



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.

III. Submitting Warranty Claims:

- Warranty Claims must be submitted to the Distributor using the Online Warranty Form at: <https://www.greenclimberna.com/warranty-form>
- Warranty Claims must be submitted with current Part Numbers and quantity of faulty items.
 - Warranty Claims will ask for a reference Work Order/Repair number, please have this available for your submission
 - Pre-Approved Repair Hours are defined by the OEM and are available from the Green Climber Service Department. (**Read onto section VI.**)
- All Warranty Claims MUST be completed properly with at LEAST Two (2) CLEAR & Visible pictures of the fault, working hours on the machine and detailed description of the fault.
- Warranty Claim forms cannot be submitted with improper or faulty information. If done so, the claim will be denied.
- Warranty Claims must be reported to the Distributor via Warranty Form within thirty (30) Days of Fault.
- **Do you have the parts needed in stock? Please reference Section: IX. Warranty Claims for Stock or Paid Orders**
- **NEEDING PARTS ASAP? Place your order via PO and claim it via Section IX.**

IV. 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.

V. 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.



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- 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*

VI. 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.
- Standard Warranty Labor is **approved at the rate of \$110.00 USD/Hr** unless otherwise negotiated.
- Labor hours may be adjusted per the OEM Repair Hours Schedule.

VII. Warranty Travel:

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

VIII. 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.

IX. Warranty Claims for Stock or Paid Orders:

- Warranty Claims may be placed for Stock or Placed Orders if a Warranty Claim has been filed, and the equipment is properly registered.
- Warranty Claims with recently Placed Orders must reference the placed order via Invoice or PO.
- The Distributor shall issue a Warranty Credit for the Faulty Parts.
- Parts refunded to the Warrantee shall be reimbursed at Dealer Purchase Price.
- Warranty Credits shall be issued via Check within 30 days of submittal & OEM Approval
- All Claims must be submitted within thirty (30) days of fault.

X. 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.

XI. 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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