

Hako Terms and Conditions of Guarantee / Warranty for New Equipment (Hako New Equipment Guarantee)

Thank you for choosing a Hako product and thereby expressing your confidence in our product's performance and efficiency.

With the purchase of your new Hako product, you receive, pursuant to the following terms and conditions, a comprehensive package of guarantee and warranty services that satisfy our high standards of customer care and service - standards which go beyond the simple sale of a vehicle.

The terms and conditions of the Hako New Equipment Guarantee are valid for the area of the European Union.

Hako New Equipment Guarantee

HAKO-Werke GmbH, of Bad Oldesloe, Schleswig-Holstein, Germany, (hereinafter 'Hako') guarantees, within the scope of this Hako New Equipment Guarantee, that your new Hako product shall be free of material defects and manufacturing defects.

This Hako New Equipment Guarantee is valid for a period of twelve months from the delivery of the Hako product by the Hako contractual partner or until the number of operating hours as shown below in Table 1 (New Equipment Guarantee) has been reached for the respective Hako product, whichever occurs first (elapse of twelve months' time, or reaching of the respective amount of operating hours).

Extension of the Hako New Equipment Guarantee

In addition, Hako offer you the option upon purchasing new equipment, of extending the Hako New Equipment Guarantee beyond the standard length of twelve months.

There are two options available for the extension of the Hako New Equipment Guarantee:

Extension Option 1: Extension of the Hako New Equipment Guarantee to a total of twenty-four months or until the number of operating hours as shown below in Table 1 (see Extension Option 1) have been reached for the respective Hako, whichever occurs first (elapse of twenty-four months' time, or reaching of the respective amount of operating hours).

Extension Option 2: Extension of the Hako New Equipment Guarantee to a total of thirty-six months or until the number of operating hours as shown below in Table 1 (see Extension Option 2) have been reached for the respective Hako product, whichever occurs first (elapse of thirty-six months' time or reaching, of the respective amount of operating hours).

The extension of the guarantee encompasses the same guarantee and warranty services as the standard twelve-month Hako New Equipment Guarantee. The same terms and conditions also apply.

Product	New Equipment Guarantee	Extension Option 1	Extension Option 2
	12 Months <u>OR</u>	24 Months <u>OR</u>	36 Months <u>OR</u>
Citymaster	1200 operating hours	2400 operating hours	3600 operating hours

**Table 1
Guarantee Terms and Conditions**

The services and implementation of the Hako New Equipment Guarantee are carried out by an authorised Hako contractual partner.

You can lodge warranty claims under the Hako New Equipment Guarantee at any authorised Hako / contractual partner. Those claims lodged for defects or faults which fall within the scope of the terms and conditions of the guarantee shall be rectified for you free-of-charge by the authorised Hako contractual partner, by way of repair works or installation of new or fully refurbished parts.

The length of the warranty period is not extended by lodging a warranty claim under the Hako New Equipment Guarantee. The warranty period for any Hako original parts installed as replacement parts as part of the repair or rectification of faults and defects expires with the expiration of the warranty period (Hako New Equipment Guarantee) for the Hako product.

The Hako New Equipment Guarantee is a voluntary and optional undertaking on the part of Hako. Other claims, in particular claims for damages, against Hako are excluded. Your contractual or statutory claims against the Hako contractual partner selling you the product are neither affected by this provision, nor by the lodging of a warranty claim for services under the Hako New Equipment Guarantee.

The Hako New Equipment Guarantee shall be valid to the same extent and under the same conditions for every later owner of the Hako product.

Warranty claims under the Hako New Equipment Guarantee only apply, when:

- ✓ the Hako product shows no damages or signs of wear and tear caused by a use of the product that deviates from the normal purpose and specifications of the manufacturer as set out in the operating manual;
- ✓ the Hako product shows no marks which suggest that repairs or other tampering or interference by workshops not authorised by the manufacturer have taken place;
- ✓ only authorised Hako accessories and auxiliary equipment has been installed on / in the Hako product;
- ✓ the serial number has not been removed or rendered unrecognisable;
- ✓ in lodging the warranty claim, you can provide corresponding documented verification that the Hako /product has been regularly serviced by an authorised Hako contractual partner in adherence to the service intervals specified by the operating manual for your Hako product, in accordance with the valid specifications of the manufacturer to this end.
The acknowledgement of service and maintenance works carried out is to be entered into the fields provided in the operating manual for this purpose by the authorised Hako contractual partner. Therefore, please make sure to have the authorised Hako contractual partner fill in this information to verify each service and maintenance check for your Hako product and please keep this information secure.

A complete list of service and maintenance checks, showing no gaps, can also increase the resale value of your Hako product, especially when presented in conjunction with the invoices and check-lists which serve as a record of the work carried out and the parts used.

In addition, the following terms and conditions of guarantee apply:

Repair work within the scope of the Hako New Equipment Guarantee may only be carried out by authorised Hako contractual partners or by Hako itself. It is at the discretion of Hako as the guarantor, as to which kind of rectification of faults and defects will be carried out.

Replaced Parts

Parts replaced within the scope of the Hako New Equipment Guarantee shall become the property of Hako.

Wear Parts

Defects in wear parts, (i.e. parts that are subject to wear and tear - see list below), resulting from material defects or manufacturing defects generally occur after only a short period of operation. Such defects are thus – irrespective of the actual number of operating hours – only then covered by the Hako New Equipment Guarantee when a warranty claim is lodged for them within two months of delivery of the Hako product. In case of defects to wear parts which occur at a later point in time, it shall be assumed that these defects occur as a result of normal wear and tear. Such defects are thus not covered by the Hako New Equipment Guarantee.

In particular, the following parts are classed as wear parts:

- Brooms, brushes, cleaning pads
- Sealing strips
- Carbon brushes on electric motors
- Suction engines
- Drive batteries
- Wiper blades
- Starter batteries
- Light bulbs
- Tyres
- etc.

Friction Materials

Brake pads, brake shoes, brake discs and other friction materials are excluded from the guarantee.

Glass Breakage

Glass breakages resulting from material defects or manufacturing defects generally occur after only a short period of operation. Such defects are thus only then covered by the Hako New Equipment Guarantee when they occur within the first fifty operating hours of the product. Glass breakages which occur after the first fifty operating hours are generally caused by external factors. Glass breakages which do not occur within the first fifty hours of operation are thus not covered by the Hako New Equipment Guarantee.

Operating Liquids / Fluids

The replacement or refilling of operating liquids / fluids, e.g. oil, coolant, brake fluid, windscreen washer fluid and (engine) cooling agent, shall only be carried out within the scope of the Hako New Equipment Guarantee when these liquids or fluids are required for repair works covered under the guarantee.

Modifications or Performance Enhancements

Hako does not support and / or allow modifications to or interference by third parties with the control systems of its vehicles. This applies to motor adjustments as well as to adjustments or modifications of all other functions of Hako products.

The control systems also include software, in particular software relating to security and safety. Modifications to this software which are not approved by Hako can lead to unexpected or dangerous operation of the Hako product. Such modifications can - under certain conditions – also lead to damage to the vehicle power train (engine/clutch/gear box/exhaust system). In addition, unauthorised modifications can lead to poorer exhaust emission values and to premature mechanical breakdowns. All damages which may be directly or indirectly traced to modifications or performance enhancements which were not authorised by Hako are not covered by the Hako New Equipment Guarantee.

Obligations of the Owner

Valid warranty claims under the Hako New Equipment Guarantee require that you immediately contact an authorised Hako contractual partner and lodge a complaint in writing, once a fault or defect has been detected. The acknowledgement / confirmation of previous service and maintenance work is to be provided with the written complaint.

Please therefore ensure that all service and maintenance works are entered in the acknowledgement of service in the operating manual. This is your confirmation of the regular service of your vehicle in accordance with the service intervals and extent of maintenance and service as specified by Hako and also for the use of the correct (replacement) parts and operating liquids / fluids.

Note: In addition, we generally recommend retaining original invoices for any service and maintenance works which may have been carried out. All invoices should show the name and address of the repair service / workshop.

Please look after your Hako product by cleaning it regularly and properly in accordance with the requirements set out in the operating manual.

Limitation

Warranty claims under the Hako New Equipment Guarantee lapse after six months from the point in time the circumstances leading to the written complaint came to your attention.

Exclusion of Warranty / Guarantee

Hako shall assume no liability for damages:

- which result from improper use, or from use in a manner contrary to the intended use, or from improper maintenance disregarding the service intervals prescribed by Hako or from neglected or incorrect care disregarding regular and proper cleaning, or from accidents or flooding, or from wear and tear;
- which occur on account of the use of incorrect fuels (see operating manual);
- which affect Hako products on account of CNG- (compressed natural gas) and LPG- (liquefied petroleum gas) modifications which were not authorised by Hako;
- which occur on account of the use of charging devices for drive batteries which are not authorised by Hako for this use;
- which occur by means of the use of biodiesel or other fuels containing ethanol in concentrations that are in excess of the levels authorised by Hako;
- which occur on account of the use of additional additives or engine cleaners for fuels or motor oils (insofar as these are not required as part of the Hako service specifications);
- which occur on account of repairs of damage to the paintwork or corrosion damage which are not carried out in a timely manner, as well as damage to the anticorrosive coating layer;
- which occur as a result of circumstances which are outside the control of Hako, such as air pollution, storm damage, stone chipping, scraping, as well as the use of unsuitable cleaning agents.

Also excluded from warranty are all claims which exceed claim for the rectification of faults and defects in line with the guarantee, in particular, claims for damages, claims of compensation for consequential damage and other consequential loss, in particular damages on account of delays or means of transport, which you or a third party may incur on account of such damages as are covered by the Hako New Equipment Guarantee. The statutory claims against your Hako contractual partner remain unaffected.

This guarantee is subject to the laws of the Federal Republic of Germany.