

Equipment Warranty Statement

At VMENG, we are committed to delivering top-quality machinery designed to exceed expectations in performance and reliability. To ensure your peace of mind, each new VMENG Spartan Mini Track Loader is backed by a comprehensive warranty, safeguarding your investment.

Warranty Period

The warranty coverage for your VMENG Spartan Mini Track Loader begins on the date of purchase and remains valid for **24 months or 2,000 operational hours**, whichever occurs first. During this period, VMENG will provide **repairs and replacements for defective parts and labor** associated with warranty repairs, subject to the conditions outlined in this statement.

What This Warranty Covers

VMENG warrants that each Spartan Mini Track Loader will be free from defects in materials and workmanship under normal operation. This warranty applies to:

1. **General Components:** Coverage for all internal and external parts of the loader except for those listed in the exclusions.
2. **Tracks:** Covered for **12 months**, prorated based on the remaining tread depth.
3. **Batteries:** VMENG brand batteries are warranted for **12 months** from the date of delivery.

All repairs performed under warranty must use **Genuine VMENG Parts** or parts approved by VMENG.

Conditions for Warranty Service

To obtain warranty service, the owner must:

- **Notify an authorized VMENG dealer** of the defect within a reasonable timeframe.
- Provide **proof of purchase** and details regarding the equipment and its issue.
- Arrange transportation of the machine to and from an authorized service center (transportation costs are the responsibility of the owner unless otherwise agreed).

VMENG reserves the right to inspect the equipment to verify the nature of the defect and confirm warranty eligibility. Warranty repairs must be performed by an authorized VMENG service center.

Exclusions from Warranty

This warranty does not cover:

1. **Wear and Tear:**
 - Normal wear items such as tracks, belts, hoses, hydraulic fluids, lubricants, filters, brake linings, and spark plugs.
 - Cutting edges, bucket teeth, and other ground-engaging tools.
 - Light bulbs, fuses, indicator lamps, seals, and gaskets.
2. **Routine Maintenance:**
 - Oil changes, fuel, air, and hydraulic filters.
 - Coolant, lubricants, and other fluids required for routine servicing.
3. **Misuse or Abuse:**
 - Damage resulting from improper use, overloading, or operating the equipment beyond its stated capacity or duty cycle.
 - Failure to follow the maintenance schedule and operating instructions outlined in the operator's manual.
 - Using the equipment in extreme environments (e.g., floods, fires, or corrosive environments).
 - Modifications or installation of non-approved parts or attachments that compromise the integrity of the equipment.
4. **Accidental Damage:**
 - Damage due to collisions, overturning, improper towing, or using the loader for tasks it is not designed for.
 - Environmental damage such as corrosion due to exposure to chemicals, salt, or extreme weather conditions.
5. **Acts of Nature or External Causes:**
 - Damages caused by natural disasters, such as floods, tornadoes, earthquakes, or lightning.
 - Vandalism, theft, or fire damage.
6. **Economic Loss and Downtime:**
 - Loss of time, productivity, or profits due to machine failure or repairs.
 - Costs for rental equipment during repair periods or delays caused by unavailability of parts.
7. **Non-Authorized Repairs:**
 - Any repairs or modifications performed by unauthorized personnel or using non-genuine VMENG parts.
 - Damage caused by improper repair or maintenance practices.
8. **Transportation and Related Costs:**
 - Costs related to transporting the loader to and from the service center for warranty repairs.
 - Service calls, travel time, or mileage charges for on-site repairs, unless previously agreed upon.

Owner Responsibilities

The owner is responsible for maintaining the machine in accordance with the **VMENG Operator's Manual**. This includes performing all necessary periodic maintenance and ensuring proper use of the equipment for its intended purposes. Failure to adhere to maintenance guidelines may void the warranty.

In addition, the owner is responsible for:

- Ensuring timely repairs to prevent further damage after a defect is identified.
- Maintaining accurate records of all maintenance services performed on the equipment.

Warranty Transferability

This warranty is transferable to a subsequent owner, provided the machine is sold during the original warranty period. To transfer the warranty, the new owner must register with an authorized VMENG dealer within 30 days of purchase.

Limitation of Liability

This warranty is exclusive and replaces all other warranties, whether express or implied, including any implied warranties of merchantability or fitness for a particular purpose. VMENG's liability is limited to the repair or replacement of defective parts as specified in this warranty.

Under no circumstances will VMENG, its dealers, or its agents be liable for the following:

- Incidental or consequential damages, such as lost profits, downtime, or business interruptions.
- Any costs beyond the repair or replacement of defective parts.

Implied Warranties

Any implied warranties, including those of merchantability or fitness for a particular purpose, are limited to the **duration of this warranty**. VMENG does not authorize any person or entity to create any additional liability or obligation concerning its products.

Dispute Resolution

In the unlikely event of a dispute regarding this warranty, VMENG is committed to resolving issues amicably. Disputes should be reported in writing to the authorized dealer, and a good-faith effort will be made to resolve the matter. If a resolution cannot be reached through initial negotiations, the dispute may be subject to mediation or arbitration, as agreed by both parties.

Contact Information

For warranty claims or inquiries, please contact your nearest authorized VMENG dealer or reach out to VMENG Customer Support at:

VMENG Machinery
Customer Service Department

+1 (866) 866-2023

support@vmengmachinery.com