

Procedures for Claim Acceptance

1. In the case that repairs need any replacement parts, please conform to the following.

(1) Customer has trouble with the machine.



(2) An investigation should be made by the distributor to find out the cause of the problem. Photos **must** be enclosed. If no parts are required - repair of the unit should be carried out.



(3) A FAILURE REPORT should be made and submitted to AB Kranlyft with detailed information about the malfunction. Necessary parts should be ordered on this form. When no parts have been used - please inform working hours, travelling hours and mileage (go to item 7)



(4) Replacement parts will be sent to the designated address on the FAILURE REPORT.



(5) The repair of a machine should be carried out.

As soon as the repair is carried out an email report should be sent covering which parts that were used number of working hours, travelling hours and mileage. Be sure to identify with the report no of the failure report.



(6) Damaged parts should be returned to AB Kranlyft (or to Maeda if this is asked by AB Kranlyft). A copy of the failure report should be enclosed with the parts so that they can be identified at arrival.



(7) A judgement in compliance with the FAILURE REPORT and the investigation of the cause of the problem will be made by AB Kranlyft/Maeda.



(8) If a warranty is approved AB Kranlyft will issue a creditnote. If denied - information will be given why.