A JOHN DEERE COMPANY

WIRTGEN GROUP

Product Support Manual

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CLOSE TO OUR CUSTOMERS

WIRTGEN / VÖGELE / HAMM / KLEEMANN

How to use this manual

This manual is divided into 2 parts.

Part 1: Service and Warranty Policy

Part 2: Parts Policy

Each part of the manual is divided into sections, which are further divided into sub-sections. These sections and sub-sections are listed and described in the Table of Contents.

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Part 1

Service and Warranty Policy

1 Introduction

We are pleased to present the Wirtgen America, Inc. (Wirtgen America) Product Support Manual which reflects the policies and procedures for all products including:

- Wirtgen Products (Wirtgen)
- Vögele Products (Vögele)
- Hamm Products (Hamm)
- Kleemann Products (Kleemann)

The purpose of the manual is to assist the Dealer in providing Customers of all Wirtgen America machines with the service that they deserve and to which they are entitled. The manual is essential to a Dealer since it contains the information needed to provide services fairly and uniformly. It provides detailed information about the responsibilities of the Wirtgen America Products, their Dealers and their Customers in regard to service, parts, and warranty. Wirtgen America's warranty is a written statement of the company's responsibility for the repair or replacement of defective parts.

Applying the provisions of this manual will help you satisfy the machine owner's needs and protect the good name of Wirtgen America and its Products and the Dealership by providing prompt, high-quality service. These practices will help all of us accomplish our goal of having the most satisfied machine owners in the world.

1.1 Scope

The procedures, terms and conditions established in this policy shall apply unless other provisions have been stipulated in a dealer's contract. This manual serves as a supplement to and an extension of the Sales and Service Agreement and the Nonexclusive Distributor Agreement. Please begin to use and conform to the guidelines of this manual immediately. Effective July 1, 2019, previous manuals become invalid.

1.2 Approval of this Manual

The release of this policy is subject to the approval of the President of Wirtgen America. Questions regarding the use of this manual should be directed to the Product Support Manager of the appropriate product line.

Wirtgen America, Inc.
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Antioch, TN 37013

Phone: 615-501-0605
Fax: 615-501-0692

E-mail: productsupport.america@wirtgen-group.com
warranty.america@wirtgen-group.com

Internet: www.wirtgen-group.com

2 Responsibilities of Wirtgen America

2.1 Documentation and Information Systems

Wirtgen America provides technical documentation to the Dealer and the Customer.

2.1.1 Wirtgen America Service Portal

The website address is http://portal.wirtgen-group.com

The Service Portal provides the following functionalities to dealer personnel based on access rights:

- Ability to place parts orders
- Check pricing
- Review parts availability
- Tracking of billing and shipping information
- Online Infothek
- Service documents
- Software release management

Note:

- Consult the Help Section in the Service Portal for assistance.
- See also chapter 6.2.

2.1.2 WIDOS (Wirtgen Documentation System)

Wirtgen America offers its dealers WIDOS which is a comprehensive electronic data information system especially designated to Wirtgen America Dealers. WIDOS is updated on a regular base and is therefore the most important and current source of information and technical data while supporting Wirtgen America Equipment.

This electronic information system contains the following information:

- Spare Parts Manual for a comprehensive range of Wirtgen Group products
- Electronic spare parts catalogue with search functions
- Parts Illustrations with Electric and Hydraulic Component Descriptions
- Operator Manuals
- Electric and Hydraulic Schematics
- Hose Routing Diagrams
- Machine Data
- Safety Instructions
- Machine Menu Guidance
- Additional documentation, such as transportation instructions, transport data, Interlink lists, operating manual for liquid gas units, PLC/CGC forms, etc. when available.
- Technical (TEI) and Service (SEI) Information
- Software installation instructions

Please contact the Wirtgen America Parts Department for your WIDOS order.

Note:

Certain subjects in WIDOS contain information for Dealer usage only. This information is only accessible with a corresponding license code. Its release and licensing is processed in accordance to the WIDOS release procedure.

2.1.3 Machine Documentation

Wirtgen America provides the following documentation whether in printed format, digital format, or a combination thereof for each machine.

- Operators Manual
- Spare Parts Manual
- Engine Manual
- Safety Manual
- Electric Diagram
- Hydraulic Diagram
- Parts and More Catalogue

2.1.4 Technical and Service Info's

Technical (TEI) and Service (SEI) Information contain important technical and organizational information updates and will be issued as required. These bulletins are particularly important for every Dealership within the Wirtgen America Dealer Network and must be carefully reviewed and stored. Service bulletins are distributed via e-mail and or as part of the regular WIDOS update.

2.1.5 WITRAIN

Wirtgen America offers WITRAIN which is a machine serial number specific training and documentation CD. This CD contains:

- Product Training
- Options
- Application Information
- Spare Parts Manual
- Parts Illustrations with Electric and Hydraulic Component Description
- Operators Manual
- Safety Instructions
- Machine Menu Guidance
- Electric and Hydraulic Schematics
- Hose Routing Diagrams
- Machine Data
- Additional documentation
- Technical (TEI) and Service (SEI) Information
- Software installation instructions

WITRAIN is available on CD and designated for end-users of Wirtgen America Equipment. Please contact the Wirtgen America Parts Department for your WITRAIN order.

2.1.6 Parts and More

Parts and More is an extensive information system for genuine Wirtgen Group spare parts. This highly practical system provides additional information on parts quality and aspects of maintenance, as well as lots of know-how related to applications technology. The individual media, such as Parts and More Catalogue and Parts and More Compact brochures, are designated for the usage by the Wirtgen America Dealerships as well as for End-users. Parts and More can be accessed online at any time by visiting www.partsandmore.net.

Note:

- Any documentation / literature released by Wirtgen America is protected by copyright and cannot be reproduced without the permission.
- Upon request, Wirtgen America will supply a list of documentation available.
- Any orders for technical documentation must be forwarded to the Parts Department.
- Orders for sales literature must be forwarded to the Sales Department.

2.2 Support

The Service Department will provide required technical information and assistance to the Dealer and/or Customer. Upon request, the Service Department will provide service staff under the terms and conditions agreed upon and according to its available capacities.
The Service Department assists further with:

- Suggestions for solving technical problems and failure diagnosis.
- Warranty claim processing.
- Special tool requirements and offers.

2.3 Training

Wirtgen America provides regularly scheduled open-enrollment training courses on its products that are available to Dealer personnel as well as training courses which are available to customer personnel.

Courses cover various technical, operational, and maintenance aspects of the current Wirtgen America product lines and systems. Courses are held at the Center for Training and Technology. Course information and schedules are published on the Wirtgen America web site and CTT Portal.

Wirtgen America product training courses can be delivered locally, at a mutually agreed upon site. Course fees, including cancellation penalties, conform to Wirtgen America's terms and conditions for training. Wirtgen America reserves the right to change, modify, suspend, or discontinue specific open-enrollment courses at any time without incurring any obligation.

2.4 Service Update / Campaign

This program is implemented if a certain component(s) require replacement, or if there are any changes occurring with a certain component(s). Wirtgen America may issue Technical Service Information which covers the change. The program may apply to machines either within or beyond the warranty period. A letter will inform the Dealer or Customer about the component concern and clearly states the requested response. This information is distributed via e-mail to the designated Dealer Campaign Coordinators.

The following information is provided:

- Technical Service Information Number
- Classification such as “Information Only, Fix as Fail, or Repair Required.
- Subject of the Notification.
- Machine models and serial numbers affected
- Summarized description of the Campaign
- Personnel qualification requirements
- Labor time requirements
- Tools and parts requirements
- Reimbursement terms, terms of coverage (whether the repair is fully covered by Wirtgen America or is based on a co-pay basis).
- Inspection and repair procedures
- Time frame to finish the campaign

Note:

- Wirtgen America reserves the right to make changes or modifications to all of its products at any time without incurring any obligation to make similar changes or modifications to previously sold machines.
- Wirtgen America dealers are obligated to notify Wirtgen America

3 Authorized Dealer Responsibilities

The Dealer is responsible for all after-sales support affecting all Wirtgen America products in its territory. Wirtgen America requires its Dealer's to have trained technicians with proper tools and documentation supporting Wirtgen America equipment. In assuming that responsibility, the Dealer must maintain adequate service facilities with proper tools based on Wirtgen America requirements and a competent, regularly trained service staff that always offers prompt, effective service.

The Dealer is responsible for providing complete after-sales support in the areas of warranty, service, parts availability, machine maintenance, and consulting. The Dealer must investigate and resolve all complaints received from Wirtgen America Customers. All complaints must be documented and promptly reported to the Service Department of Wirtgen America.

The Dealer has the responsibility to maintain accurate machine files including but not limited to:

- Sales Documentation
- Start-up and Commissioning Documentation
- Warranty and Campaign Documentation
- Repair Records

Upon request, any information must be made available to the responsible Wirtgen America Sales or Product Support Department. It is the Dealer's responsibility to inform the responsible Product Support Department of any changes regarding machine ownership (for maintaining accurate machine and Customer data).

Note:

- The listed Dealer Product Support Responsibilities are in effect as soon as there is a machine present in the dealer's territory.

3.1 Customer Service

a) Operation: The Dealer has the responsibility to instruct the Customer's operators in proper handling of the equipment thus conforming to specifications published in the Manufacturer's documentation.
b) Maintenance: The Dealer has the responsibility to instruct the Customer's personnel on proper maintenance of the equipment as described in the Operating and Maintenance Manual.
c) Inspection: The Dealer must inspect the equipment according to inspection intervals published by the manufacturer. Non-compliance will invalidate any warranty claims.
d) Safety: The Dealer must assure that the Customer's personnel understand and follow all current safety instructions.
e) Service Updates/Campaigns: When a Wirtgen America machine is in the Dealer's possession and/or territory for any reason, all known technical service updates must be performed within notified time limits.

3.2 Customer Support

The Dealer is obligated to maintain Customer confidence in Wirtgen America equipment with regular after-sales contact.

a) Spare Parts: The Dealer is obligated to stock adequate parts to support the regional machine population. Recommended Spare Parts Lists and Machine Populations are available upon request. Every dealership is required to maintain sufficient parts inventory to enable the Dealer to achieve a 70/30 Stock/Emergency order fulfillment ratio by order, to comply with Customer requirements.

b) Warranty Work: The Dealer is required to provide warranty and policy repair service in accordance with the provisions of the Sales and Service Agreement and this manual. The Dealer must handle all warranty work in a timely, reliable manner as per the guidelines set forth in this manual.

c) Qualification: The Dealer must have adequate, authorized service personnel to perform any work required by the Customer or the Wirtgen America Product Support Department.

3.3 Service Management Responsibilities

The Dealer service management is responsible for:

a) Providing Customers with prompt, high-quality assistance whenever it is required.

b) Implementing procedures to eliminate improper or unnecessary repairs.

c) Making at least one service specialist available for solving technical and application problems. The service specialist must participate in all service certification programs.

d) Ensuring that Dealer technicians and product specialists receive ongoing training for Wirtgen America products on an annual basis and maintain records of training completed.

e) Making an effort to resolve technical problems through consultation with the Customer's operating or service personnel by phone before sending a service technician to perform a minor adjustment or to install a low cost part. Excessive labor or travel time is subject to denial.

f) Retaining parts removed from any machine for which a warranty claim has been filed.

g) Recommending appropriate Wirtgen America Customer-specific courses to Customer personnel; ensuring that Customer personnel receive training on Wirtgen America product(s); ensuring that Customer personnel are qualified to operate and, where applicable, maintain the Wirtgen America equipment; and provide verification of Wirtgen America courses Customers have completed.

3.4 Product Support Tool and Parts Requirements

a) Every Dealer location must have at least one Emergency or First Aid Kit available per branch and model line for their service technicians and product specialists. Machine population lists are available from Wirtgen America.

b) Specialty tools recommended by Wirtgen America must be available in the Dealer's service facility as well as on their service trucks.

c) Dealer locations are obligated to maintain an adequate number of WIDOS licenses for their parts and service personnel. In addition at least one complete set of documentation containing parts list, operator manuals, service manuals and service bulletins must be available for products not supported by WIDOS. Wirtgen America will distribute one set of manuals free of charge for every product (electronic file).

d) Deficiencies due to missing tools and parts resulting in excessive warranty labor or travel time are subject to denial.

Note

- Contact the Wirtgen America parts department for your tool and documentation requirement.

3.5 Demonstration and Start-Up (In General)

The Dealer is responsible for Demonstrations and Start-Up's of Wirtgen America products. This means that a trained mechanic or dealer product specialist with an appropriately equipped service vehicle is present at all time on the job site while operating the equipment for demonstration or startup purposes.

Wirtgen America will provide factory support for new products. Three (3) "free of charge" demonstrations and/or start-ups with a factory representative will be provided. After the "free of charge" demonstrations and/or start-ups have been provided, Wirtgen America product support for demonstrations and start-ups will be charged to the responsible Dealer location.

Note

- It is the dealer's responsibility to manage the demo or start-up, means scheduling any Wirtgen America product support assistance as well as dealer service personnel and the required equipment with the customer.
- The dealer must provide a Purchase Order Number with the Service Request. No charges will occur as long as the dealer actions conform to this guideline.
- If Dealer product support personnel are not present on the job during demonstration or startup, the responsible Dealership will be billed by Wirtgen America for all charges relating to Wirtgen America Service Personnel including labor time, travel time, accommodation, and any type of travel expense.
- The dealer must provide 24 hours advanced notice to the responsible Wirtgen America Service Manager in case that job is cancelled and Wirtgen America service assistance is not required on the job in order to avoid travel time and expense charges for jobs being cancelled without prior notice.

3.6 Receiving and Inspecting New Machines

The Interstate Commerce Commission (ICC) governs the receipt of machines and the regulations for submitting and settling loss and damage claims. These regulations protect the Dealer, Customer, and the Carrier.

The ordering Dealer or Customer becomes the owner of the machine when it is turned over to the Carrier. Claims for shortages in shipment shall be deemed waived and released by the Dealer or Customer unless made in writing within five days after the Dealer's or Customer's receipt of shipment. Wirtgen America's responsibility for shipment ceases upon delivery to the Carrier, and the Dealer or Customer must make, to or against the Carrier, all claims occurring thereafter. It is the Dealer's or Customer's responsibility to accept new machines, therefore the bill of lading is a delivery / inspection document used by all carriers.

Note:

- A copy of the bill of lading should be kept with the machine file.
- In the event there are missing or damaged parts on machine when delivered, complete the New Machine Missing Parts Form (Enclosure 13) within 30 days. Refer to form instructions. If request is approved, Wirtgen America will supply parts. The Dealer should not order parts and file a claim.

3.6.1 Inspection Process

Begin the inspection before the machine is unloaded; check the entire machine and the body side panels for dents, scratches, etc. Check accessories and any options that might have shipped separate from the machine. Check the storage compartments of the machine. Use the sales agreement to ensure that you have received all ordered options. All damage(s) and shortage(s) must be noted on the trucker's bill of lading.

3.6.2 Machine Inspection and Receiving Report with New Machines

It will be the responsibility of the Dealer to perform the Machine Delivery and Inspection at the Dealer's expense. After receiving the machine, a pre-delivery inspection (PDI) must be performed by an authorized representative. The PDI of sold machines should be performed with the Customer's personnel present for training purposes.

The Machine Inspection & Receiving Report (Enclosures 1a – 1d) must be completed and returned to Wirtgen America within 15 days of receipt of the machine. Any missing items or damage to the machine should be noted on this report even if it was previously noted on the trucker's bill of lading.

Noting damage on this form does not relieve the Carrier of responsibility for damage to the machine after taking possession, nor does it relieve the Dealer of the responsibility to file a claim with the carrier company.

A copy of the report must be sent to Wirtgen America (whether the machine is sold or not). The Dealer should keep a copy of this report as a permanent part of the machine file. The Customer must sign this form when he receives the machine, and a signed copy should then be sent to Wirtgen America.

Note:

- If the machine is sold at a later date, an updated report form including the Customer's name and address must be sent to Wirtgen America.
- An accurate inspection and pre-delivery of each machine is an investment in our Customers' satisfaction, helping eliminate unnecessary job-site breakdowns and avoiding job-site repairs.

3.6.3 Shipping and Receiving Wirtgen America Owned Equipment

Every dealer using Wirtgen America Owned Equipment is required to complete the specific Machine Inspection Form for demonstration units once when receiving and once when shipping Wirtgen America owned units. The completed form must be emailed to Wirtgen America; warranty.america@wirtgengroup.com within 5 days after receiving and inspecting the demonstration unit and immediately before the shipment of an inspected demonstration unit to avoid charges for missing and damaged parts. If a dealer finds parts missing or damaged, all efforts must be made to repair/replace the parts in order to ship the machine in a complete and functioning condition.

Note:

- Shipping arrangements for all demonstration units are to be executed by the Wirtgen America Sales Department.
- The Wirtgen America Sales Department must be informed by email or phone if other shipping arrangements are made by the dealer.
- Unless the dealer chooses, dealer intercompany movement of demonstration units does not require additional reporting. It is however mandatory that the dealer informs the Wirtgen America Sales Department when moving units from one location to another. A simple e mail is acceptable.
- Any missing pieces, damaged pieces or machines that are not cleaned properly will result in charges invoiced to the dealer based on the completed forms.
- Warranty claims for missing or damaged pieces with incoming Wirtgen America demonstration units must be accompanied by the Inspection Form.
- Failure to complete the incoming and outgoing reports could result in charges for missing equipment pieces, damaged equipment or cleaning charges.

3.6.4 Maintaining Wirtgen America Owned Equipment

The dealer is responsible for ensuring that scheduled maintenance conforms to the maintenance schedule in the operator's manual, is performed while a Wirtgen America owned machine is used for demonstrations in the dealer's territory. The machine must be serviced per the maintenance intervals in the operator manual.

Note:

- The dealer must order and use genuine maintenance parts from Wirtgen America for scheduled maintenance.
- Genuine parts cost can be covered by submitting a preauthorization request form for approval. Any additional costs such as, but not limited to labor, travel, lubricants, etc. are born by the dealer using the Wirtgen America demonstration equipment.
- Any maintenance cost occurring with Wirtgen America owned "Loaner" machines are fully the responsibility of the dealer/customer.

3.6.5 Pre-Delivery / Delivery to the Customer

All machines must conform to the highest appearance and performance standards at time of delivery, regardless of when the pre-delivery service was performed. The Dealer is responsible for inspecting, preparing, and repairing each machine before it is delivered to the retail or rental Customer. The Machine Inspection & Receiving Report can be used as a pre-delivery checklist.

3.6.6 Storage Procedure for Batteries

Electronic modules such as computers, controllers and displays require a small amount of power even when the machine is not running. To prevent complete battery drainage, batteries should be disconnected if the machine is to be stored more than three (3) weeks as a stock unit.

3.7 Warranty Registration Process

Upon delivery of the machine, the Machine Inspection & Receiving Report (Enclosures 1a-1d) must be completed and signed (please sign and print the name) by the authorized Dealer (and/or Wirtgen America) service representative and the Customer (sold machines). The completed report must be returned to the Wirtgen America warranty department for machine registration. The signature acknowledges acceptance of:

a) Correct and complete delivery of the machine
b) Registration of the machine
c) Warranty registration to the initial Customer
d) Proper operation and maintenance conformity to all safety guidelines
e) Receipt of the parts, operators, schematics, engine, and safety manuals

The following specific form must be completed and returned in order to validate the registration:

Wirtgen: Machine Inspection & Receiving Report (Enclosure 1a)
Vögele: Machine Inspection & Receiving Report (Enclosure 1b)
Hamm: Machine Inspection & Receiving Report (Enclosure 1c)
Kleemann: Machine Inspection & Receiving Report (Enclosure 1d)

In addition the Confirmation of Receipts / Machine Guarantee Card (Enclosure 2) must be provided to start the machine warranty period.

Note:

- Warranty claims are rejected immediately if above listed Warranty Registration Documents including the Machine Inspection & Receiving Report are not completed and returned to the Wirtgen America Warranty Department within 15 days of delivery/receipt of the machine. Warranty claims submitted without the form on file will be returned as denied. Claims may be resubmitted electronically within 10 days only if the completed Machine Inspection & Receiving Report is attached.
- The Machine Inspection & Receiving Report may also be used with rental equipment in order to document the condition of the machine as well as proper training of operating personnel.

3.8 Engine Warranty Registration

Engine Warranty Registration is processed by Wirtgen America.

Note:

- The engine is subject to the warranty terms and conditions of the engine manufacturer.
- All engine parts including starters and alternators must be claimed with the engine distributor.
- Wirtgen America is not responsible for regeneration service calls due to exhaust after treatment failure, engine component failure, or operator negligence.

3.9 Customer Machine Start-up

Upon delivery the Dealer has the responsibility to explain the safe operation and maintenance of the equipment to the Customer using the operation, maintenance, and safety manuals. The use of parts books and appropriate parts ordering procedures must be explained to the Customer at the same time as the Warranty Handbook.

The Dealer is responsible for explaining the warranty to the Customer at the time of sale so the Customer understands which services are covered by the warranty. The Dealer should provide the following to the Customer:

a) Warranty Information Booklet
b) Signed and dated Machine Inspection & Receiving Report and Machine Guarantee Card to be retained in the machine file.
c) Signed and dated Machine Inspection & Receiving Report and Machine Guarantee Card for the buyer.
d) The completed Machine Inspection & Receiving Report for Wirtgen America signed by the appropriate person confirming that the operating and safety information received with the machine has been read and understood (the warranty is in effect for the specified period unless invalidated).
e) The appropriate operator's, maintenance, spare parts, schematics, engine, and safety manuals.

3.10 Warranty Repairs for Machines sold outside the Dealer's Territory

As the Wirtgen America's machine population continues to grow in all geographic areas, there will be more occasions when a machine may be in your territory and require repair, but you are not the selling Dealer. The following procedures should be followed when servicing a machine that was not sold by your Dealership:

1. Contact the Warranty Department, warranty.america@wirtgen-group.com to verify the inservice date of the machine. Include a brief description of the failed component, part number, the machine model and serial number, hour meter reading, and Customer name.
2. You will receive notification from the Warranty Department – by return email, confirming warranty status of the machine. The reply will include the machine in-service date, model year, and engine model and serial number. This information must be included on any warranty claim submitted.
3. As the repairing Dealer you must:
   - Submit the warranty claim as outlined in the Wirtgen America Product Support Manual; or
   - Submit the repair invoice directly to the Customer (in the event you were notified that the machine is no longer under warranty).
4. Claim will be reviewed and processed under the Standard Warranty Guidelines. Labor will be reimbursed at full charge out rate for approved claims.

3.11 Change of Ownership - Used/Rental Machines

The following forms should be submitted when a machine is transferred to a new owner. The forms should indicate the original in-service date of the machine, the sale date, and the machine hours at time of transfer.

The following forms must be completed and returned to validate the warranty registration in addition to the form “Transfer of Ownership” (Enclosure 3):

Wirtgen:	Machine Inspection & Receiving Report (Enclosure 1a)
Vögele:	Machine Inspection & Receiving Report (Enclosure 1b)
Hamm:	Machine Inspection & Receiving Report (Enclosure 1c)
Kleemann:	Machine Inspection & Receiving Report (Enclosure 1d)

3.12 Campaigns

The Dealer is obligated to complete any campaign work within the outlined timeframe per notification from Wirtgen America. The standard outlined timeframe is 180 days. No overtime on campaign work is allowed. Labor requirements are specified within the campaign/update instructions. Whenever possible, campaign updates should be combined with regularly scheduled visits or service calls. Campaigns must be bundled if there is more than one campaign required with a specific machine at the time. If Wirtgen America is required to send a second notice, referenced campaign(s) must be completed within 90 days. If the dealer fails to complete campaign(s) within 90 days of the second notice, Wirtgen Group will at their choice, complete said campaign(s) and all labor, travel cost (potentially overseas) and expenses will be charged to the appropriate dealer without need for a purchase order. Claims for repairs will not be accepted if mandatory campaigns are not completed in the outlined timeframe.

Note:
- Contact the responsible Product Support Manager for any campaign related issues.
- Labor on campaign work is 100% of the Dealer posted charge-out rate. Travel rate is paid at 75% of dealer posted charge-out rate.
- Wirtgen America credits campaign parts at the dealer net purchasing price.
- Service updates, campaigns, or owner notification programs involving labor or parts reimbursement must be filed on a warranty claim form including the campaign name and number. No additional failure description is required.

3.13 Notification of Accidents

The Dealer should notify Wirtgen America in the event an accident happens involving a machine, i.e. property damage.

If there is an accident involving an injury to a person, the Dealer must immediately notify the Wirtgen America VP of Product Support and/or the Safety Director.

3.14 50 Hour Failure Reports

The 50 hour failure report form (Enclosure 8) should be completed and returned to the Wirtgen America Warranty Department when the machine has reached the first 50 hours of in service due to any type of operational activity, i.e. sales, demo, rental, etc. Any concerns should be listed in this report while using the failure key enclosed with the form. This report will assist Wirtgen America in improving the machine as well as delivery quality with all products.

4 Warranty Policy

4.1 General Procedure

Warranty claims must be sent from the authorized Dealer to the Wirtgen America Warranty Department. A Warranty Claim Form (Enclosure 4) must be completed, whereby one failure of a specific machine must be listed on the warranty form; Wirtgen America supplies a separate warranty claim number for each claim. The warranty claim number must be indicated on any correspondence and on any part affected by warranty. Serial numbers must be provided for all major components replaced, such as gear boxes, hydraulic pumps, motors, electronic components, etc. Serial numbers must be provided for the original as well as the replacement part.

Failure of Hydraulic components or gear boxes require oil samples be taken prior to repair and made available if requested by Wirtgen America.

Note:

- Any warranty authority resides with the Wirtgen America Product Support Manager
- One claim per failure, per machine
- Each product division has the right to request additional documentation up to 120 days from claim settlement. Request could include service reports, photos, inspection forms, part failure forms, etc.

4.2 Pre-Authorization Requirements

Certain repairs and claims require pre-authorization. The Dealer is responsible for obtaining and documenting pre-authorization when required. Pre-authorization does not exempt the Dealer from complying with warranty provisions outlined in this manual, including documentation of labor hours. Photographs in hard copy or digital form may be required to substantiate any claim.

The Claim Pre-Authorization Form (Enclosure 5) must be submitted via e-mail to the responsible Wirtgen America Product Support Manager or the Warranty Department for approval. Once the preauthorization is approved, the Dealer will receive detailed instructions on how to continue the process of filing the claim. The claim must be submitted within 30 days of receiving the approval.

The following situations require pre-authorization:

a) Accident claims: Any condition that could have contributed to personal injury or property damage
b) Machine modification: Welding, painting, fabrication
c) After-warranty repairs: Repairs made to any machine that is beyond the parameters of the warranty by months or hours

4.3 Warranty Periods

4.3.1 New machines

- The machine warranty time period with any Wirtgen, Vögele or Hamm product is twelve months from commissioning or 1000 operating hours; whichever occurs first.
- The machine warranty time period with any Kleemann product is twelve months from commissioning or 2000 operating hours; whichever occurs first.
- The engine warranty is covered by the engine manufacturer.

- Dealers are responsible for registering the Carlson Screed directly with Carlson when the machine is registered. Contact Carlson Paving Products, Inc. for forms and warranty details at carlsonpavingproducts.com

4.3.2 Rental / demonstration machines

- The warranty period is twelve months or 1,000 hours, whichever comes first on a machine. Warranty begins on a rental machine on the first day rented.
- In the case of a demo machine, warranty begins after reaching 50 operating hours provided that it is a new machine.

4.3.3 Machines stocked at the Dealer's premises

Units in inventory for more than 24 months will not be registered for warranty – units in inventory for more than 12 up to 24 months will be reviewed for warranty coverage eligibility on a case by case basis.

- This does not include the engine if it is beyond the engine manufacturer's guidelines.

4.3.4 Used or previously owned equipment

- Warranty terms and conditions of used machines are subject to the specific sales agreement.

4.3.5 Repaired Parts

- Warranty terms and conditions for repaired or re-manufactured parts are subject to the specific agreement.

4.3.6 Machine Parts

- Parts are warranted for 1 year or 1000 hours, whichever comes first.
- Parts replaced under warranty, while the machine is in the standard warranty period, take on the remainder of the machine warranty. If the part fails a second time it takes on the original warranty of the machine part replaced.
- A replacement part used in the normal course of repair has a warranty period of 1 year or 1000 hours, whichever comes first. (See section 7 – Service Parts Warranty).

4.3.7 Track Rollers

- Track Rollers are considered wear items. Claims filed for track rollers are subject to be prorated. The Track Roller Failure Report Form (Enclosure 7) must accompany the claim.

Note:
Wirtgen America strongly recommends purchasing warranty extensions before the initial start-up if the machine is scheduled to be a rental or a demo unit.

4.4 Warranty Exclusions

The following parts, fluids, services, or failures are not covered by this warranty:

a) Adjustments to bring the machine performance beyond specified standards
b) Regular maintenance and adjustments required (tightening nuts, bolts, fittings, bulbs, etc.)
c) Adjustments to correct prior improper or incomplete Dealer adjustments or adjustments that are prohibited in a publication
d) Performance tolerance levels within ± 10% of published specifications
e) Replacing or adding fuel, Hydraulic and lubricating oil, grease and anti-freeze, air/filter inserts and replacement parts as the result of normal maintenance requirements, normal use, and/or wear and tear

f) Failure of attachments or components that were not supplied by the manufacturer
g) Damage caused by non-authorized conversion or modification
h) Failure of or subsequent damage to original parts caused by the use of non-genuine parts
i) Damage due to the use of contaminated or improper lubricants, anti-freeze, or fuel
j) Failures resulting from improper application, operation, maintenance, or repair practices
k) Damage resulting from improper or non-adherence to maintenance procedures or schedules during the warranty period
l) Damage resulting from negligence and accidents or damages caused by abuse, misuse, vandalism, theft, fire, or natural disaster
m) Any consequential costs such as downtime, commercial loss, lost wages etc., as well as replacement costs such as leasing, renting etc.
n) Costs incurred due to application issues or incorrect work performed
o) Towing, hauling, loading, unloading, and any transportation costs
p) Freight costs or storage costs
q) Mileage, bridge, and road tolls
r) Shop supplies and any type of surcharges
s) Expenses such as meal or entertainment costs
t) Transport damage or loss
u) Repairs required as the result of improper handling, storage or protection
v) Costs for non-authorized work
w) Time to trouble shoot, identify and order parts as well as time spent on calls for diagnostic assistance. Reference section 4.5.2, page 22. All unusual situations requiring abnormal labor or travel hours will require pre-approval and documentation.
x) Telephone or any other communication expenses
y) Engines are warranted directly by the manufacturer of the specific engine
z) Parts damaged due to chemical, electro-chemical, or similar effects
aa) Machines forwarded outside the USA or Canada
ab) Machines having an Hour meter which was tempered with

Note:
- All maintenance must be performed according to the Maintenance Manual to avoid warranty claim denial.
- Maintenance costs are the responsibility of the Customer.

4.4.1 Non-Warrantable Parts

Wirtgen Products:
Engine, tires, track pads, chains & rollers, batteries, clutches, teeth, holders, drive belts, conveyor belts, hoses, lights, bulbs and any wear or maintenance parts.

Vögele Products:
Engine, pads, drive chains, drive belts, hoses, lights, bulbs, batteries, any wear or maintenance parts

Hamm Products:
Engine, tires, scrapers, batteries, hoses, lights, bulbs and any wear or maintenance parts.

Kleemann Products:
Engines, track pads, batteries, drive chains, blow bars, jaw plates, screen meshes, liner plates, crush-er bearings, screen bearings, conveyor bearings support elements (springs, rubber, bumpers), con-veyor belts, scrapers, seal elements, hoses, lights, bulbs and any wear or maintenance parts.

4.4.2 Software Updates

- Only software updates provided by a Technical Service Bulletin (TEI) will be able to be claimed by warranty. Dealerships will be formally notified with instructions for repairing and filing claims for required TEI Campaigns.
- Whenever possible software updates should be included with regularly scheduled visits or service calls.
- If software is considered to be at fault, a Pre-Authorization must be submitted to the responsible Wirtgen America Product Support Manager or the Warranty Department for approval.

4.5 Warranty Coverage

The Dealer should consult the responsible Wirtgen America Product Support Manager for analysis of the failure and suggested remedies on machines. The primary goal of consultation is to solve the problem by phone with either the Dealer or the Customer's service personnel, establish an estimate of repair time, and get the machine back in service promptly.

Note:
Do not disassemble complete assemblies such as Hydraulic motors and pumps, water pumps, gear boxes, etc., while the machine is within the parameters of warranty. Assemblies should be replaced not repaired (Exception: Disassembly instructed by the responsible Product Support Manager).

4.5.1 Estimated Repair Times

Wirtgen America does not obligate their Dealers to estimate times of repair, but it does expect trained and well-equipped Dealer technicians to perform the warranty repair in a time close to the estimate established during consultation with the responsible Product Support Manager.

4.5.2 Labor and Travel Time

Warranty Rates will be established at the time a new Dealer is appointed by Wirtgen America. Rate change requests can be made after the dealers rate has been in effect for a minimum of one year. Refer to Enclosure 7.

- Shop rate
- Field Rate

These rates are to be 75% of the Dealers published charge-out rates for service labor and travel. Copies of the Dealer technician's time card, service report, or both must document labor and/or travel time spent.

Note:

- All unusual situations requiring abnormal labor or travel hours will require pre-approval and documentation. Overtime is applicable to "machine down" conditions only, and 75% of the Dealer's posted overtime rate will be paid. Premium labor rates for overtime, weekend, or holiday work will not be paid unless specifically authorized by the responsible Wirtgen America Product Support Manager.

- Dealer labor or travel expenses will not be accepted if a Wirtgen America service representative is present and/or on the job site.
- Only one round trip per incident will be paid with a maximum total round trip travel time of ten hours.
- Repair and material costs incurred through third parties require pre-authorization by the appropriate Wirtgen America Product Support Manager; otherwise these costs will not be reimbursed. Costs must be confirmed by an invoice. This warranty is in lieu of all other warranties (except of title), expressed or implied.

4.5.3 Comebacks / Rework

Comebacks or repeat repairs to correct previous incomplete or improper repairs (second or subsequent attempts to repair or correct the same complaint) will not be reimbursed. If information and documentation exist to support a repeat repair claim, contact the responsible Product Support Manager for authorization to submit the claim for review. The Dealer will be paid one time only for repairs or adjustments unless a known product problem is involved or a part failure occurs. Wirtgen America will not pay for substandard repairs.

4.5.4 Accommodation

Accommodation will be paid upon pre-approval up to $120.00 per night.

4.5.5 Parts and Vendor Component Coverage

Wirtgen America will, at its election, provide a new or rebuilt part in place of any part which upon inspection is found to be defective in material or workmanship during the warranty period. Such part will be repaired or replaced without charge to the Customer from a Wirtgen America representative or an authorized Dealer during normal working hours. Wirtgen America reserves the right to conduct the repair of the machine or replacement of the part at the job site.

Note:

- Freight costs are not covered under warranty.

4.5.6 Track Roller Parts Warranty (Wirtgen products only)

Track rollers are wear items. Claims for track rollers are subject to be prorated. Wirtgen America will file track roller claims with the manufacturer. Warranty consideration for track rollers requires the return of the rollers to Wirtgen America, who will forward defective rollers for inspection and analysis. Track roller claims must be accompanied by a Track Roller Failure Report (Enclosure 7) indicating the serial number of the track frame and the location and position of the defective roller in the track frame. Warranty claims submitted without this form will be returned as denied. Claims may be resubmitted via mail within 10 days only with the completed Track Roller Failure Report attached.

Note:

- Repairs caused by lack of or improper maintenance of the machine are not reimbursed.
- Any warranty claim for track rollers must indicate the serial number of the track frame.
- Review the following report – Oil Leakage Assessment of Track Rollers – before filing a track roller claim.
- Find more track roller information regarding function, wear and maintenance on http://www.partsandmore.net/en/content.aspx?fl_num=FT&id=4&pageID=405

Oil Leakage Assessment of Track Rollers by Andreas Lipinski

1. Case Study
The undercarriage component track rollers are generally subjected to high loads during operation. Due to the operating conditions of construction machinery, especially the sealing areas of the roller which are heavily stressed by external influences such as dirt.

In practice it repeatedly happen that track rollers are prematurely removed by users if only a little amount of lubricant shows. In many cases it is assumed – mostly without really knowing the correlation – which this is caused by a defective seal. After closer investigation, however, it is very often found that this is not a real leakage in the typical sense but just the lubricant showing under the normal loading of the track roller.

Although in field operation it is not so easy to differentiate between the two cases, the following shall give some advice for a better assessment, above all, because this also plays a role with regard to environmental aspects which most users consider important.

2. Appearance of Leakage on Track Rollers of Excavators and Tractors
Principally, there are three points at which leakage on track rollers may appear [1]:

- At the filling hole plug
- Between track roller and bracket (O-ring of the shaft)
- Between track roller and flange of bracket (floating ring seal).

Oil traces between roller shell and bracket flange (area of the floating ring seal) are the most frequent cause for track rollers removal by the user. In the past, these cases were left unclear whether the roller was leaky or the lubricant showing is just a normal functional effect. In the case of the latter, this is normally called a “sweating” track roller.

2.1 Leaky Track Rollers
Track roller leakage becomes visible in the following way:

- Oil traces are clearly visible in the area of the bracket seal of the track roller.
- The track roller always remains wet and does not get dry.
- In the advanced stage of leakage drops are formed finally leaving oily shoes which are well recognizable after a longer stand still of the machine.

This case of damage has been explained in detail under [1] so that at this point a further explanation is not required.

It should, however, be mentioned that in these cases the roller must be removed for repair. If it cannot be repaired, the roller must be replaced.

2.2 “Sweating” Track Rollers
For functional reasons, a floating ring seal must always float on an oil film to work properly. Here, it often happens that the oil is “sweating” which can be regarded as normal from the structural point of view.

“Sweating” track rollers can be easily identified by slight oil traces on the roller shell although the oil is bound by dirt and dust already after a short period of operation. Principally, track rollers which are commercially available today are designed with an oil amount that allows oil losses due to “sweating” and will not cause a failure.

"Sweating" of track rollers may have the following causes:

- During assembly, seals are mounted in oily condition. This oil may show on the roller shell after commissioning.
- Due to the geometric design of floating rings the oil gets from the floating area cone through the seal fact up to the seal gap. This oil may also show during operation (Section 5).
- During dirt collection in the external mounting space of the seal, floating rings may, under the influence of sudden axial motions, move away from each other temporarily leaking oil.
- If the machine is not used for a longer time, in particular, if the soil is frozen, floating rings may stick together. If the machine is taken into operation again, seals break free and some oil leaks temporarily.
- A kind of sweating effect may also be produced in winter (under cold conditions) when floating rings temporarily move off due to the changed elasticity of the O-rings until the roller has reached operating temperature.

3. Investigation
Over two years INTERTRACTOR AG has carried out systematic investigations on leaky rollers of various sizes having been in operation for 500 to 4000 hours.

The objective of these investigations was to find out if oil traces are due to a principal defect of the seal. Prior to disassembly, track rollers were inspected visually for external damages and the existing oil amount of each roller was assessed by quality and quantity. Then rollers were dismantled and the inside wear was measured. The bearing and the floating ring seal (floating ring and O-seal) required for the sealing of the roller as well as their retainer at the roller shell and bracket were assessed visually and also measured.

4. Results of Investigations
Checking the oil amount of the investigated track rollers proved that about 80% of the rollers still had the total oil amount or an amount of oil sufficient for the functioning of the roller. This means that a removal of the rollers was not necessary.

A dimensional check of the rollers did not show any obvious abnormalities. The bearings in the roller shell showed more or less wear which, however, is to be considered as normal. The wear of the bearing which is due to the loading of the roller does not affect its function.

As a result of visual tests of tract rollers and roller components and leak tests, it was proved that floating ring seals did not suffer any functional shortcomings. Thus, based on those comprehensive investigations, it could clearly be stated that the majority of "leaky" rollers were just a result of the normal functioning of floating ring seals.

For a better illustration of the correlation explained in this section, the follow is pursuant to [2] and describes again in more detail the cause of the "sweating" effect of rollers, in particular with regard to the normal functioning of the seal.

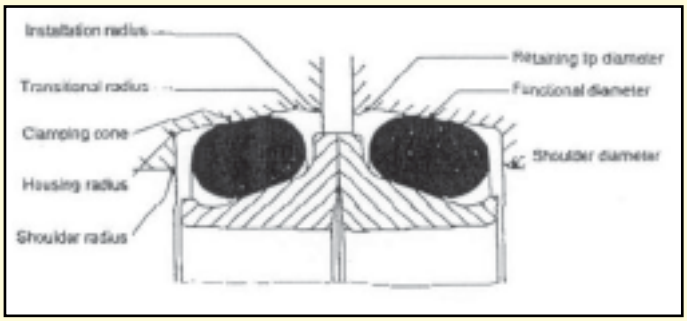
5. Structural Design and Function of the Floating Ring Seal
The floating ring (fig.1) seal consists of two metal rings of the same shape each elastically embedded in an O-ring [2].

The O-rings are designed for torque transmission and for the static tightness of the floating rings.

The seal is arranged in the roller in such a way that one of the two floating rings is rotary (roller shell) and the other one (bracket) is stationary.

The axial force required for the sealing is achieved by compression of the O-rings between the tension cones of the floating rings and the location borings on roller shell and bracket.

The contact surfaces of the floating rings (floating surfaces) are lapped. From these contact surfaces, the rings are wedge-shaped at a specific angle. The rings seat with their floating surface (lapping or sealing face) upon another and form a gap which is tapered towards the axis. Through this gap the lubricant gets easily to the seat faces.



During operation of the track rollers the seal faces continuously shift towards the internal diameter due to wear. Therefore, the wear reserves are relatively high and are generally sufficient for the service life of a roller in a construction machine. Life limit is reached when the floating surfaces have completely moved to the internal diameter of the floating ring.

A proper function of the seal is only granted if the floating surfaces are separated from each other by a good bearing oil film (mixed friction). Through capillary action during rotation, the lubricant gets into the seal gap. This provides an adequate lubricating and cooling effect preventing a cold welding of the sealing faces.

Due to this function, a minor amount of lubricant shows at the external sealing gap which is not to be regarded as leakage, but indicates the optimum design and proper function of the floating ring seal.

6 Conclusions
The results of investigations derived from the functioning of a floating ring seal showed that about 80% of rollers which have been removed for failure analysis were “sweating” rollers.

This means that many track rollers tested for leakage did not have to be removed; i.e., it shows that proper assessment of the rollers would have reduced costs and prevented downtime periods of the machine.

For these reasons, track rollers showing oil traces described as “sweating” rollers should not be removed immediately.

This article should help to make a correct assessment of the real conditions.

References:
[1] Kotte, G: Verschleiss an Kettenlaufwerken von Baumaschinen Verlagsgesellschaft Rudolf Muller GmbH, Roeln-Braunsfeld 1984
[2] Prospekt Laufwerksdichtungen Ausgabe 8939G9-2/94 AF Goetze GmbH. 51388 Burscheid.

4.5.7 Rubber Track System Warranty (Vögele Products Only)

4.5.7.1 Warranty Coverage
Wirtgen America provides warranty coverage for defects in material and workmanship with rubber track system components on paving equipment as listed below. Failures due to a lack of maintenance and or improper operation are not covered under any circumstances.

4.5.7.2 Parts Covered Under Warranty
1. Rubber tracks
2. Drive, idler and bogie wheels
3. Track frames
4. Idler arms

4.5.7.3 Labor Coverage
Labor for parts replacement is covered under warranty conform to the terms and conditions in this policy.

4.5.7.4 Warranty Period
During the first 12 months or 1000 hours of service, whichever occurs first, a free replacement is provided if the failed parts fall within the terms and conditions of this warranty. Beginning with the 13th month and up to 36 months or 3000 Operating hours – whichever occurs first, the warranty on parts is prorated. As an example: a track that has been in service for 20 months will be replaced at 20/36, i.e. Wirtgen America would provide a credit of 44.4% of the original purchase price.

Note:
- In addition any other warranty terms or conditions stated in this manual are in effect.

4.5.8 Non-Wirtgen Parts
Non-Wirtgen parts are reimbursed only when completing an emergency repair and are specifically excluded from any Wirtgen America Warranty. Parts are reimbursed at actual cost not to exceed the cost of the applicable genuine Wirtgen Group part. Costs must be confirmed with an invoice.

Note:
- The non-Wirtgen part must meet the standards and specifications of the genuine Wirtgen Group part.
- A non-Wirtgen part should not be installed on a new machine in Dealer stock.
- Send the original invoice with the returned parts.

4.5.9 Engine Warranty
The engine is subject to the warranty terms and conditions of the engine manufacturer.

4.6 Dealer Warranty Claim Processing
The Dealer must carry out warranty work promptly upon the Customer's request. The warranty claim form (Enclosure 4) must be submitted to the Warranty Department within 60 days of the failure date and 30 days of the repair date.

Discard the claim forms received with the machine; only use the warranty claim form provided by the Wirtgen America Service Department.

The following requirements apply to the preparation of all warranty claim forms:

- All inquiries and correspondence regarding warranty claims should be communicated while using the Wirtgen America claim number (Wirtgen America does not identify claims using the dealer in-house work order number).
- Additional claim forms should be used for parts and labor overflow.
- Provide documentation supporting service technician's labor hours and travel. Attach copies of technician's service reports to support labor hours (Wirtgen America may require documentation for labor and travel on any claim).
- Labor hours and travel hours must be claimed separately. Provide the number of hours and the hourly warranty rate.
- Provide copies of invoices for sub-let repairs.
- Use a manufacturer part number to indicate the part's failure even if the part is actually purchased locally (this will ensure identification of the failed part). Place parentheses around the genuine part number and write "local" in place of the invoice number. A copy of the invoice for any part not purchased from Wirtgen America must be provided. The non-Wirtgen Group part must not exceed the cost of the Wirtgen Group part.
- Claim forms must list original and replacement part serial numbers of electronic and Hydraulic parts must have a serial number (controllers, tracer, slope sensors, pumps, motors etc.).
- E-mail the completed warranty claim form to the Wirtgen America Warranty Department for processing; warranty.america@wirtgen-group.com

Note:

- The warranty claim form must be filled out in its original format and electronically submitted as an e-mail attachment.
- Supporting documentation must be legible and may be submitted electronically with the claim.
- The warranty claim form and instructions for completion are included in this manual.

4.6.1 Warranty Parts Return Procedure

Defective parts may be returned to Wirtgen America only after approval and obtaining a Return Goods Authorization (RGA). Dealers are required to hold all defective warranty parts for 120 days from the date credit is given or the claim is denied.

Note:

- Legal Parts - Parts involved in accidents, personal injuries, or property damage must not be scrapped until authorized by Wirtgen America.

There is no mandatory parts return list; any part may be recalled for inspection. However, hydraulic parts, motors, pumps, gear boxes, planetary, track rollers, controllers, electronic consoles, CGC displays, milling depth regulators, tracers, sonic sensors, etc. must always be returned to Wirtgen America.

Note:

- Do not return parts COD. Parts shipped COD will be refused.
- Freight costs are not covered under warranty.
- A RGA is required for the return of any parts.

4.6.2 Preparation of Parts and Return Shipments

Parts should be tagged and prepared for return as follows:

- Drain all parts of oil and fluids.
- Clean parts before returning.
- Pad any parts that could be damaged in transit.
- Do not ship large or heavy parts in the same carton with smaller, lighter parts.
- Be certain that all parts are complete and assembled. Do not disassemble any warranty part.
- The RGA number must show on the outside of the box/crate or on the shipping label.
- Enclose a copy of the RGA form as the packing list.

Note:

- Failure to return requested parts within 30 days will result in claim denial.
  - No parts return is allowed without a Return Goods Authorization. Shipments without a proper RGA will be returned to the sender.
- Parts shipped prior to draining or clean-up are subject to a $450.00 clean-up fee.
- Air Condition units must be free of Freon Gas before shipping.

4.7 Wirtgen America Warranty Claim Processing

The Wirtgen America Warranty Department will review the warranty claim for registration and technical evaluation purposes. Defective parts must be returned to the Warranty Department immediately upon request after receiving a RGA number. The warranty claim numbers must be clearly referenced on the packing list. The Warranty Department will notify the Dealer of the decision in writing.

Note:

- All credits are subject to the final vendor decision after inspection.
- Documents are to be available for all repairs. This includes photos and detailed service reports to document the initial fault, troubleshooting procedures that were performed and the conclusion of the fault being repaired.
- All labor only claims require before and after photos of the repair to be submitted with the claim. Example – repairs to wiring, hydraulic leaks, welding.

4.8 Back Charges

Payment for warranty, policy, or service parts may subsequently be charged back if the payment proves to be unjustified. Back charges are made for claims that are duplicated, unsubstantiated, or not meeting the requirements stated in this manual (an example of a charge back would be credit issued for a part returned as defective, but inspection and analysis by the manufacturer reveals no problem with the part).

4.9 Appeals Procedure

If the warranty applicant believes a denied claim is not justified and wishes to appeal, it is not necessary to generate a new claim. Additional justification for the claim along with any supporting documentation such as technician's service report, etc., must be sent via email or fax to Wirtgen America's Warranty Department on the Dealer's letterhead. The appeal must reference the denied claim number and be sent electronically within 15 days of the original denial.

4.10 Dealer Warranty
The selling Dealer implies no additional warranty on any item covered by this warranty, and provides no warranty on other items unless he delivers a separate written warranty certificate to the Purchaser. The Dealer has no authority to make any representation or promise on behalf of Wirtgen America or to modify the terms or limitations of this warranty in any way.

4.11 Parts Warranty Reimbursement
Wirtgen America reimburses warrantable parts at 80% of the list price for claims received within the allowed filing period of 60 days of the failure date and 30 days of the repair date. Claims received after the filing time limit will be reimbursed at the invoiced price. Claims will be considered received when the complete and correct information requested on the claim is provided. Requests for additional information to correct the claim will delay the date that the claim is received. Parts purchased below 20% discount are reimbursed at dealer net purchase price.

4.12. Extended Warranties
Wirtgen America is offering several Extended Warranty Programs. Terms and Conditions are specific to a machine and are provided with the sale of the program.

National Accounts
The dealer should note on the Registration the National Account Group. E-mail the Registration and Machine Inspection and Receiving Report to warranty.america@wirtgen-group.com.

Extended Warranty Plans are inclusive of the standard warranty, i.e. a 2 Year / 2000 Hour Full Machine Warranty expires after 2 years from the date of start-up or 2000 operating hours, whichever occurs first.

4.13 Policy
On occasion a situation may arise when the Wirtgen America Product Support Department will accept claims outside the warranty policy. Special allowances will be made on an individual basis and do not represent an admission of liability by Wirtgen America. Wirtgen America's Product Support Manager may authorize repairs not covered by warranty or credit repairs after the machine is no longer within the parameters of Wirtgen America's warranty when, in his opinion, an owner deserves consideration for beyond warranty repair. The Dealer should not make any commitment to a machine owner without first obtaining Wirtgen America's authorization.

4.14 Limitation of Liability
The remedies of the user set forth under the provisions of warranty outlined above are exclusive and the total liability of Wirtgen America or its Dealer with respect to the sale of the equipment and service furnished hereunder, in connection with the performance or breach thereof, or from the sale, delivery, installation, repair or technical direction covered by or furnished under this sale whether based on contract, warranty, negligence, indemnity, strict liability, or otherwise shall not exceed the purchase price of the unit of equipment.

Wirtgen America, Suppliers, and Dealers shall in no event be liable to the User, any successors in interest, or any beneficiary or assignee relating to this sale for any consequential, incidental, indirect, special, or punitive damages arising out of this sale or any breach thereof, or any defects in, or failure of, or malfunction of the equipment under this sale whether based upon loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other goods, loss by reason of shutdown or non-operation, increased expenses of operation of the equipment, cost of purchase of replacement power

or claims of users or Customers of the user for service interruption whether or not such loss or damage is based on contract, warranty, negligence, indemnity, strict liability, or otherwise.

4.15 Statement of Warranty

Wirtgen America warrants such equipment, parts, and other products as are manufactured by Wirtgen America against defective material or workmanship for a period of twelve months after date of first delivery or for 1,000 hours of use with any Wirtgen, Vögele and Hamm product and 2000 hours of use with any Kleemann product, whichever comes first, provided that the Buyer sends Wirtgen America a notice of the defect within 30 days of its discovery and clearly establishes that (1) the equipment, parts, etc., have been properly installed and setup, maintained, and operated within the limits of rated and normal usage and (2) that the defect did not result in any manner from the intentional or negligent action or inaction of the Buyer; further provided that Buyer cannot establish that conditions (1) and (2) have been met, then this warranty shall not cover the alleged defect. Failure to give notice of defect within such period shall be a waiver of this Warranty and assistance rendered thereafter shall not extend or revive it. WIRTGEN AMERICA MAKES NO SUCH WARRANTIES WITH RESPECT TO PARTS OR EQUIPMENT NOT MANUFACTURED BY WIRTGEN AMERICA, SUCH AS ENGINES, MOTORS, CLUTCHES, SPEED REDUCERS, PUMPS AND OTHER ASSEMBLES, VALVES, SOLENOIDS, AND OTHER PARTS AND ACCESSORIES. Accessories, assemblies, and components included in products of Wirtgen America, which are not manufactured by Wirtgen America, are subject only to the warranty of their respective manufacturers.

This warranty shall not cover misuse, alteration, abuse, negligence, accident, acts of God, sabotage, or any item on which serial numbers have been altered, defaced, or removed but shall be limited to repair or replacement, F.O.B., Wirtgen America facility, of those parts which upon inspection by Wirtgen America appear to have been defective in material or workmanship. Wirtgen America will, at its option, use genuine Wirtgen Group or remanufactured parts. Wirtgen Group replacement parts that are used in a repair are covered by the Wirtgen America replacement warranty. Parts such as liners, cutting edges, rubber flashing, conveyor belting, castings, vibrators, teeth, and other wear parts, which are subject to wide variations or destructive service, are not covered by this Warranty and are the maintenance responsibility of the Buyer from the beginning of operation. THIS WARRANTY IS LIMITED TO THE BUYER AND IS NOT ASSIGNABLE OR OTHERWISE TRANSFERABLE.

THIS WARRANTY IS EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES EXPRESSED OR IMPLIED (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS OF ANY PRODUCT OR GOODS FOR A PARTICULAR PURPOSE) AND ALL OTHER OBLIGATIONS OR LIABILITIES ON WIRTGEN AMERICA'S PART, AND WIRTGEN AMERICA NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR WIRTGEN AMERICA ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF WIRTGEN AMERICA'S PRODUCTS. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

LIMITATION OF LIABILITY

It is agreed that in the event of breach of any warranty by WIRTGEN AMERICA the liability of WIRTGEN AMERICA shall be limited exclusively to the remedies of repair or replacement of defective parts covered by the Warranty set forth in the paragraph WARRANTY ON EQUIPMENT above and that such repair and replacement shall be Buyer's sole and exclusive remedy. WIRTGEN AMERICA shall not have any liability whatsoever for loss of use or for any other incidental, consequential, or other damages or losses resulting from a breach of warranty, such as, but not by way of limitation, labor costs, loss of profits, loss of use of other than equipment, third party repairs, personal injury, emotional or mental distress, improper performance of work, penalties of any kind, loss of service of personnel, or any other damages or losses which may be experienced by the Buyer.

Wirtgen America. Inc.
Wirtgen America Machine Warranty WAI 08-13/Rev 2-05

5 Enclosures to the Service and Warranty Policy

All of the enclosed forms are available in electronic format. Wirtgen America is only accepting forms filled-in electronically, no handwritten filled-in forms are accepted (with the exception of signatures).

5.1 Wirtgen Machine Inspection & Receiving Report (Enclosure 1a)

5.1.1 Wirtgen Machine Inspection & Receiving Report Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed, save the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Warranty Department; warranty.america@wirtgen-group.com. The serial number of the machine must appear in the e-mail subject line. If you are unable to electronically send the form then you may return it via mail or fax.

(1) Complete Customer physical address
(2) Complete Dealer physical address
(3) Machine model
(4) Serial number of the machine
(5) Engine model
(6) Serial number of the engine
(7) Machine inspection and receiving (PDI) date
(8) Start-up date of the machine
(9) Indication of the machine status
(10) Operating hours when inspected
(11) Inspect and check that the machine conforms to items listed
(12) Indicate receipt of documentation and accessories
(13) Note if there are any problems
(14) Printed name, signature, and date by a Customer representative
(15) Printed name, signature, and date by a Dealer representative
(16) Printed name, signature, and date by a Wirtgen representative (if present)
(17) Printed name, signature, and date by the Operating Personnel.

COMMISSIONING DOCUMENTS ARE TO BE SUBMITTED WITHIN 15 DAYS OF THE COMMISSIONING DATE.

WIRTGEN	**Machine Inspection & Receiving Report**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

Customer:	Dealer:
Street:	Street:
City, State, Zip:	City, State, Zip:
Country:	Country:

Machine Model:	Engine Model:	PDI Date:
Machine Serial No:	Engine Serial No:	Start-Up Date:

Machine Status:	Sale: ☐	Lease/RPO/RTS: ☐	Stock: ☐	Rental: ☐	Demo: ☐	Operating Hours:

Use the technical documentation to ensure proper adjustments and procedures!

IMPORTANT!! CHECK NOW TO ENSURE THAT ALL LIGHTS, TOOLS, AND ACCESSORIES ARE WITH THE MACHINE. NOTE ANY SHIPPING DAMAGES ON THE WAYBILL, AND REPORT IT IMMEDIATELY ALONG WITH ANY SHORTAGES. DO NOT WAIT FOR THIS LIST TO REACH US.

C-Checked S-Serviced M-Missing F-Fixed R-Replaced A-Adjusted D-Damaged O.K Yes / No

1.	Service Engine Only		22.	Steps - Ladders		40.	Mold Board	
2.	Lubricate - Grease		23.	Exhaust System		41.	Water Tank - Rust / Leak	
3.	Battery Water Level		24.	Toolbox - Tools		42.	Wheels - Nuts / Tires	
4.	Air Filter Engine		25.	Paint		43.	Track Pads / Bolts	
5.	Hydraulic Oil Tank Level		26.	Conveyor Safety Cables		44.	Electric System - Drum - Conveyor - Water	
6.	Hydraulic Functions		27.	Winterized F° (_____)		45.	Back-up Alarm	
7.	Hydraulic Pressure Test		28.	All warning systems function properly		46.	Patrol Light	
8.	Milling Drum Teeth		29.	Drum Bearing RH		47.	Electrical System	
9.	Cutter Gearbox		30.	All maintenance requirements are		48.	Conveyor Upper	
10.	Clutch / V-Belts / Pulley			explained and machine lubricated in		49.	Belts - Rollers - Bearing	
11.	Water System / Pump / Nozzles			customer's presence utilizing lube chart		50.	Conveyor Hydraulic Hoses	
12.	Track Drive / Brakes		31.	Service Complete Machine		51.	Sonar Cables - Slope Sensor	
13.	Track Chains / Rollers		32.	Cooling System F°		52.	Hand Rails - Covers - Hood	
14.	Electric System - Travel		33.	V-Belts / Fan		53.	Air System	
15.	Warnings / Function / Signs		34.	Engine - RPM - Stop Solenoid		54.	Manuals, Operational - Parts - Safety	
16.	Work Lights		35.	Hydraulic Leak / Hoses		55.	Clean	
17.	Moldboard Safety Switch		36.	Hydraulic Cylinders		56.	Safety / Legs / Supports	
18.	Conveyor Lower		37.	Hydraulic Drive System		57.	All safety functions and decals checked	
19.	Belt - Roller - Bearing		38.	Holders – Type 2 / Type 3 Bolts				
20.	Conveyor Slewing Bracket		39.	Deutz Engines only Fuel Pressure				
21.	Grade Control Box RH LH			Bar (_____) 5 bar min				

Manuals received:	☐ Operators	☐ Parts	☐ Schematic	☐ Engine	☐ Safety
Parts received with machine:	☐ Toolbox	☐ Beacon (s)	☐ QTY_____Work Lights		

Notes:

This report must be completed and returned to Wirtgen America within FIFTEEN (15) DAYS after receipt of machine.
FAILURE TO DO SO WILL RESULT IN DENIAL OF ANY WARRANTY CLAIMS SUBMITTED ON THIS MACHINE.

The Dealer representative / Customer representative hereby acknowledge that the following was explained and understood:

- ⇨ The above-mentioned machine was handed over in a satisfactory and complete condition
- ⇨ Safety procedures and regulations including the location of all safety signs and their meanings
- ⇨ The operation and maintenance of the machine including the location of operation controls and maintenance points
- ⇨ The availability and the use of operation, maintenance, parts, and safety manuals

	Customer Representative	Dealer Representative	Wirtgen Group Representative
Printed Name:			
Signature:			
Date:			
	Operating Personnel	Operating Personnel	Operating Personnel
Printed Name:			
Signature:			
Date:			

5.2 Vögele Machine Inspection & Receiving Report (Enclosure 1b)

5.2.1 Vögele Machine Inspection & Receiving Report Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed, save the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Warranty Department; warranty.america@wirtgen-group.com. The serial number of the machine must appear in the e-mail subject line. If you are unable to electronically send the form then you may return it via mail or fax.

(1) Complete Customer physical address
(2) Complete Dealer physical address
(3) Machine model
(4) Serial number of the machine
(5) Screed model
(6) Serial number of the screed
(7) Engine model
(8) Serial number of the engine
(9) Machine inspection and receiving (PDI) date
(10) Start-up date of the machine
(11) Indication of the machine status
(12) Operating hours when inspected
(13) Inspect and check that the machine conforms to items listed
(14) Note if there are any problems
(15) Printed name, signature, and date by a Customer representative
(16) Printed name, signature, and date by a Dealer representative
(17) Printed name, signature, and date by a Wirtgen representative (if present)
(18) Printed name, signature, and date by the Operating Personnel.

COMMISSIONING DOCUMENTS ARE TO BE SUBMITTED WITHIN 15 DAYS OF THE COMMISSIONING DATE.

VÖGELE	**Machine Inspection & Receiving Report**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

Customer:		Dealer:	
Street:		Street:	
City, State, Zip:		City, State, Zip:	
Country:		Country:	
Machine Model:	Screed Model:	Engine Model:	PDI Date:
Machine Ser. No:	Screed Ser. No:	Engine Ser. No:	Start-Up Date:

Machine Status:	Sale: ☐	Lease/RPO/RTS: ☐	Stock: ☐	Rental: ☐	Demo: ☐	Operating Hours:

Use the technical documentation to ensure proper adjustments and procedures!

IMPORTANT!! CHECK NOW TO ENSURE THAT ALL LIGHTS, TOOLS, AND ACCESSORIES ARE WITH THE MACHINE. NOTE ANY SHIPPING DAMAGES ON THE WAYBILL, AND REPORT IT IMMEDIATELY ALONG WITH ANY SHORTAGES. DO NOT WAIT FOR THIS LIST TO REACH US.

Please check the boxes as marked: ☒ Good/Corrected ☐ N/A

Note: The Distributor shall place a check in the appropriately marked box. If corrective action is needed, please describe the discrepancy and corrective action in the comment space below. The Distributor shall take appropriate action to correct all discrepancies found during the inspection. Sign and return this form upon receipt of the machine.

A. Systems Check (Electric and Hydraulic):
- Engine Neutral Start ☐
- Emergency Stop System ☐
- Functions of All Switches & Gauges ☐
- Display ☐
- Light Kit ☐
- Battery and Terminals ☐
- All Cylinder Functions ☐
- Feeder Sensors ☐
- Horn and Warning Lights ☐
- Automatic Grade and Slope ☐
- Feeder System ☐
- Fumes System ☐
- Pave / Travel Shifting ☐
- Differential Lock ☐
- All-Wheel Drive ☐
- Front-Wheel Assist ☐
- Truck Hitch ☐
- Hydraulic Fluid Level ☐

Screed Functions
- Screed Vibration ☐
- Screed Hydraulic Extension ☐
- Height Adjusment / Power Slope ☐

B. Steering Check:
- All Linkages with Nuts and Bolts ☐
- Full 360° Right & Left Turn (Wheel) ☐
- Counter Rotate Function (Rubber Track) ☐
- Bogies for Proper Tracking & Tow-In ☐

C. Drive Train:
- All Fluid Levels ☐
- Pump Drive Gear Box ☐
- Propel Gear Box ☐
- Park Brake ☐
- Rubber Track Drive System ☐
- Calcium Level & Tire Pressure ☐
- Wheel / Drive Sprocket Lugs ☐

D. General Check:
- Loose Nuts & Bolts ☐
- Drive Chains & Conveyor Chains ☐
- Drive Belts ☐
- Grease Points as per Lubrication Chart ☐
- Oil Leaks ☐
- Paint Condition ☐
- Automatic Lubrication System ☐

E. Engine Check:
- All Fluid Levels ☐
- Low, High, and Auto Idle RPM ☐
- Instruments / Display for Proper Operation ☐
- Radiator Hoses and Clamps ☐
- Air Intake System ☐
- V-Belts Condition ☐

F. Screed Check
- Thickness Control ☐
- Extension Screed Angle of Attack ☐
- Power Slope ☐
- Crown and Invert ☐
- Heating System ☐
- Wash Down System ☐
- Screed Parallelism ☐
- Strike-off Plates ☐

G. Others:
- Manuals for Tractor and Screed ☐
- - Parts ☐
- - Operation & Maintenance ☐
- - Engine Manuals ☐
- - Safety Manuals ☐
- Additional Parts Ordered Complete ☐
- Options Complete, Conform to Order ☐
- No Transport Damages ☐

Notes:

This report must be completed and returned to Wirtgen America within FIFTEEN (15) DAYS after receipt of machine.
FAILURE TO DO SO WILL RESULT IN DENIAL OF ANY WARRANTY CLAIMS SUBMITTED ON THIS MACHINE.

The Dealer representative / Customer representative hereby acknowledge that the following was explained and understood:
- ⇨ The above-mentioned machine was handed over in a satisfactory and complete condition
- ⇨ Safety procedures and regulations including the location of all safety signs and their meanings
- ⇨ The operation and maintenance of the machine including the location of operation controls and maintenance points
- ⇨ The availability and the use of operation, maintenance, parts, and safety manuals

	Customer Representative	Dealer Representative	Wirtgen Group Representative
Printed Name:			
Signature:			
Date:			
	Operating Personnel	Operating Personnel	Operating Personnel
Printed Name:			
Signature:			
Date:			

5.3 Hamm Machine Inspection & Receiving Report (Enclosure 1c)

5.3.1 Hamm Machine Inspection & Receiving Report Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed, save the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Warranty Department; warranty.america@wirtgen-group.com. The serial number of the machine must appear in the e-mail subject line. If you are unable to electronically send the form then you may return it via mail or fax.

(1) Complete Customer physical address
(2) Complete Dealer physical address
(3) Machine model
(4) Serial number of the machine
(5) Engine model
(6) Serial number of the engine
(7) Machine inspection and receiving (PDI) date
(8) Start-up date of the machine
(9) Indication of the machine status
(10) Operating hours when inspected
(11) Inspect and check that the machine conforms to items listed
(12) Note if there are any problems
(13) Printed name, signature, and date by a Customer representative
(14) Printed name, signature, and date by a Dealer representative
(15) Printed name, signature, and date by a Wirtgen representative (if present)
(16) Printed name, signature, and date by the Operating Personnel.

COMMISSIONING DOCUMENTS ARE TO BE SUBMITTED WITHIN 15 DAYS OF THE COMMISSIONING DATE.

HAMM	**Machine Inspection & Receiving Report**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

Customer:	Dealer:
Street:	Street:
City, State, Zip:	City, State, Zip:
Country:	Country:

Machine Model:	Engine Model:	PDI Date:
Machine Serial No:	Engine Serial No:	Start-Up Date:

Machine Status:	Sale: ☐	Lease/RPO/RTS: ☐	Stock: ☐	Rental: ☐	Demo: ☐	Operating Hours:

Use the technical documentation to ensure proper adjustments and procedures!

IMPORTANT!! CHECK NOW TO ENSURE THAT ALL LIGHTS, TOOLS, AND ACCESSORIES ARE WITH THE MACHINE. NOTE ANY SHIPPING DAMAGES ON THE WAYBILL, AND REPORT IT IMMEDIATELY ALONG WITH ANY SHORTAGES. DO NOT WAIT FOR THIS LIST TO REACH US.

Please check the boxes as marked: ☒ **Good/Corrected** ☐ **N/A**

Note: The Distributor shall place a check in the appropriately marked box. If corrective action is needed, please describe the discrepancy and corrective action in the comment space below. The Distributor shall take appropriate action to correct all discrepancies found during the inspection. Sign and return this form upon receipt of the machine.

Check the following:		**Check level of:**	
Gauges / Warning Lights	☐	Engine Oil	☐
Paint / Overall Appearance	☐	Hydraulic Oil	☐
Loose Nuts and Bolts	☐	Differentials	☐
Tire Pressure	☐	Planetaries	☐
Battery Connections	☐	Vibratory Housing	☐
V-Belt Condition	☐	Transfer / Reduction Gear Box	☐
Wheel Lug Nut Torque	☐	Lube All Service Points	☐
Check Controls and Connections of:		**The following must be explained upon delivery:**	
Forward / Reverse System	☐	Use of Operator, Safety, and Parts Manuals	☐
Parking Brake System	☐	Fuel and Lube Specifications	☐
Braking System	☐	Location and Care of Oil and Air Filters	☐
Steering System	☐	Care of Hydraulic System	☐
Vibration System	☐	Cold Weather Operations and Storage	☐
Water Sprinkler System	☐	Safe Roller Operations	☐

Notes:

This report must be completed and returned to Wirtgen America within FIFTEEN (15) DAYS after receipt of machine.
FAILURE TO DO SO WILL RESULT IN DENIAL OF ANY WARRANTY CLAIMS SUBMITTED ON THIS MACHINE.

The Dealer representative / Customer representative hereby acknowledge that the following was explained and understood:

- ⇨ The above-mentioned machine was handed over in a satisfactory and complete condition
- ⇨ Safety procedures and regulations including the location of all safety signs and their meanings
- ⇨ The operation and maintenance of the machine including the location of operation controls and maintenance points
- ⇨ The availability and the use of operation, maintenance, parts, and safety manuals

	Customer Representative	Dealer Representative	Wirtgen Group Representative
Printed Name:			
Signature:			
Date:			
	Operating Personnel	Operating Personnel	Operating Personnel
Printed Name:			
Signature:			
Date:			

5.4 Kleemann Machine Inspection & Receiving Report (Enclosure 1d)

5.4.1 Kleemann Machine Inspection & Receiving Report Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed, save the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Warranty Department; warranty.america@wirtgen-group.com. The serial number of the machine must appear in the e-mail subject line. If you are unable to electronically send the form then you may return it via mail or fax.

(1) Complete Customer physical address
(2) Complete Dealer physical address
(3) Machine model
(4) Serial number of the machine
(5) Engine model
(6) Serial number of the engine
(7) Machine inspection and receiving (PDI) date
(8) Start-up date of the machine
(9) Indication of the machine status
(10) Operating hours when inspected
(11) Inspect and check that the machine conforms to items listed
(12) Indicate receipt of documentation and accessories
(13) Note if there are any problems
(14) Printed name, signature, and date by a Customer representative
(15) Printed name, signature, and date by a Dealer representative
(16) Printed name, signature, and date by a Wirtgen representative (if present)
(17) Printed name, signature, and date by the Operating Personnel.

COMMISSIONING DOCUMENTS ARE TO BE SUBMITTED WITHIN 15 DAYS OF THE COMMISSIONING DATE.

KLEEMANN	**Machine Inspection & Receiving Report**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

Customer:	Dealer:
Street:	Street:
City, State, Zip:	City, State, Zip:
Country:	Country:

Machine Model:	Engine Model:	PDI Date:
Machine Serial No:	Engine Serial No:	Start-Up Date:

Machine Status:	Sale: ☐	Lease/RPO/RTS: ☐	Stock: ☐	Rental: ☐	Demo: ☐	Operating Hours:

Use the technical documentation to ensure proper adjustments and procedures!

IMPORTANT!! CHECK NOW TO ENSURE THAT ALL LIGHTS, TOOLS, AND ACCESSORIES ARE WITH THE MACHINE. NOTE ANY SHIPPING DAMAGES ON THE WAYBILL, AND REPORT IT IMMEDIATELY ALONG WITH ANY SHORTAGES. DO NOT WAIT FOR THIS LIST TO REACH US.

C-Checked S-Serviced M-Missing F-Fixed R-Replaced A-Adjusted D-Damaged O.K Yes / No

1.	Service Engine		22.	Belts / Rollers / Bearings	
2.	Winterized F° (_____)		23.	Sealing Rubber	
3.	Cooling System F°		24.	Slewing / Moving Parts	
4.	V-Belts / Fan		25.	Hydraulic Functions	
5.	Engine – RPM		26.	Hydraulic Pressure Test	
6.	Battery Water Level		27.	Track Drive / Brakes	
7.	Engine Air Filter		28.	Track Chains / Rollers	
8.	Lubricate Entire Machine		29.	Track Pads / Bolts	
9.	Hydraulic Oil Tank Level		30.	Track Function / Alarm	
10.	Electrical System – Cabinet		31.	Steps – Ladders – Walkways	
11.	Warnings / Functions / Signs		32.	Check for Loose Bolts	
12.	Overpressure System Functional		33.	Hydraulic Leaks / Hoses	
13.	Electrical Connections Motors		34.	Hydraulic Cylinders	
14.	Feeder Throw		35.	Toolbox – Tools	
15.	Screen Throw		36.	Manuals, Operational – Parts – Safety	
16.	Screen Box Wear Parts		37.	All Safety Functions and Decals Checked	
17.	Screen Bearings		38.	Additional Parts Ordered Complete	
18.	Crusher Wear Parts		39.	Options Complete and Conform to Order	
19.	Crusher Bearings		40.	Transport Damages	
20.	Clutch / V-Belts / Pulley		41.	Paint Condition	
21.	Conveyors		42.	Clean Machine	

Manuals received:	☐ Operators	☐ Parts	☐ Schematic	☐ Engine	☐ Safety
Parts received with machine:	☐ Toolbox	☐ Beacon (s)	☐ QTY_____Work Lights		

Notes:

This report must be completed and returned to Wirtgen America within FIFTEEN (15) DAYS after receipt of machine.
FAILURE TO DO SO WILL RESULT IN DENIAL OF ANY WARRANTY CLAIMS SUBMITTED ON THIS MACHINE.

The Dealer representative / Customer representative hereby acknowledge that the following was explained and understood:

- ⇨ The above-mentioned machine was handed over in a satisfactory and complete condition
- ⇨ Safety procedures and regulations including the location of all safety signs and their meanings
- ⇨ The operation and maintenance of the machine including the location of operation controls and maintenance points
- ⇨ The availability and the use of operation, maintenance, parts, and safety manuals

	Customer Representative	Dealer Representative	Wirtgen Group Representative
Printed Name:			
Signature:			
Date:			
	Operating Personnel	Operating Personnel	Operating Personnel
Printed Name:			
Signature:			
Date:			

5.5 Confirmation of Receipt – Machine Guarantee (Enclosure 2)

The purpose of this form is to start the warranty on the machine. The form is to be completed and returned to the Wirtgen America Warranty Department upon delivery of the machine to your Customer as a sold unit. A machine that is rented should be registered as a rental unit. The in-service date for a rental unit is the first day that it is rented to a Customer. Demo units are to be registered when the hour meter exceeds 50 hours of service for warranty claims to be considered. This form must be completed and received by the Wirtgen America Warranty Department along with the Machine Inspection and Receiving Report before warranty claims will be considered for sold, leased or rented machines.

This form must be completed when a machine is sold as a new, rental or lease machine. For example if a machine has been leased to a Customer but registered as a Rental Machine, the registration needs to be changed if the Customer purchases the machine at the end of the lease.

5.5.1 Confirmation of Receipt – Machine Guarantee Card Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed the form, save and print the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Warranty Department; warranty.america @wirtgen-group.com. The serial number of the machine must appear in the e-mail subject line. If you are unable to electronically send the form then you may return it via mail or fax.

(1) Select the appropriate Wirtgen America Product Line
(2) Complete Dealer physical address – All fields are to be completely filled in.
(3) Machine model – model number of machine
(4) Serial number of the machine
(5) Year of manufacture
(6) Check new or used machine
(7) Engine model
(8) Serial number of the engine
(9) Start-up date of the machine
(10) Machine operating hours at start-up
(11) Machine location at start up (City, State)
(12) Complete Customer physical address – All fields are to be completely filled in.
The street address MUST be a physical address. P.O. Box numbers are not acceptable.
(13) Contact first and last name for the responsible safety personnel with e-mail address and phone number
(14) Contact first and last name for the responsible service/maintenance personnel with e-mail address and phone number
(15) Contact first and last name for the responsible machine operations personnel with e-mail address and phone number
(16) Signature by a Customer representative
(17) Signature by a Dealer representative
(18) Name and title of the Operating Personnel.

☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**Confirmation of Receipt / Machine Guarantee**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

This form is to be completed and returned, with a completed PDI form, to Wirtgen America, Inc. upon delivery of the machine to your customer as a sold unit. A machine that is rented should be registered as a rental unit. The in-service date for a rental unit is the first day it is rented to a customer. Demo units are to be registered when the hour meter exceeds fifty (50) hours of service for warranty claims to be considered. The enclosed safety manual is to be placed with the machine. In order to maintain our machine records for future mailings and machine updates, we ask that you supply the contact name, phone number and email address of the person responsible for documents pertaining to Safety, Service/Maintenance and Machine Operations.

By signing this form, the responsible persons confirm that they know the location of safety devices and that they have read and understand the operating and safety instructions that were received with the machine. Operating personnel confirm that they have received operation and safety instructions necessary for putting the machine into service. Dealers are responsible for obtaining the proper signatures from their customers.

This form registers the warranty for the machine and ensures that you and your customers are aware of the safety requirements for machine operation. This completed form must be on file with Wirtgen America, Inc. before any warranty claims will be processed.

Dealer:	Customer:
Street:	Street:
City/State/Zip:	City/State/Zip:
Country:	**Contacts** - Safety:
Machine Model:	Phone:
Serial Number:	Email:
Year of Mfg.: ☐ New ☐ Used	Service/Maintenance:
Engine Model:	Phone:
Engine Serial Number:	Email:
Start-Up Date:	Machine Operations:
Hours at Start-Up:	Phone:
Machine-Location:	Email:

Note: Herewith, I confirm receipt of all documents necessary for putting the machine into operation in accordance with these instructions:

1. Operating instructions
2. Operating instructions for engine
3. Safety instructions and location of safety devices

I am aware of the fact that, according to the safety regulations applicable, the operating personnel must read and properly comprehend the documentation provided before putting the machine into operation.

The Dealer Representative/Customer Representative hereby acknowledge that the following was explained and understood:

- ⇨ The above-mentioned machine was handed over in a satisfactory and complete condition.
- ⇨ Safety procedures and regulations including location of all safety signs and their meaning.
- ⇨ The operation and maintenance of the machine including the location of operation controls and maintenance points.
- ⇨ The availability and the use of operation, maintenance, parts, and safety manuals.

Signature:	Signature:
Owner:	Dealer:

Operating Personnel: Name, Title
1.
2.
3.

Wirtgen America, Inc. reserves the right to make changes or modifications to all Wirtgen Group products at any time without incurring obligation to make similar changes or modifications on previously sold machines.

STREUMASTER Streumaster Maschinenbau GmbH • Handwerkstraße 1 • 84546 Egglkofen Germany • Tel: +49 (0) 8639 / 608-0 • Fax: +49 (0) 8639 / 608-	**COMMISSIONING PROTOCOL**	
Customer:	**Street:**	
ZIP code / Town:	**Country:**	
Machine Type:	**Serial number:**	
☐ **New machine** ☐ **Second hand machine**	**Construction year:**	**Operating hours:**

The following items were checked and/or explained in the presence of the customer/operator :

A The following items were checked and/or discussed prior to initial operation:

- ☐ **1. Visual check for transportation damage**
- ☐ **2. Check for correctness of the machine acc. to customer order**
- ☐ **3. Completeness of accessories, tools, keys and documentation**
- ☐ **4. Reference to safety regulations acc. to safety manual/operating manual**

B The following items were checked and/or explained when starting-up the machine:

- ☐ **1. Function of electrical, hydraulic and mechanical devices**
- ☐ **2. Explanation of the vehicle, controls and instruments**
- ☐ **3. Explanation of display, incl. menu guidance (if applicable)**
- ☐ **4. Machine checked for any leakages**
- ☐ **5. Lubrication points and intervals acc. to operating manual**
- ☐ **6. Renewing of filters and oil**
- ☐ **7. Explanation of necessary maintenance / cleaning works of the machine**
- ☐ **8. Showing wear parts**

It is hereby certified that the above mentioned machine was handed over in a satisfactory condition, that the operating manual and the spare parts list were handed over and that instructions in operating and service of the machine, including its safety regulations, were given.

The warranty period starts with the date of signing this protocol. The commissioning protocol has to be sent to the Streumaster premises immediately. In case the protocol will not be returned, the warranty period starts with the date of ex-works delivery.

☐ **Static initial operation** ☐ **Dynamic initial operation including spreading / field trials**

	Customer / Operator	**Subsidiary / Dealer**
Name:		
Signature:		
Date:		

STREUMASTER

WARRANTY CLAIM

Date of the claim:

Streumaster claim N°		**Wirtgen claim N°**	
Serial n° _ date dd/mm/yy ex: 03.BS.1010: 031010_190618		**Wirtgen customer N°**	
Streumaster customer N°			
Dealer / Subsidiary:		**Customer:**	
Street:		**Street:**	
ZIP code : Town:		**ZIP code : Town:**	
Country:		**Country:**	
Date of failure:		**Machine SN°**	
Date of repair:		**Year of construction**	
Commissioning date:		**Spreading Operating hours**	

Short problem description : initial problem, control & diagnostic made, final solution and test

Repair description						
Return to Streumaster	**Parts reference**		**Invoice - order N°**			
	Wirtgen N°	Streumaster N°	Wirtgen N°	Streumaster N°	Quantity	**Total price €**
Travel time						
Work time						

Local invoice : if pre approved by Streumaster, some components can be source locally. Please give a short explaination and attach the invoice to the claim using the link.

Pictures: Every claim must have (mandatory) pictures of the issue.
Job Reports: The job reports have to be attached to the claim (dealer and Wirtgen)
Links: to upload the necessary files (if the file size doesn't allow to go through email, use the second Wetransfer link).

Link 1: Pictures, Job Reports, Local Invoices

Applicant name and signature

Spare parts sent back to Streumaster	
Date	
Tracking number	

STREUMASTER

WARRANTY CLAIM

Date of the claim 19/06/2018

The following fields are to be filled in by Streumaster only		
Parts checked by:	**Date:**	**Time spent:**
Conclusion:		
Warranty validation: Accepted ☐ Denied ☐		**Reasons:**
Parts sent to the supplier for further examination:		

Date and signature of processing the claim	**Credit note number**
	Streumaster N°
	Date

WIRTGEN GROUP	USER AGREEMENT	

Customer no.:	
Customer:	**Machine type:**
Street:	**Serial no.:**
ZIP Code/Town:	**Year of construction:**
Country:	**Operating hours:**
Service contact - Subsidiary	**Service contact - Dealer**
Customer number:	**Customer number:**
Company:	**Company:**
Street:	**Street:**
ZIP Code/Town:	**ZIP Code/Town:**
Country:	**Country:**
WITOS FleetView	
Start date:	**Order number:**
Further usage by service partner/ WIRTGEN GROUP*: ☐	**No further usage by service partner:** ☐
Remarks:	
RoadScan (V0GELE)	
Start date:	**Order number:**
WPT (WIRTGEN)	
Start date:	**Order number:**

***only selectable without current agreement of SmartService**

Terms and Conditions and Data Protection

Customer shall
- provide al relevant WITOS privacy notices to the end user and other affected data subjects (e.g. machine operator), ensure an adequate legal basis with regard to the data
- disclosed to the WIRTGEN GROUP (e.g. contact data of the end user) and the data processed by the responsible WIRTGiEN GROUP company as a data controller as described in the terms and conditions cited below and the relevant privacy notices (e.g. via works council agreements, employment contracts, legitimate interest or individual consent), and
- provide as a data controller of Its own corresponding da,ta privacy Information to the user and other affected data subjects.

The following terms and conditions apply:
- This User Agreement
- WITOS Terms and Conditions
- WITOS Specific Terms and Conditions (the respective WITOS solution)

In particular, the following privacy notices have to be brou,ght to the attention of users and other affected data subjects:
- WITOS Privacy Notice
- Specific Privacy Notice (the respective WITOS solution)

Al necessary WITOSt erms and conditions and privacy notices can be viewed at https://witos-contracts.wirtgen-group.com.

E-mail address (Customer) for contract notifications (e.g. with regard to modified terms and conditions):	
This User Agreement is to be signed by duly authorized representatives of the Parties.	
User:	**Service partner:**
Date:	**Date:**
Name:	**Name:**
Function:	**Function:**
Stamp/signature:	**Stamp/signature:**

WIRTGEN GROUP	**USER INQUIRY**	

Customer no.:
Customer:
Street:
ZIP Code/Town:
Country:

Personal details	**Service contact - Dealer**
Name:	**First name:**
Phone:	**E-mail:**
Service contact	
Company:	**Customer number:**
Street:	
ZIP Code/Town:	
Country:	

Applications		
☐ **WITOS FleetView**	☐ **WITOS Use1r Control**	☐ **WITOS HCQ (HAMM)**
☐ **Self-Service Company Admin**	☐ **RoadScan (‘VOGELE) RoadScan !Upload/Paving Analysis)**	☐ **WPT (WIRTGEN)**
Interface language of WIRTGEN GROUP portal:	☐ **German**	☐ **English**
Remarks:		
Please send your inquiry to WITOS Support		

Terms and Conditions and Data Protection

Customer shall
- provide al relevant WITOS privacy notices to the end user and other affected data subjects (e.g. machine operator), ensure an adequate legal basis with regard to the data
- disclosed to the WIRTGEN GROUP (e.g. contact data of the end user) and the data processed by the responsible WIRTGiEN GROUP company as a data controller as described in the terms and conditions cited below and the relevant privacy notices (e.g. via works council agreements, employment contracts, legitimate interest or individual consent), and
- provide as a data controller of Its own corresponding da,ta privacy Information to the user and other affected data subjects.

The following terms and conditions apply:
- This User Agreement
- WITOS Terms and Conditions
- WITOS Specific Terms and Conditions (the respective WITOS solution)

In particular, the following privacy notices have to be brou,ght to the attention of users and other affected data subjects:
- WITOS Privacy Notice
- Specific Privacy Notice (the respective WITOS solution)

Al necessary WITOSt erms and conditions and privacy notices can be viewed at https://witos-contracts.wirtgen-group.com.

E-mail address (Customer) for contract notifications (e.g. with regard to modified terms and conditions):	
This User Agreement is to be signed by duly authorized representatives of the Parties.	
User:	**Service partner:**
Date:	**Date:**
Name:	**Name:**
Function:	**Function:**
Stamp/signature:	**Stamp/signature:**

5.10 Transfer of Ownership Form (Enclosure 4)

The purpose of this form is to notify Wirtgen America if there is a change of Ownership with used machines. The form must be completed and returned to the Wirtgen America Warranty Department upon delivery of the machine to the new Customer as a sold unit. The Machine Inspection and Receiving Report must be returned with the Transfer of Ownership form before warranty claims will be considered for used machines (if warranty is applicable).

5.10.1 Transfer of Ownership - Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed the form, save and print the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Warranty Department; warranty.america @wirtgen-group.com. The serial number of the machine must appear in the e-mail subject line. If you are unable to electronically send the form then you may return it via mail or fax.

(1) Select the appropriate Wirtgen America Product Line
(2) Complete Dealer physical address – All fields are to be completely filled in.
(3) Machine model – model number of machine
(4) Year of manufacture
(5) Serial number of the machine
(6) Check remaining factory warranty Yes or No
(7) Engine model
(8) Serial number of the engine
(9) Original Start-up date of the machine with operating hours at initial start-up
(10) Transfer date of the machine with operating hours at that date
(11) Machine location at start up (City, State)
(12) Complete Customer physical address – All fields are to be completely filled in.
The street address MUST be a physical address. P.O. Box numbers are not acceptable.
(13) Contact first and last name for the responsible safety personnel with e-mail address and phone number
(14) Contact first and last name for the responsible service/maintenance personnel with e-mail address and phone number
(15) Contact first and last name for the responsible machine operations personnel with e-mail address and phone number
(16) Signature by a Customer representative
(17) Signature by a Dealer representative
(18) Name and title of the Operating Personnel.

WIRTGEN GROUP ☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**Transfer of Ownership**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

This form is to be completed and returned, with a completed PDI form, to Wirtgen America, Inc. upon delivery of the machine to your new customer as a sold unit. A machine that is rented should be registered as a rental unit. The in-service date for a rental unit is the first day it is rented to a customer. The enclosed safety manual is to be placed with the machine. In order to maintain our machine records for future mailings and machine updates, we ask that you supply the contact name, phone number and email address of the person responsible for documents pertaining to Safety, Service/Maintenance and Machine Operations.

By signing this form, the responsible persons confirm that they know the location of safety devices and that they have read and understand the operating and safety instructions that were received with the machine. Operating personnel confirm that they have received operation and safety instructions necessary for putting the machine into service. Dealers are responsible for obtaining the proper signatures from their customers.

This form registers the warranty for the machine and ensures that you and your customers are aware of the safety requirements for machine operation. This completed form must be on file with Wirtgen America, Inc. before any warranty claims will be processed.

Dealer:	Customer:
Street:	Street:
City/State/Zip:	City/State/Zip:
Country:	**Contacts** - Safety:
Machine Model: Year of Mfg.:	Phone:
Serial Number:	Email:
Remaining Factory Warranty: ☐ Yes ☐ No	Service/Maintenance:
Engine Model:	Phone:
Engine Serial Number:	Email:
Original Start-Up Date: Hours:	Machine Operations:
Transfer Date: Hours:	Phone:
Machine-Location:	Email:

Note: Herewith, I confirm receipt of all documents necessary for putting the machine into operation in accordance with these instructions:

1. Operating instructions
2. Operating instructions for engine
3. Safety instructions and location of safety devices

The Dealer Representative/Customer Representative hereby acknowledge that the following was explained and understood:

- ⇨ I am aware of the fact that, according to the safety regulations applicable, the operating personnel must read and properly comprehend the documentation provided before putting the machine into operation.
- ⇨ The above-mentioned machine was handed over in a satisfactory and complete condition.
- ⇨ Safety procedures and regulations including location of all safety signs and their meaning.
- ⇨ The operation and maintenance of the machine including the location of operation controls and maintenance points. The availability and the use of operation, maintenance, parts, and safety manuals.

Signature:	Signature:
Owner:	Dealer:

Operating Personnel: Name, Title
1.
2.
3.

Wirtgen America, Inc. reserves the right to make changes or modifications to all Wirtgen Group products at any time without incurring obligation to make similar changes or modifications on previously sold machines.

5.11 Warranty Claim Form (Enclosure 5)

5.11.1 Warranty Claim Completion Instructions

The claim form is designed to be e-mailed as an attachment. Contact the Wirtgen America Warranty Department for your claim numbers. Reference the following information in the subject line of the email:

- Wirtgen America claim number
- Serial number of the machine

Attach only one claim per email and sent your claim to warranty.america@wirtgen-group.com

Beginning with the section marked Warranty No. Dealer you will enter the required information using the TAB key to move to each section. Use of the enter key to move to each section will cause the form to become obscure and invalid for entry into the warranty system for processing. The dark gray boxes on the warranty claim form are for Wirtgen use only.

(1) Select the appropriate Wirtgen America Division affected by the claim
(2) Enter the Wirtgen America Warranty Claim number provided
(3) Dealer Reference Number, such as work-order number, internal claim number, etc.
(4) Filing Date of the claim
(5) Complete Dealer physical address – All fields are to be completely filled in.
(6) Complete Customer physical address – All fields are to be completely filled in.
The street address MUST be a physical address. P.O. Box numbers are not acceptable.
(7) Machine model – model number of the machine
(8) Serial number of the machine.
The serial number is divided into 2 sections. The first four digits are typed in the first section, press TAB, and the last four digits are typed in the second section – examples 0710 xxxx , 04WR xxxx , 0805 xxxx etc.
(9) Start-up date of the machine as entered on the Machine Inspection & Receiving Report
(10) Screed model – model number of the screed (where applicable)
(11) Serial number of the Screed (where applicable)
(12) Date when the original part or the spare part failed (only one failure date per claim)
(13) Serial of the Engine
(14) Date when the machine was repaired
(15) Year of manufacture of the machine as indicated on the serial number plate
(16) Indicate if this is an original machine part or a spare part
(17) Operating hours on the machine at the time of repair

(continued on next page)

WIRTGEN GROUP	☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**WARRANTY CLAIM**	Wirtgen America, Inc 6030 Dana Way, Antioch, TN 37013 Phone (615) 501-0605 • Fax (615) 501-0692 www.wirtgen-group.com/america

Warranty No. Dealer:	Dealer Ref.-No.:	Date:
Dealer:	Customer:	
Street:	Street:	
City / State / Zip Code:	City / State / Zip Code:	
Machine Model:	Machine Serial No.:	
Machine Start-Up Date:	Screed Model:	Screed Serial No.:
Failure Date:	Engine Serial No.:	
Failure Repaired On:	Year of Manufacture:	
Original Machine Part **Yes** / Spare Part **Yes**	Machine Operating Hours:	

	Description Delivered Part / Description Failed Part	Delivered Part No. / Failed Part No.	Part Mounted Serial No. / Part Failed Serial No.	Qty.	Part Failed Hours	Invoice Number / Date	Price $
1							
2							
3							
4							
5							

Short description of reasons of failure and probable cause as per positions 1-5

Labor Hrs. _____ **x $** _____ **per/hr = $** _____	**Travel Hrs.** _____ **x $** _____ **per/hr= $** _____	**Fax No.**
Enclosure:	☐ Service and Repair Report	☐ Receipt / ☐ Photos
Date of Warranty Claim:	Applicant:	

Approved	Yes		No	%	RGA	Credit No.:	Date:	$
Pos. 1	G ☐	K ☐	☐		☐	Remarks:		
Pos. 2	G ☐	K ☐	☐		☐			
Pos. 3	G ☐	K ☐	☐		☐			
Pos. 4	G ☐	K ☐	☐		☐	**Date:**	**Signature :**	
Pos. 5	G ☐	K ☐	☐		☐	Grey = For Internal Use Only		

Part Section of the Claim Form

This portion of the claim is divided into five sections. Each section requires the part number of the delivered (replacement part) and the failed part number. At times a replacement part number has changed from the original part number. It is important that this information is correct when the claim is submitted. The claim form also has a section for the serial number of the part mounted and the serial number of the failed part. This field is required for all parts that have a serial number (e. g. hydraulic motors, pumps, gear boxes, planetary, controllers, electronic consoles, CGC displays, milling depth regulators, tracers, sonic sensors, etc.).

(18) Parts description examples:	Description of delivered part: Conversion Kit Gearbox
	Description of failed part: Gearbox
(19) Part number examples:	Part no. delivered: 138765
	Part no. failed: 99913
(20) Serial number examples:	Serial no. part mounted: 067
	Serial no. part failed: 307

Note:
The technician making the repair should record this information at the time this work is performed. Photo of the new and failed part plate/id number is required for serialized parts.

(21) Quantity of parts
(22) Operating hours at the time the part failed
(23) Wirtgen America invoice number and date of the spare part purchase (a copy of the invoice is required for parts purchased from local vendors)
(24) Purchase price of parts in USD (amount should be extended if quantity is more than one)
(25) Describe the Customer's complaint, diagnosis of cause, and corrective measures taken. Words such as bad, defective, failed or inoperative are not adequate descriptions of failure. Terms that will better describe the failure are stripped, shorted, torn, twisted, binding or noise. The part number of the affected component is also required for any Labor Only claim as reference. The part number should be listed in the claim's description and repair of failure statement.
(26) Labor and Travel amounts – The USD amount to be used for the claim is the approved rate @ 75% of the Dealer charge-out rate for labor and travel. The full rate can only be used for campaign work claimed on the warranty claim.
(27) The fax number of the person originating the claim
(28) Indicate the number of enclosures included
(29) Check attached enclosures
(30) Date claim is submitted by e-mail
(31) Name of person submitting the claim

WARRANTY CLAIMS ARE TO BE SUBMITTED WITHIN 60 DAYS OF THE FAILURE DATE AND 30 DAYS OF THE REPAIR DATE.

WIRTGEN GROUP	☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**WARRANTY CLAIM**	Wirtgen America, Inc 6030 Dana Way, Antioch, TN 37013 Phone (615) 501-0605 • Fax (615) 501-0692 www.wirtgen-group.com/america

Warranty No. Dealer:	Dealer Ref.-No.:	Date:
Dealer:	Customer:	
Street:	Street:	
City / State / Zip Code:	City / State / Zip Code:	
Machine Model:	Machine Serial No.:	
Machine Start-Up Date:	Screed Model:	Screed Serial No.:
Failure Date:	Engine Serial No.:	
Failure Repaired On:	Year of Manufacture:	
Original Machine Part **Yes** / Spare Part **Yes**	Machine Operating Hours:	

	Description Delivered Part / Description Failed Part	Delivered Part No. / Failed Part No.	Part Mounted Serial No. / Part Failed Serial No.	Qty.	Part Failed Hours	Invoice Number / Date	Price $
1							
2							
3							
4							
5							

Short description of reasons of failure and probable cause as per positions 1-5

Labor Hrs. ____ **x $** ____ **per/hr = $** ____	**Travel Hrs.** ____ **x $** ____ **per/hr= $** ____	**Fax No.**
Enclosure:	☐ Service and Repair Report	☐ Receipt ☐ Photos
Date of Warranty Claim:	Applicant:	

Approved	Yes G	Yes K	No	%	RGA	Credit No.:	Date:	$
Pos. 1	☐	☐	☐		☐	Remarks:		
Pos. 2	☐	☐	☐		☐			
Pos. 3	☐	☐	☐		☐			
Pos. 4	☐	☐	☐		☐	**Date:**	**Signature :**	
Pos. 5	☐	☐	☐		☐	Grey = For Internal Use Only		

5.12 Claim Pre-Authorization Form (Enclosure 6)

5.12.1 Claim Pre-Authorization Form Completion Instructions

This form is a fillable PDF designed to be e-mailed as an attachment. Electronically enter the data on the form. Once you have completed the form, click the email button at the bottom, enter the appropriate e-mail address and send the form to warranty.america@wirtgen-group.com

Contact the Wirtgen America Warranty Department for your claim numbers. The dark gray boxes on this form are for Wirtgen America use only.

(1) Select the appropriate Wirtgen America Product Line
(2) Enter Dealer Reference #
(3) Enter the Filing Date
(4) Complete Dealer name and physical address
(5) Dealer contact person
(6) Dealer phone number
(7) Complete Customer name and physical address
(8) Customer contact person
(9) Customer phone number
(10) Check if the Repair is already completed
(11) List the Date of Failure with Machine Operating Hours at that Date
(12) List the Date of Repair with Machine Operating Hours at that Date
(13) Complete model of machine
(14) Complete machine serial number
(15) Start up date of machine
(16) Failed component/part number(s)
(17) Failed component/part description(s)
(18) Quantity of failed part(s)
(19) Invoice Number if already available
(20) Price of each failed part
(21) Extended total price of failed part(s)
(22) Estimate of the requested reimbursement for labor, travel, parts, sublet or other costs.
(23) Repair estimate Total
(24) List the Current Warranty Reimbursement Rate
(25) Describe the Customer's complaint, diagnosis of cause, and corrective measures taken. Words such as bad, defective, failed or inoperative are not adequate descriptions of causes. Terms that will better describe the cause are stripped, shorted, torn, twisted, binding or noise. The part number shall be referenced in the failed component area. This is to include labor or travel only requests as well as requests for sublet/third party repairs, etc. In the description include any extenuating circumstances related to the request.

WIRTGEN GROUP

☐ Wirtgen
☐ Vögele
☐ Hamm
☐ Kleemann

Claim Pre-Authorization

Authorization Number: _____

Wirtgen America, Inc.
6030 Dana Way, Antioch, TN 37013 USA
Phone (615) 501-0605 · Fax (615) 501-0692
www.wirtgen-group.com/america

Dealer Reference #:	Date:
Dealer:	Customer:
Street:	Street:
City, State, Zip:	City, State, Zip:
Contact:	Contact:
Phone No.:	Phone No.:

Repair Completed: ☐ Yes ☐ No	Failure Date: @ OPH	Repair Date @ OPH

Machine Model:	Serial Number:	Start-Up Date:

FAILED COMPONENTS

Part No.:	Description:	Qty:	Invoice No.	Price Each	Price Extended

Repair Estimate:

Labor Hours _____ @ _____ = _____

Travel Hours _____ @ _____ = _____

Parts Total _____

Misc. Expenses _____

Policy Request Total _____

Current Warranty Rate $ _____

Detailed explanation of failures:

Claim Pre-Authorization is subject to Warranty Terms and Conditions stated in the Wirtgen America Product Supprt Manual. Claim Pre-Authorization is valid for 30 days from authorization date. Approved copy must be sent in with the Warranty Claim. Third party invoices must be provided with misc.expenses.

For Internal Use Only

Type of Claim:

- ☐ Policy %_____
- ☐ Warranty %_____
- ☐ Sales %_____
- ☐ Labor, Travel %_____
- ☐ Dealer Part. %_____
- ☐ Customer Part. %
- ☐ _____ Other

Approval Amount:

Parts % _____

Labor Hours _____

Travel Hours _____

Misc. $ _____

Specific Terms:

Product Support Manager: _____

Date:_____ Comments:

5.13 Dealer Warranty Rate Update Form (Enclosure 7)

5.13.1 Dealer Warranty Rate Update Form Completion Instructions

Electronically enter the data on the form as explained below. Once you have completed the form, save and print the file. Have all required personnel sign the form. Once signed, the form must be electronically scanned and emailed as an attachment to the Wirtgen America Warranty Department; warranty.america@wirtgen-group.com.
If you are unable to electronically scan and email the form then you may return it via mail or fax.

(1) Complete Dealer physical address with contact name, phone and fax number
(2) Dealer shop rate
(3) Dealer field rate
(4) Rate change request date
(5) Printed name and title of Dealer representative
(6) Signature of Dealer representative
(7) Date of signature

Note:

- Five recent work orders reflecting the new rate must be attached to the application.

WIRTGEN GROUP	**Dealer Warranty Rate Update Form**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america
To: Warranty Department	Dealer:	
Fax No: 615-501-0692	Contact Name:	
Email: warranty.america@wirtgen-group.com	Street:	
	City, State, Zip:	
	Phone Number:	
	Fax Number:	

The effective date of the Labor Rate Change is up to the discretion of the Product Support Manager. Rates are guaranteed for 12 months.

Shop Rate USD:		**Request Date (mm/dd/yyyy):**
Field Rate USD:		

The following items must be included with your Labor Rate Change Request:

⇨ Five recent work orders reflecting the new rate

Printed Name and Title:	Signature:	Date:

Wirtgen America Use Only

Wirtgen America Approval Signature: _____ Effective Date: _____

5.14 Wirtgen Track Roller Failure Report (Enclosure 8)

5.14.1 Wirtgen Track Roller Failure Report Completion Instructions

This form is for reporting failures of track rollers on Wirtgen machines only. A completed Warranty Claim Form must accompany this Failure Report.

This form is a fillable PDF designed to be e-mailed as an attachment. Electronically enter the data on the form. Once you have completed the form, click the email button at the bottom, attach the completed corresponding Warranty Claim Form and send the email.

(1) Enter the Customer or Dealer complete physical address, fax number and phone number
(2) Enter machine model and serial number
(3) Enter warranty claim number as reference
(4) Circle the position where the roller failed for each track position
(5) Enter track frame serial number for each track position

Note:

- Every undercarriage or side frame has a serial number for identification; this number is stamped on the bottom of the front cross plate next to the sprocket hub and looks like this: 88.0785-1
  - 88.785 is the job and order acknowledgment number.
  - 1 is the running number of the side frame or undercarriage.
- To receive track roller consideration from the manufacturer, the track frame serial number and the position of the failed rollers must be furnished.
- Track rollers are a mandatory return item.

WIRTGEN	Track Roller Failure Report	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0605 · Fax (615) 501-0692 www.wirtgen-group.com/america

To:	Wirtgen America, Inc. Warranty Department	From (Dealer/Cust.):	
		Contact Name:	
Fax No:	615-501-0692	Street:	
		City, State, Zip:	
Pages:		Phone Number:	
		Fax Number:	

Complete the following information, and return with the completed Warranty Claim Form.
This Form is required for track roller warranty consideration.

Machine Model Number and Serial Number:	
Warranty Claim Number:	

Check the roller position(s) from Left to Right of **only the replaced rollers.**

Front Right

1st ☐ 2nd ☐ 3rd ☐ 4th ☐

Track Frame Serial Number: _____

Front Left

1st ☐ 2nd ☐ 3rd ☐ 4th ☐

Track Frame Serial Number: _____

Rear Right

1st ☐ 2nd ☐ 3rd ☐ 4th ☐

Track Frame Serial Number: _____

Rear Left

1st ☐ 2nd ☐ 3rd ☐ 4th ☐

Track Frame Serial Number: _____

5.15 50 Hour Failure Report Form (Enclosure 9)

5.15.1 50 Hour Failure Report Form Completion Instructions

This form is a fillable PDF designed to be e-mailed as an attachment. Electronically enter the data on the form. Once you have completed the form, click the email button at the bottom, enter the appropriate email address and send the email.

(1) Select the appropriate Wirtgen America Product Line
(2) Complete Dealer name and physical address
(3) Complete Customer name and physical address
(4) Complete model description of machine
(5) Complete machine serial number
(6) Complete screed serial number (Where applicable)
(7) Note the year of Manufacturing
(8) Note the operating hours at time of inspection
(9) Check if this is a New or Used Machine
(10) Confirm and submit this form even if No Failures occurred during the first 50 hours of service
(11 List the type of failure (if any) occurred
(12) List the Failure Location conform to the enclosed failure key
(13) Additional notes
(14) Date of Inspection
(15) Name of the person inspecting the machine

WIRTGEN GROUP	☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**MELDUNG 50-h-FEHLER** REPORT 50-h-FAULTS	**Niederlassung/Händler** - Subsidiary/Dealer **Wirtgen America Inc.** **6030 Dana Way** **Antioch, 37013 / TN** **USA**

Kunde: Customer:	**Maschinentyp:** Machine type:	
Straße: Street:	**Baureihe / Serien-Nr:** Serial no.:	**Bohle:** Screed:
PLZ / Ort: ZIP-Code / Town:	**Baujahr:** Year of construction:	
Land: Country:	**Betriebsstunden:** Operating hours:	

☐ **Neumaschine**
New machine

☐ **Gebrauchtmaschine**
Used machine

☐ **Keine 50-h-Fehler aufgetreten**
No 50-h-Faults assessed

Nr. No.	**Fehlerbeschreibung** Kind of fault	***Bitte den Fehlerort lt. Funktionsgliederung eintragen*** *Please register the number behind the error description*	Ort Location
1			
2			
3			
4			
5			
6			
7			

Neue Zeile / New line

Fehlerort lt. Funktionsgliederung / Location of the fault

01	**Chassis/Sicherheitseinricht.** Chassis/Safety devices	09	**Lenksystem** Steering system	17	**Druckluftanlage und Zubehör** Compressed air system	25	**Splittstreuvorrichtung** Chip spreading unit
02	**Bedienstand** Operator s'stand	10	**Materialtransport** Conveyor unit	18	**Schmieranlage** Lubrication unit	26	**Oszillation/Vibration** Oscillation/Vibration
03	**Fräsaggregat** Milling drum	11	**Nivelliereinrichtung** Levelling Unit	19	**Bohle** Screed	29	**Dübelanlage** Dowel-bar unit
04	**Antriebsaggregat – Motor** Engine – Motor group	12	**Wasseranlage** Water system	20	**Gasanlage** Gas unit	42	**Werkzeug / Zubehör** Tools / Accessories
05	**Hydraulikölversorgung** Hydraulic oil feed	13	**Reinigungsanlage** Cleaner unit	21	**Betonausrüstung** Concrete unit	43	**Materialaufgabe** Feeding systems
06	**Elektrische Anlage** Electrical system	14	**Bohlenanbindung** Screed connection	22	**Mischwerk** Mixing unit	44	**Brecher** Crushers
07	**Höhenverstellung** Height adjustment	15	**Hydraulische Zusatzgeräte** Hydraulic accessories	23	**Zug-/Schubvorrichtung** Towing-/Pushing device	45	**Siebmaschinen** Screens
08	**Fahrantrieb** Advance drive	16	**Bindemittelanlage** Binding unit	24	**Bürstenanlage/Kehrvorricht** Brush unit/Sweeper unit	50	**Dokumentation** Documentation

Bemerkungen / *Remarks*

Prüfdatum: Day of examination:	**Name des Prüfers / Niederlassung:** Name of the inspector / Subsidiary:

Part 2

Parts Policy

6 Parts Policy

6.1 Commitment of Wirtgen America, Inc.

Wirtgen America, Inc. will supply spare parts for a period up to ten years after terminating serial production of any machine.

The following tools are available to aid Dealers in sales of Wirtgen Group parts:

- Service Portal and Parts Shop
- WIDOS Parts and Service Software
- WITRAIN Software
- “Parts and More” Online and Catalog
- Recommended spare parts lists
- Product Support Manual
- RGA and Annual Return programs
- Rhino Parts program and catalog
- Parts counter personnel training

Note:

- Contact the Wirtgen Parts Sales Department for any Documentation Requirements.
- Refer to Chapter 2.1 for additional Information on Documentation Systems.

6.2 Wirtgen Parts Sales Department Contact Information

Please contact the Wirtgen Parts Sales Department at:

Wirtgen America, Inc.
6030 Dana Way
Antioch, TN 37013

Phone: 615-501-0601
Fax: 615-501-0693
E-Mail: PartsPS.america@wirtgen-group.com
Return Goods Authorization E-Mail: RGACoordinator.America@wirtgen-group.com

Internet: www.wirtgen-group.com

Business Hours: 7:00 am – 5:00 pm CST, Mon. – Fri.
See section 6.2.1 for After hours Emergency Parts Service.

Note:
To reach a specific Parts Sales Representative by phone, the preferred method is to dial into the Wirtgen America Parts Call Center 615-501-0601. From there, the caller will be directed to dial an extension directly or stay on the line until the next associate is available. If dialing to an extension directly, voicemail is available if representative is busy.

6.2.1 Cutoff Time

The established cutoff time by Wirtgen America is 3 PM CST Mon. through Fri. All orders placed after the cutoff time are considered next day business. Generally, order processing continues throughout the day until the close of business. If an express shipping option for next day air receipt is chosen, it is the goal of Wirtgen America to ship critical orders the same day as received. In the event an order deemed to be critical is placed after the cutoff time and not processed, Wirtgen America will attempt to inform dealer and discuss alternate shipping methods.

Exceptions to this will be the following:

- Flash orders. See section 6.6 for further information on this delivery priority
- Orders made on weekends and holidays.
- Orders made on days which inclement weather may factor into the operations of Wirtgen America and/or the freight carrier.

6.2.2 After Hours Emergency Parts Service

After-Hours Emergency Parts Service is available after normal business hours. To access After hours Emergency Parts Service, dial 615-430-1307 hotline direct. When calling 615-501-0600 main office line or 615-501-0601 office parts line after hours, follow recorded instructions. Generally calls directly to hotline or forwarded to hotline from standard office numbers will be picked up by Parts Sales Representative; if hotline is busy, leave a short voicemail message including name and phone number to get quickest reply.

There is an additional charge of $250.00 for every After hours Emergency Parts Service order placed.

6.3 Wirtgen Group Portal

Website Address: http://portal.wirtgen-group.com

There are two levels of entry into the Wirtgen Group Portal. Both levels allow a greater level of dealer independence not only for service but also for ordering parts and researching transactions online.

- Level 1 user – can access parts catalogs to look up parts and confirm serial number effectivity, check parts pricing and availability, create parts orders online, and view historical order information.
- Level 2 user – includes Level I functions. In addition, user can review invoices, credits, monitor order activity, manage customer orders, and enter warranty claims (Dealer defined warranty personnel). A two-factor authentication method is required for Level 2 access.

6.4 Order Acknowledgement – For Manual Orders

A Parts & Accessories Order Form (Enclosure 10) is required for Wirtgen America, Inc. to fulfill manual parts orders. Form must be faxed or emailed to Wirtgen Parts Sales Department. If order is called in, form should be submitted as follow-up – with sales order number noted. If order is faxed or emailed, a follow-up phone call is recommended. Stock orders must be placed on the Wirtgen Group Portal.

The following information must be provided on the parts order form:

- Dealer purchase order number
- Part number, description, and quantity required
- Order type (i.e. Flash, Direct, or Consolidated.)
- Shipping instructions and indication if order is to be shipped Partial or Complete
- Machine model and serial number
- Contact name, phone number, and fax number

6.4.1 Shipping Selection

- Wirtgen America, Inc. selects freight carrier for all stock orders which meet free freight requirements outlined in section 6.5.2.
- The dealer will be responsible for shipping charges when requesting specific shipping methods regardless of order type.

- Due to parts' sizes and weights, additional packaging will be required to ensure safe delivery of product. The packaging of an order impacts the shipping manner required for transport. Shipping costs are impacted by any combination of these factors. Completed orders that do not qualify for freight to be covered by Wirtgen America will be shipped by routing method chosen by the dealer. If an incompatible routing method is chosen, Wirtgen America will select an alternative route to minimize delays with processing which will allow for small package or freight shipment to reach shipping destination within similar service level of incompatible route chosen.
- Wirtgen America, Inc. does not guarantee delivery (ETA). Every carrier has a service guide outlining the details of its delivery services available on their individual websites. Wirtgen America, Inc. is not responsible for delays.
- Wirtgen America, Inc. typically prepays freight and so is ultimately responsible for damaged or lost parts during shipping. When there is visible damage and/or it appears that parts are missing during receipt of order, shipment should be signed for as damaged or incomplete by the dealer. Dealer should document with pictures and keep packaging until claim is processed. If dealer does not receive shipment as damaged and later submits damage claim, it is possible that damage happened at dealer location after receipt of shipment. Ideally all parts would be inspected and proper inventory taken during receiving process but that is not realistic. However, all boxes should be opened inspected and unpacked even when visibly uncompromised shortly after receipt of shipment. Taking proper inventory of all parts received should be completed during this process. Even Wirtgen Group packaged parts should be opened and inspected. Any claims for damaged or missing parts should be submitted to RGA Department within 10 days of shipment receipt date. Claims submitted after 10 days from shipment receipt date will not be accepted. Wirtgen America, Inc. is not responsible for damage or parts lost during shipping on freight collect orders.
- "Ship Complete" orders are held until all parts are available to be shipped at one time.
- "Partial Ship" orders will generally ship in two parts. First shipment will be comprised of all parts currently in stock and second shipment will be comprised of all backorder parts to complete the order. Number of shipments for a partial ship order can be increased by dealer request however this request constitutes "specific shipping methods" – see bullet point two above.

- "Flash Priority", drop-ship orders sent by air from the factory must include notes requesting this special service. Barring extenuating circumstances, the dealer will be billed for freight per standard case priority order freight policy.
- Direct priority orders must be placed at least two hours before pick-up – to ensure parts in stock will be ready for pick-up. Consolidated orders placed for pick-up fall into standard order picking priority (Section 6.4.2) which means they may not be ready for pick-up depending on order volume that day; consolidated order parts in stock will be picked on a first come – first serve basis.
- Large or heavy package shipping charges are significantly higher than standard smal package shipping charges. Some components like hydraulic pumps and motors may qualify for small package shipping on their own but when mounted to a small pallet, they will get pushed up into large or heavy package status. Package size and weight are both factors driving package status.

6.4.2 Order Fulfillment Priority

- Priority 1: "Flash" orders
  - 1A – Flash orders for pick up
  - 1B – Flash orders with NDA shipping
  - 1C – Flash orders with drop-ship or direct shipping
- Priority 2: "Direct" orders
  - 2A – Direct orders for pick up
  - 2B – Direct orders with NDA shipping
  - 2C – Direct orders with 2nd Day Air shipping
  - 2D – Direct orders with ground shipping
- Priority 3: "Consolidated" orders
  - 3A – Consolidated orders for pick up
  - 3B – Consolidated orders with ground shipping

Note:
If special attention or manual expediting is required, a note must be added in the "Message section" on the Wirtgen Group Portal (Parts Shop) to alert the Wirtgen Parts Sales team. A follow-up phone call to your Wirtgen America parts sales representative is always a good idea in critical emergency situations.

The Message section on the Wirtgen Group Portal (Parts Shop) should be utilized to note anything special about any particular order.

6.5 Consolidated Orders

The consolidated order program is designed to encourage and enable dealers to purchase and maintain adequate spare parts inventory to effectively support Wirtgen Group customers. These orders should be proactive orders based on regional requirements and not reactive orders based on active orders from customers.

Note:
It is not recommended practice for dealers to order parts for active customer orders with consolidated priority even if customer does not need the parts sent out right away. Dealers do this at their own risk and at the risk of disappointing our customers and damaging the reputation of the entire Wirtgen supply chain. Dealers should absolutely never use this practice for parts showing zero-stock in Nashville.

If non-critical parts for active customer orders are placed with consolidated priority a note should be added in the message section on the Wirtgen Group Portal listing which parts are for active customer orders. Dealer should also be upfront with the customer warning that the savings in shipping will likely result in longer lead time.

Consolidated order parameters and procedures:

- Consolidated orders must be clearly marked as stock (select “Stock” for order type).
- Consolidated orders must have a minimum of five line items. The term “line items” indicate one line for a given quantity of each part number. Listing quantity-one of a single part number multiple times is still only considered as one “line item”.
- Consolidated orders must be placed on the Wirtgen Group Portal.
- Consolidated orders are shipped with standard ground freight – as selected by Wirtgen America, Inc.
- Consolidated orders will be shipped to dealer locations only. Drop-shipping is not allowed for consolidated orders.
- Consolidated orders are not expedited. If expediting is required, stock order will be converted to emergency order.
- Consolidated orders are entered, analyzed for parts availability, forwarded to warehouse, and dispositioned within two working days from receipt of order. This does not mean they will be shipped within two working days. Parts availability and sheer volume of orders at any given time will affect lead time on consolidated orders.

6.5.1 Consolidated Order Discount

Parts included on Consolidated orders will receive maximum dealer discount assigned for each part on the Wirtgen Group Portal. Most Wirtgen Group parts are assigned 30% maximum dealer discount. More competitively priced parts may have maximum dealer discounts assigned at 20% or 10%. Maximum dealer discount levels are calculated for each part when parts orders are entered in Parts Shop on the Wirtgen Group Portal.

6.5.2 Consolidated Order Freight

Freight is arranged by Wirtgen America, Inc. and freight charges will be invoiced along with parts ordered on each parts sales order.

Qualifying Wirtgen Dealers will receive free consolidated order freight on qualifying stock orders shipped by most economical ground method, selected by Wirtgen America, Inc., within continental North America; free stock order freight qualifying conditions below apply.

- “Consolidated Order” status as defined in section 6.
- Qualifying consolidated order must have a minimum dealer net value of $5000.00
- Qualifying consolidated order must only include qualifying parts with 20% or 30%maximum dealer discount. Rhino Parts, Rhino Bits, Wirtgen PCD Tools, and Wirtgen Mining Picks do not qualify for free consolidated order freight. Wirtgen Group parts and options with less than 20%maximum dealer discount also do not qualify for free consolidated order freight. Dealers will pay freight for consolidated orders including even a single non-qualifying part.
- Qualifying Wirtgen Dealer consolidated order percentage must be at least 60% by line item with flash order percentage less than 2% by line item – for the previous three-month period. Dealer order performance report will be provided monthly. Free consolidated freight allowance will be updated quarterly.

Note:
Freight charge issues, challenges, or requests for review must be submitted in writing within 10 days of the invoice date. The Wirtgen invoice number must be included. Freight charges older than 10 days will not be reviewed.

6.5.3 Initial Stocking Orders

Initial stocking orders are meant for product startup with dealers.

- Initial stocking orders must be cleared as initial stocking orders through the Parts Sales Department – by phone and email. Once cleared, the initial stocking order information must be indicated in the "Customer description" field and the "Message" section when placing order in Parts Shop on the Wirtgen Group Portal.
- An initial stocking order is not a series of small orders but rather a large single order meant to get dealer new model stock up to speed.
- Most non-return limitations do not apply to parts from initial stocking orders – see initial stocking order limitations under "Notes" in section 6.10.4.
- Restocking fees for initial stocking order parts are as outlined in section 6.10.2. Initial stocking order parts are allowed on annual returns however, they must be highlighted as initial stocking order parts.

6.6 Direct and Flash Orders.

Direct and Flash orders are reactive orders based on an active customer requirement for parts that are not stocked by the dealer. All shipping options are available for direct orders. If disabled machine is not on a job site, but time is critical, selecting pick-up or airfreight shipping methods will improve order fulfillment priority – per section 6.4.2. Adding a note in the message section on the Wirtgen Group Portal will notify parts sales team about particularly critical situations and ensure that parts will be manually expedited.

Flash orders are highly critical reactive orders based on an active customer requirement for parts that are not stocked by the dealer and are required ASAP to get a disabled machine on a jobsite up and running. Only pick-up, NDA, or Worldwide Express freight services can be selected for Flash orders.

Direct and Flash Order Parameters and Procedures:

- Direct orders must be clearly marked as direct (select "Direct" for order type).
- Flash orders must be clearly marked as flash (select "Flash" for order type). Additionally, a note can be entered with any special instructions in the message section to highlight machine down status. In critical situations it is also recommended to place a follow-up phone call to the Wirtgen Parts Sales Department to manually confirm that order is expedited as required. These extra steps are especially necessary when the Wirtgen Group Portal shows 0-stock at Wirtgen America, Inc., Nashville for required parts.
- Indicate if order can "ship partial" or if it has to "ship complete".
- Direct and Flash orders must be submitted with machine model and serial number.
- Direct and Flash orders will be entered, analyzed for parts availability, forwarded to the warehouse, and dispositioned same day as receipt of order. This does not mean that parts will be shipped same day. These orders do take priority but parts availability

and sheer volume of orders at any given time will affect lead time on direct and flash orders.
- Direct and Flash orders must be clearly marked with shipping method. As stated above, only pick-up, NDA, or Worldwide Express freight services can be selected for Machine Down orders.
- The Wirtgen parts system will flag purchasing when 0-stock parts are ordered and there are no parts currently in the pipeline for scheduled delivery to Wirtgen America, Inc., Nashville. However, expediting measures should be taken for direct orders.
- To expedite 0-stock parts delivery, a note must be entered in the message section on the Wirtgen Group Portal with specific requirements. It is also recommended to follow up with a phone call to the Wirtgen Parts Sales Department in critical machine down situations. A Parts Sales Representative will expedite the order by performing a local parts search and making special shipping arrangements as required to minimize lead time.
- Direct and Flash orders may be drop-shipped to a different location.

6.6.1 Direct Order Discounts

Dealer discount for Direct and Flash orders is 20% maximum. Parts with defined maximum dealer discounts less than 20% will be invoiced with those maximum dealer discounts as shown on Wirtgen Group Portal parts orders. Parts with defined maximum dealer discount greater than 20% will be invoiced with 20% dealer discount.

To qualify for maximum dealer discounts shown on Wirtgen Group Portal parts orders for all consolidated, direct, and flash orders, Wirtgen Dealer order percentage must be at least 70% by line item with machine down order percentage less than 1.5% by line item – for the previous three-month period. Dealer order performance report will be provided monthly. Maximum dealer discount status will be updated quarterly.

6.6.2 Direct Order Freight

Freight is arranged by Wirtgen America, Inc. and freight charges will be invoiced along with parts ordered on each parts sales order.

- Direct orders are often ordered by dealers with ground freight. Generally, ground freight ETA is not sufficiently consistent or reliable in emergency situations. When ground freight shipping is selected in “emergency situations”, it is at the dealer’s own risk. If dealer has to place a follow-up order via airfreight because first order does not arrive in time, the dealer will be responsible for all charges for both shipments. Normal return policy applies for return of extra parts received in these situations.

Note:
Freight charge issues, challenges, or requests for review must be submitted in writing within 10 days of the invoice date. The Wirtgen invoice number must be included. Freight charges older than 10 days will not be reviewed.

6.7 Replacement Parts Order

Replacement parts orders are follow-up orders that are utilized for corrective action when there is a discrepancy with the initial parts order. Replacement parts orders are used for correcting errors related to parts shortages, or incorrect parts shipments, or damaged parts.

- Replacement parts orders must be entered by a Wirtgen America parts sales associate.
- Dealer must provide details on why replacement parts order is required.
- Dealer must provide Wirtgen America sales order number for original parts order.
- Wirtgen America parts sales associate will provide Replacement Sales Order number.
- When dealer completes RGA form related to correction of original parts order, dealer must include replacement sales order number in the “additional information” field on the RGA form.

Note:
Replacement orders entered through the Wirtgen Group Portal by the dealer will be considered normal parts orders and will be subject to normal parts order conditions. No credit for freight will be awarded on these normal parts orders.

6.8 Minimum Order Charge

Wirtgen America, Inc. has a minimum order value requirement of $50.00 dealer net. Parts orders that do not meet the minimum value requirement will be subject to additional charge equal to the difference between $50.00 and the dealer net total for the parts ordered.

Note:
Parts orders drop-shipped directly to customers are not subject to the Minimum Order value requirement.

6.9 Order Cancellation

Parts orders containing the following parts cannot be canceled:

- Weldment assemblies
- Internal components of major assemblies
- Special order parts

All cancellable orders must be canceled in writing, and the written request received before the day of shipment. An order cancellation fee of $250.00 will be charged for orders already processed by the Wirtgen America parts shipping department.

6.10 Parts Return

6.10.1 Parts Return Procedure

All parts return requests must be initiated through the RGA Department (RGACoordinator.America@ wirtgen-group. com). Restocking fees will be charged for returned parts (section 6.10.2). A completed RGA form (Enclosures 11) is required to return parts. Wirtgen America invoice numbers must be included on normal RGA forms and can be easily researched on the Wirtgen Group Portal. Wirtgen America, Inc. will not research invoice numbers for normal parts returns. Qualifying active parts from parts orders up to 3 years old are eligible for return. A normal parts return is the only option for returns requiring special consideration. A normal parts return RGA form can be submitted with recently purchased,

non-returnable parts and will be reviewed and considered on a one-by-one basis; RGA forms listing non-returnable parts must be submitted to the RGA Department within 30 days from date part was received

Note:
Direct priority parts ordered by recommendation of Wirtgen America service department for troubleshooting purposes will be considered for zero-restock fee on a one by one basis. To qualify, a note must be entered in the additional data section on the Wirtgen Group Portal, at time of order entry, stating that the part is being ordered for troubleshooting purposes per specific Wirtgen America technician by name. Machine serial number must be included in the machine serial number field. Request for special consideration and details should also be included on RGA form.

The Annual Parts Return Program is offered to provide a means of returning qualifying surplus parts with reduced restocking fees (section 6.10.2). The primary purpose for this program is to encourage dealers to place stock orders proactively and carry adequate inventory to support Wirtgen Group customers. Only qualifying active parts from orders up to 3 years old are eligible for the Annual Parts Return Program. Annual Parts Return RGA forms listing non-returnable parts will be rejected. Wirtgen America will research Wirtgen America invoice numbers as part of the Annual Parts Return Program.

Terms and conditions for returning parts:

- Qualifying active parts are parts that are returnable and active. See non-returnable parts section 6.10.4 to determine if parts are returnable. Active parts are parts showing active sales within the previous 12 months from date that completed RGA form is submitted.
- Parts must be unused and in new condition.
- Parts must be in original Wirtgen Group packaging.
- RGA forms must be completed by the dealer in format assigned by Wirtgen RGA department. Incomplete or incorrect forms will be rejected.
- Non-returnable parts must not be included on Annual Parts Return RGA. Non-returnable parts received more than 30 days prior to return must not be included on Normal Parts Return RGA. Non-complying RGA forms will be rejected.
- RGA forms for normal parts returns without Wirtgen invoice numbers included for every part listed are incomplete. Incomplete parts return RGA requests will be rejected.
- Upon receipt of a complete RGA form, the return request will be processed and the RGA Department will work with the dealer on the RGA review. Upon approval, an RGA number will be issued with shipping instructions. Do not return parts before receiving RGA number and shipping instructions from Wirtgen America, Inc.
- The dealer must return approved RGA parts within thirty days from RGA approval date.
- Do not ship multiple returns against a single RGA number. For example, do not return warranty parts together with annual stock returns (one return transaction per RGA number).
- Do not return parts that are not on the approved RGA form. A 10% processing fee will be charged for sorting out rejected parts and/or extra parts sent back to Wirtgen America, Inc. Dealer will be given option of shipping rejected / extra parts back to dealer at dealer expense within thirty days of dealer notification. Alte natively rejected parts (inactive or non-returnable) will be scrapped in thirty days from date of dealer notification. Extra parts that a e actually active and returnable and in pristine condition can be processed on a separate RGA as a

normal return subject to restocking fee per normal return procedure; thirty days will be given for dealer to process normal return for these extra parts with the RGA department. Parts not processed within thirty days will be issued back into Wirtgen stock without credit to the dealer.
- Wirtgen RGA receiving personnel will carefully inspect returned parts. Parts that do not meet return criteria will be rejected. Parts that do not comply with shipping instructions (section 6.10.3) can be rejected. A rejection report will be prepared by RGA receiving department with pictures of rejected parts and description on why parts were rejected. The rejection report will be forwarded to the dealer by the RGA Department as part of the dealer notification that parts were rejected. The dealer will be given thirty days to ship rejected parts back to the dealer at dealer expense; dealer must respond in writing within thirty days of rejection notice if they would like to retrieve parts. After thirty days, parts will be scrapped.
- Freight must be prepaid by the dealer for all returns.

6.10.2 Returnable Amount and Restocking Fees

Dealers are permitted to return parts annually with total net value up to 15% of their prior year purchases. Standard restocking fee for normal parts return is 20% - up to a maximum of $500.00 per piece part. To reduce or even eliminate restocking fees, the Annual Parts Return Program can be utilized for qualifying active parts. The restocking fee for Annual Parts Return is 15% - up to a maximum of $500.00 per piece part. If an offsetting stock order with equal or greater net value than the annual return is placed with the annual return, there will be no restocking fee for the annual return. Qualifying Wirtgen Dealers who exceed 70% by line item through parts sales purchases as defined by the “Consolidated order” status in Section 6.5 for the previous year will be exempt from requiring an offsetting stock order during the upcoming annual return period. Rhino bit direct-ship containers are not allowed on offsetting stock orders. Rhino bit direct-ship containers have their own separate return program outlined through the Rhino Parts Department.

Notes:
- Annual returns will be processed on a scheduled basis. Notification will be sent by fax or email two months prior to the dealer’s scheduled return month. Month one allows time for dealer to confirm notification and prepare annual return parts list. Month two allows time for RGA department to process and finalize annual return parts list and to issue RGA number to dealer. Month three allows time for dealer to prepare and package annual return parts for shipping and to ship them back to Wirtgen America, Inc. to be received by the end of the scheduled month.
- Annual parts return shipment/s must be received by the end of the scheduled month, otherwise return will be handled as a normal parts return. Alternatively, dealer can have parts sent back to dealer at dealer expense.
- Annual parts returns listing can be submitted as one long list of parts from all dealer branches or can be submitted as separate lists from each branch (one list per branch) - however the Wiram associate handling annual return will only deal with a single dealer contact person at the main branch. When submitting multiple branch parts lists, the main branch must gather a parts list from each branch and submit all branch lists together at one time. An RGA number for each branch parts list can be generated if the Dealer chooses this method.
- For annual parts return, the standard RGA form must be submitted as the cover sheet. The annual parts return parts list must be submitted in digital format on the annual parts return

spreadsheet form and in the proper spreadsheet format. Submit the annual parts return RGA with parts list spread sheet to the Wirtgen associate making contact during the annual return period initiation.

6.10.3 Shipping Instructions

Ship return parts to the location printed on the RGA form using the carrier of your choice. Ship all returned parts “FREIGHT PREPAID” – do not ship freight collect to Wirtgen America, Inc.

Parts should be prepared for return as follows:

- Drain all parts of oil and fluids.
- Clean parts before returning.
- Parts must be identified with a part number.
- Pad any parts that could be damaged in transit.
- Do not ship large or heavy parts in the same carton with smaller, lighter parts.
- Be certain all parts are complete and assembled.
- The RGA number must show on the outside of the box, crate, or on the shipping label. Enclose a copy of the RGA form as a packing list.
- Returns are subject to a re-stocking fee of 20% if not returned during the assigned annual return time period.
- Parts shipped prior to draining or clean-up are subject to a $450.00 clean-up fee - or can be rejected.
- Air Condition units must be free of Freon Gas before shipping.

6.10.4 Non-returnable Parts

Non-returnable parts include (but not limited to):

- Filters
- Hydraulic hoses, tubing, fittings, and adapters
- Seal kits, seals, gaskets, and O-rings (see notes below for other rubber parts)
- Technical publications
- Fastener hardware such as bolts, screws, nuts, washers, clips, pins, etc.
- Electric fuses and breakers (see notes below for other electrical parts)
- Remanufactured or rebuilt parts
- Parts that have been modified or painted
- Used parts or parts not in new condition
- Packaged parts not in original Wirtgen Group packaging
- Special order parts and accessories
- Component internal piece parts not listed in WIDOS
- Parts purchased more than three years prior to return date
- Inactive parts showing no sales activity twelve months prior to return date

Notes:

- Electronic parts that are returnable will be subject to 10% testing fee.
- All rubber parts that are returnable will be carefully inspected for cracking or dry rot. Compromised rubber parts will be rejected.
- Most non-return limitations do not apply to parts from initial stocking orders. Initial stocking order parts must be returned within three years of order date. Initial stocking order parts must

be new and in new condition. Wirtgen Group packaged parts must be in original Wirtgen Group packaging. Initial stocking order parts must not be modified or painted. To avoid cleanup fees, parts must be drained and clean and in pristine condition. Initial stock Rubber parts will be carefully inspected and must be in new condition. There will be no testing fee for initial stocking order electronic parts.

6.11 Wirtgen Group Price Files

Wirtgen Group list prices are suggested Dealer retail before discount. All prices are subject to change without notice. Wirtgen America, Inc. will issue a Monthly Parts Pricing Update Report to dealers. Wirtgen America, Inc. will provide pricing update files with pricing for all active parts at least once per year. Pricing from these update files will become active thirty days after release date. The invoiced price reflects pricing in effect at time of order.

Notes:

- Wirtgen America policy is to ask customers to contact dealers for price quotes, however if customer insists on price quotes, Wirtgen America, Inc. will quote recommended Wirtgen Group list prices. Standard volume price breaks will also be quoted for Rhino road milling bits; contact Area Parts Sales Manager for details on standard volume price breaks.
- Wirtgen Group list prices are calculated based on standard cost and best estimates on what the market will bear, so Wirtgen strongly recommends selling Wirtgen Group parts at or below Wirtgen Group list prices.
- Wirtgen America, Inc. can calculate parts potential based on machine population for any given territory so if parts sales are low, there will be inquiries on pricing and on what the local market conditions are to see what measures should be implemented to increase sales.
- Wirtgen America, Inc. will not credit nor invoice for differences in parts pricing for parts orders processed before price change effective date.

6.12 Requests for Review of Parts Pricing

To ensure competitive pricing on parts, which are also available from aftermarket suppliers, Wirtgen America, Inc. provides the opportunity to review pricing on these parts. Providing an e-mail with part numbers affected as well as competitive quotes or invoices will get the process started.

7 Service Parts Warranty

Machine Parts - Wirtgen America warrant parts sold for a period of one year or 1,000 hours, whichever comes first provided that the purchaser sends notice of the defect to the Wirtgen America warranty department within 30 calendar days of discovery, including proper documentation of purchase and/or installation. A replacement part used in the normal course of repair has a warranty period of 1 year or 1000 hours, whichever comes first. If the part fails during the warranty period, its replacement part takes on the remaining warranty of the original part sold. Parts replaced under warranty, while the machine is in the standard warranty period, take on the remainder of the machine warranty. (See section 4.3 – Warranty Periods).

Note:

- Warranty terms and conditions for repaired or re-manufactured parts are subject to the specific agreement.
- Parts replaced at the expense of Wirtgen America (service update, after-warranty adjustments) are covered under the applicable Service Parts Warranty or the remaining portion of the New Machine Warranty (if any), whichever is greater.
- Engines ordered as “spare parts” must be registered with the engine manufacturer and are subject to engine manufacturers warranty terms and conditions.

7.1 Parts Coverage Application

Items not covered:

- Customer labor or travel time to remove and/or replace defective parts
- Parts and any related damage caused by a Manufacturer component not properly installed by the Customer or an outside repair source
- Parts those prove not defective upon inspection and analysis by the Manufacturer
- Repeat repairs performed because of previous repairs, misdiagnosis, or improper repair procedure
- In addition the exclusions stated with the Standard Warranty are in effect

If a Dealer installed the failed part, the warranty period will start with the date of installation. The warranty period of parts sold over the counter to a retail purchaser will begin on the date of sale.

Note:

- The Customer must return the defective part to the Dealer during regular business hours with the original sales invoice or repair order to validate the date of purchase and hours on the machine at the date of sale or installation of the part.
- Parts found to be defective due to workmanship prior to installation on the machine must be claimed through warranty and kept for RGA requests.
- There is no other expressed warranty of supplied replacement parts by Wirtgen America. Any implied warranty of merchantability or fitness for a particular purpose is limited to the duration of the written warranty.

Notes

8 Enclosures to the Parts Policy

8.1 Parts & Accessories Order Form (Enclosure 10)

All of the enclosed forms are available in electronic format. Wirtgen America is only accepting forms filled-in electronically, no handwritten filled-in forms are accepted.

8.1.1 Parts & Accessories Order Form Completion Instructions

This form is a fillable PDF designed to be e-mailed as an attachment. Electronically enter the data on the form. Once you have completed the form, click the email button at the bottom, enter the appropriate email address and send the email. The dark gray boxes on this form are for Wirtgen America use only.

(1) Select appropriate Wirtgen America Product Line
(2) Total number of pages sent
(3) Select this Field for marking “Flash” order
(4) Complete physical dealer address including contact name, phone and fax numbers
(5) Requested type of shipping; air, truck or sea freight
(6) Special requests for the freight forwarder
(7) Mark the order for Direct or Flash.
(8) Mark if the order must be shipped complete or if partial shipment is allowed.
(9) Machine model and serial number (required with flash orders)
(10) Date of order
(11) Dealer account number with Wirtgen America (If available)
(12) Dealer purchase order number
(13) Quantity of spare parts or accessories required
(14) Part number of the spare part or accessory ordered
(15) Description of the spare part or accessory ordered

WIRTGEN GROUP ☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**Parts & Accessories Order Form**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0601 · Fax (615) 501-0693 www.wirtgen-group.com/america

To: Parts Department	Dealer:
Fax No: 615-501-0693	Contact Name:
E-mail:PartsPS.america@wirtgen-group.com	Street:
Number of Pages:	City, State, Zip:
FLASH ORDER ☐	Phone Number:
	Fax Number:

Shipping Instructions

Air Freight ☐	Road Freight ☐	Sea Freight ☐	Forwarder:
Consolidated Order ☐	Direct Order ☐	Complete Shipment ☐	Partial Shipment ☐

Machine Model & S/N	Date (mm/dd/yy)	Dealer Number	Purchase Order Number

Quantity	Part Number	Descriptions	Price

Wirtgen America Use Only

Date of Order Receipt	Parts Coordinator	

8.2 Return Goods Authorization Form (Enclosure 11)

8.2.1 Return Goods Authorization Completion Instructions

This form is a fillable PDF designed to be e-mailed as an attachment. Electronically enter the data on the form. Once you have completed the form, click the email button at the bottom, and send the email to RGACoordinator.America@wirtgen-group.com. The dark gray boxes on this form are for Wirtgen America use only.

(1) Select appropriate Wirtgen America Product Line
(2) Date of Return request issued
(3) Total number of pages sent
(4) Complete physical address reflecting the parts location including contact name, phone and fax numbers
(5) Model of machine
(6) Serial number of machine
(7) Operating hours on the machine at date of part failure
(8) Mark the reason for parts return
(9) Description of the returned part
(10) Part number (list only one part on any single line)
(11) Quantity of failed parts
(12) Invoice number of spare part purchase (Example: 900123456)
(13) Order number of spare part purchase (Example: 200123456)
(14) Detailed explanation of why these parts are being returned
(15) Printed name and signature of the person responsible for the parts return
(16) Date of return

Note:

- All parts must be labeled with the part number, part description, and the RGA number.
- The RGA form must be used only for the return of new parts. Parts found to be defective due to workmanship require a warranty claim to be filed (see section 5.7).

WIRTGEN GROUP ☐ Wirtgen ☐ Vögele ☐ Hamm ☐ Kleemann	**RGA No: _____** **Return Goods Authorization**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0601 · Fax (615) 501-7411 www.wirtgen-group.com/america

Date:	Dealer Name:	
To: RGA Department	Contact Name:	
Email: RGACoordinator.America@wirtgen-group.com	Street:	
	City, State, Zip:	
Fax No: (615) 501-0693	Phone Number:	Fax Number:
# of Pages:	Email:	
Machine Model:	Serial Number:	Operating Hours:

Return Reason

01 Warranty Parts Inspection ☐	05 Ordered Incorrectly ☐	09 Shortage ☐
02 Parts Repair ☐	06 Shipped Incorrectly ☐	10 Overage ☐
03 Annual Return ☐	07 Identified Incorrectly ☐	11 Damaged ☐
04 Price Discrepancy ☐	08 Parts Manual Incorrect ☐	12 Defective ☐

Authorization is hereby granted to return merchandise (Freight Pre-paid) of the following description as soon as possible. The RGA Number shown above must appear on the outside of each carton. A copy of this authorization must accompany the shipment. RGA is valid for 30 days from the above date.

Parts shipped not drained or cleaned up are subject to a clean-up fee!

Item	Part Description	Part No	Qty	Invoice No	Order No	Inspection	Restock Fee
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

Additional Information:

Returned By:

Print Name	Signature	Date

Received By:

Print Name	Signature	Date

Inspection Comments:

8.3 Dealer Service Portal Sign Up Form (Enclosure 12)

8.3.1 Dealer Service Portal Sign Up Completion Instructions

(1) Date of request initiation
(2) Requestor's name, Dealership, and email address
(3) Confirm whether level I access (No) or level II access (Yes) is required.
(4) Complete bill-to party information
(5) Complete ship-to party information
(6) Any additional comments, namely requestor's mobile phone number or request for warranty inclusion.

Note:
Excel spreadsheet available for mass user request. Please contact Parts Sales department for assistance.

WIRTGEN GROUP	**Dealer Service Portal Sign Up**	WIRTGEN AMERICA, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0601 · Fax (615) 501-0693 www.wirtgen-group.com/america
Date:	Name:	
To: Anthony Bridges	Dealer:	
Fax No: 615-501-0693	Email Address:	
Email: anthony.bridges@wirtgen-group.com	Token Required: ☐ Yes ☐ No	
Bill To:		
Address:		
City, State, Zip:		
Phone Number:		
Ship To:		
Address:		
City, State, Zip:		
Phone Number:		
Comments:		

Wirtgen America Use Only	
Date Submitted To Factory:	Token Number:
Date Returned From Factory:	
Date Sent Back To Dealer:	
Comments:	

Effective Date:

Wirtgen America
Approval Signature: _____ _____

WIRTGEN GROUP	**New Machine Missing Parts Form**	Wirtgen America, Inc. 6030 Dana Way, Antioch, TN 37013 USA Phone (615) 501-0600

To: Sales Department	Dealer:
Email: Sales.america@wirtgen-group.com	Contact Name:
	Street:
	City, State, Zip:
Original Sales Order/PO #	Phone Number:
	Email Address:

The Missing Parts Form must be completed and submitted within 30 days of receiving machine.

Machine Model # Machine Serial #		Machine Brand ☐ Wirtgen ☐ Vogele ☐ Hamm ☐ Kleemann
Shipping Location/Address Shipping Method		

⇨ Any missing item listed below must be from the original machine order.

Printed Name and Title:	Signature:	Date:

List of all missing parts

Parts Number:	Description of part:	Quantity:

Wirtgen America
Approval Signature: _____ Date: _____

WIRTGEN GROUP



WIRTGEN GROUP
6030 Dana Way
Antioch, TN 37013
Phone: (615) 501-0600
Fax: (615) 501-0691

www.wirtgen-group.com