILABLE TO BUYER ARE LIMITED TO MAKING A CLAIM UNDER THE FOREGOING WARRANTY AND ARE EXCLUSIVE AND EXPRESSLY LIMITED TO OBTAINING THE PARTS AND LABOR IN ACCORDANCE WITH THE TERMS OF SAID WARRANTY.

Program termination

Failure to fulfill any of the responsibilities listed in the owner's responsibility may result in the termination of the coverage listed above. Volvo reserves the right to void the coverage.

New Machine Coverage Registration

For new machines where the coverage *is* offered in MoM

- Coverage is ordered through MoM as a de-selectable option with the complete machine.

For new machines where the coverage *is not* ordered through MoM

- Coverage shall be ordered within **60 days** from Delivery to first end user or DORF.
- Coverage is ordered via **Functional mailbox Support Extended Warranty Enrollments**, VCE.warrantyenrollments@volvo.com
 - Subject line should be "Lifetime Frame Request"
- Costs is **500.00 USD** per machine (subject to annual adjustment)
 - SSL and CTL are no charge. No registration required.

Remarketing Machine Coverage Registration

- Coverage shall be ordered when machine is purchased from Remarketing.
- Coverage is ordered via **Functional mailbox Support Extended Warranty Enrollments**, VCE.warrantyenrollments@volvo.com
 - Subject line should be "Lifetime Frame Request"
- Attach Remarketing Lifetime Frame Warranty Registration Form.
- Costs Below: (subject to annual adjustment)

EXCAVATOR	Price		WHEEL LOADER	Price		ARTIC HAULER	Price
EC140-EC220	\$1,000		L50-L90	\$1,000		A25	\$1,000
EC250-EC350	\$1,500		L110-L150	\$1,500		A30/35	\$1,500
EC380-EC480	\$1,500		L180-L250	\$1,500		A40/45	\$1,500
EC750	\$1,500		L350	\$1,500			



Claim Filing Instruction

- Submit a Chain case with description and photos of the defective material /parts.
- Reference Chain case number on warranty claim.
 - File as Machine claim type in UCHP.
- When filing a claim for coverage purchased thru MoM, the Warranty Dept. must first be contacted to ensure the coverage is on the machine card.

Note: Existing Warranty Terms and Conditions apply to Lifetime Frame claims.

Visual Reference of Covered Components



Excavatorboom and arm



Excavatorframe



Articulated Hauler



Compaction



Wheel Loader