

Green Climber Warranty Procedure:

Green Climber Equipment & Accessories offer a One (1) Year Warranty from the date of sale. All Warranty Terms are provided by the OEM in the Green Climber Service Manual. All machines must be registered for warranty once sold to an end user or put into service by an Authorized Dealer. Any machines NOT formally registered will absorb the Green Climber Invoice date as their start date of Warranty. Warranty Claims must be reported to the Distributor within thirty (30) Days of Fault.

Before You Start Your Claim:

I. Prior to starting your Warranty Claim, you will need to gather proper information. You will need:

- To make sure your machine is registered for the OEM Warranty (**Read on to section II.**)
- Name, company name, phone, e-mail, shipping address of Customer/ End User
- Model, Make, Serial Number and Hours of the faulty Green Climber.
- Part Number/Numbers at fault or needing replacement.
- PRE-Approval of Labor hours for the repair of the machine. (**Read on to section VI.**)
- AT LEAST Two (2) clear, visible pictures of Warranty fault.

II. Equipment Registration:

- Equipment Registration must be submitted by completing the Warranty Delivery Form at <https://www.greenclimberna.com/equipment-registration>
- Warranty-Delivery Forms are available also in the Operator's Manual Booklet or on the Green Climber website.

Submitting Warranty Claims:

Warranty Claims must be submitted to the Distributor using the Online Warranty Forms at: <https://www.greenclimberna.com/warranty-claim2024>

WAYS TO FILE:

1 –**Claim for PAID Stock** – You may file a claim for parts you have in stock that have already been paid. Please follow the prompts on this form. You will need all items above PRIOR to submitting your claim. Any claims without proper evidence will be sent back to the Dealer with a request for further detail.

2 - **PARTS ORDER, Start Claim** – You may Submit a Parts Order using this form. *For any claims needing URGENT care, this may be the preferred form* If evidence attached to the form properly indicates a clear fault, your order will be processed by the Parts Department, free of charge. If more evidence is needed, parts will be invoiced. A Warranty Case will be made by the Service Department referencing the parts order. Once all proper evidence is provided by the Dealer, the Service Department will issue a credit for any parts and labor according to the OEM approval. It is the Dealers responsibility to correspond with the Service Department regarding claimed labor and add-ons.

III. Warranty Parts: What is Covered & Not Covered

- Items Covered Under Warranty Shall Include:
 - Manufacturing Faults
 - Manufacturing Defects
 - Recalls
- Items **NOT** Covered Under Warranty Shall Include:
 - Failure due to improper maintenance.
 - Failure to perform scheduled maintenance.
 - Failure due to misuse or neglect.
 - Failure due to unsafe conditions.
 - Failure due to non-compliance with Safety Regulations. (**See Green Climber Manual**)
 - Failure due to operator error.
 - Failure due to improper care or storage.
 - Failure due to unauthorized modifications, variations and/installations.
 - Damages caused in shipping by receiver, end user or third party.
 - Failure or damage by an "Act of God"
 - Failure or Damage from Environmental Events: (**ie snow, rain, wind, natural disasters**)
 - **For more detail, please see Section XI.**
- Approved Warranty Parts are provided free of charge.

IV. Shipping of Warranty Parts:

- Warranty Parts shall be shipped once a Warranty Claim is submitted on the Green Climber website.
- Shipping of Warranty Parts is provided free of charge for Ground Service up to Two Day Air Shipping.
- For Next-Day-Air Shipments, the Receiver may provide their collect number or pre-pay for Next Day Air Shipping.
- *NOTE: Shipping Air to remote locations or via Freight LTL may not always be available*

V. Warranty Labor:

- The OEM has provided the Distributor with a Repair Schedule for each Authorized Warranty Repair.
- ALL Warranty Labor must be **PRE-APPROVED** by the Green Climber Service Department.
 - You may contact the Green Climber Service Department by emailing: service@greenclimberna.com,
 - You may call them direct at: 708-354.2171 x 10
- Once Labor is approved, hours may be submitted on the online Warranty Form.
- Earthborne Warranty Labor is **approved at the rate of \$110.00 USD/Hr.**
- Labor hours may be adjusted per the OEM Repair Hours Schedule.

VI. Warranty Travel:

- Warranty Claims DO NOT cover Travel Expenses. (Travel time, fuel, dispatch, hand delivery)

VII. Returns of Faulty Parts:

- In certain circumstances, the OEM may request that a faulty part be returned for further inspection.
- It is the Receiver's responsibility to ship the part back to the Distributor.
- Parts requiring return must be sent back within thirty (30) days of Fault.
- Please using the Distributor's Collect UPS Account to return items: 93E931
 - Return Address: 411 Rockwell Ct, Burr Ridge, IL 60525
 - Attn: WARRANTY RETURNS
 - Re: (Model & Serial Number of Faulty Machine)
- Items not sent back within thirty (30) days of fault shall be billed to the Receiver.

VIII. System Updates:

- In the event that MDB, Srl issues a Technical System Update to the Green Climber Equipment, the Distributor shall schedule a Green Climber Technician to visit the location of the equipment & perform the update.
- The Dealer must provide the location, availability, and site contact for the machine.
- Any Technical System Updates shall be the responsibility. The Distributor and shall perform these updates free of charge.
- Non-technical system updates may be issued as a Dealer Notice email to the primary Dealer contacts.
- Instructions, tutorials, and assistance may be found on the Green Climber website inside the Dealer Portal.

IX. Items Not Covered via Warranty: Quick Guide

<ul style="list-style-type: none"> • Blown fuses • Broke hoses • Cosmetics damaged from shipping • Loose Fittings • Broken Tracks after 50 hours • Travel expenses for Operator Error (i.e. stop button not released. low remote battery, low oil, dead battery, lost keys, misunderstanding of error codes, notifications) 	<ul style="list-style-type: none"> • Leaks caused by blunt force. • Pump failure due to low oil • Motor Failure due to low oil • Machine bog down • Remote Misuse • Bearings, seals, and components if not properly greased. • Customer/Operator failure to troubleshoot or assist diagnosis. • Damages from abandoned or improperly stored equipment.
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