

# JCB WARRANTY MANUAL

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# Warranty Manual

## 1 Introduction

This manual is produced to help the JCB Dealer to understand our warranty, procedures, and systems. Accurate and comprehensive warranty claims enable the Warranty Team at JCB to process your claims promptly. It is based upon the following key principles:

- 1 Warranty is a commitment to address product defects arising as a consequence of defects in materials and workmanship.
- 2 Warranty should be clear and easily understood.
- 3 It should be applied in a timely manner.

This manual supersedes all previously published warranty guides, albeit does not supersede any Warranties granted and still in force.

From time to time this manual may be revised to reflect changes in policies and procedures as they occur. Such changes may first be notified via a specific Warranty Bulletin.

With update of this Manual the following Warranty Bulletins have been incorporated:

### 1.1 Change Log

#### Issue V3

W237 - All Product-Courtesy Machines and Transport  
W230 – Machine Cross Hire and Transport  
W140 – Machine Hire and Transportation  
W025 – Parts and OEM Warranty Terms  
W158 – File Size and Submitting Further Information on Warranty Claims  
W220 – Required Information on a Warranty Claim  
W130 – Photographs to Support Warranty Claims  
W108 – Paintwork Warranty Claims UK Only  
W215 – Time Recording and War/Labour  
W206 – Service and Defect Codes  
W189 – Parts and Lubricants Used in Warranty Repairs  
W141 – Unit Quantities of Packs (Pack Quantities)  
W139 – Air Conditioning Systems  
W173 – Net Value (Sublet) Invoices

W131 – Nett Value Invoices  
W233 – Policy (Goodwill) and Commercial Warranty Claims  
W211 – Policy (Goodwill) and Commercial Warranty Claims  
W205 – Premier Cover Terms and Conditions  
W190 – Service Histories and Extended (Premier Cover) Warranty Claims  
W226 – Urgent Failed Part Recall (UK)  
W134 – Warranty Part Returns  
W231 – Warranty Review (Audit) Cancellations  
W196 – Warranty Review Re-charges  
W202 – Hydraulic Quick Release Couplings  
W174 – Attachment Claims Submission  
W106 – Warranty Parts Returns  
W057 – Health and Safety Related Acceptability Criteria for All Parts Returns  
W056 – Parts Returns

#### Issue V4.1

W041 – Service Exchange Components and Warranty  
W037 – Warranty Procedure Service Exchange Parts  
W007 – Parts Warranty Claims  
W196 – Warranty Review Re-Charges  
Section 5.1 updated / 5.3 added

Section 11.7 updated  
Section 12.7 added  
Section 17 updated  
Section 16.2.2 updated  
Appendix 3 added

**Issue V4.2**

W021 – Repair Times Schedules  
W148 – Warranty Credit Notes / Invoices  
– Duplicate  
W147 – Customer Signatures  
W096 – Non-Approved Modifications  
W008 – Warranty Repairs on OEM  
Machines with JCB Manufactured Axles  
and Transmissions  
W090 – OEM Repairs on JCB Dieselmax  
Engine

Section 3.2 updated  
Section 5.3 updated  
Section 9 updated  
Section 10 updated  
Section 15 updated  
Section 16.2 updated  
Appendix 2 updated

**Issue V4.3**

Section 11 updated / 11.2, 11.13, 11.14  
added  
Section 13 updated  
Section 14 updated

Section 16 updated  
Section 17 updated  
Appendix 2 updated

**Issue V4.4**

Section 19.2 updated (all subsections)  
Appendix 2 updated - CPC code  
corrected  
Section 11.13 corrected

Section 18.3 added - ref W254  
Section 18.4 updated (subsections  
added)

## 2 Warranty Philosophy

Warranty can be considered under two definitions:

1 The legal definition which is both an obligation imposed by law and a contractual undertaking by the seller which guarantees that the products are free from defects, whilst at the same time limiting the obligation which the law would impose if there were no such contract.

Warranties are primarily protective by nature.

Warranties protect the user against JCB's defects. Warranties protect the seller from unreasonable claims.

2 To provide a guarantee of integrity of a product and of JCB's responsibility for the repair and/or replacement of defective parts.

Warranty in the broadest sense must be administered in a manner fair to all parties concerned. At one extreme, one can become too cost conscious or unresponsive. Equally undesirable and lacking integrity is to become too liberal by attempting to buy reputation.

### Three Way Responsibility

The sale of JCB products involves three parties - the manufacturer, the Dealer, and the customer - and in claim matters, there should be a mutual understanding and acceptance of responsibility amongst these three.

The manufacturer's responsibility is to build good products free of defects.

The Dealer's responsibility is to sell these products within the limits of their intended capacity, to ensure sound application, make sure they are delivered in good initial condition and instruct the customer as to the proper lubrication, general care, and operation of the products.

The customer's responsibility is to fuel, lubricate, adjust, operate, and maintain the equipment as instructed by the Dealer and in accordance with the recommendations set out in the Operator's Handbook.

Practically, all warranty claims start from a condition where one of the parties or a combination of them has not fulfilled their responsibility. Those who manage warranty claims must understand these responsibilities, seek out all the facts, judge who is responsible and then make a balanced judgement. Their point of view must always be that a fair claim, promptly and fairly presented, will be fairly considered

### 3 Certificate of Warranty

The following statements constitute the Certificate of Warranty. JCB certifies that each JCB Dealer is required to give each Buyer of new JCB Products the following warranty. This warranty does not affect any other terms agreed between the JCB Dealer and the Buyer. Subject to the following provisions, the JCB Dealer shall, as its sole warranty, make good or cause to be made good by repair or replacement (at its option) free of charge to the Buyer any defects in JCB Products arising in JCB's opinion, from faulty materials, or workmanship which shall become apparent within the warranty period (as defined below).

#### 3.1 General

- a** This warranty applies only when the JCB Product has been properly maintained and operated under normal use and service, according to JCB specification and recommendations given from time to time to the Buyer by the JCB Dealer or JCB or otherwise communicated to the Buyer through the JCB dealer network.
- b** This warranty does not extend to failures, defects or damage subsequently attributable to wear and tear, improper adjustment, neglect, misuse, operation beyond rated or recommended capacity, alteration of specifications, accident, abuse, accidental damage, collision, fire, frost, the use of oils not specified by JCB, or the use of parts or products other than those specified by JCB for required maintenance, service or repair.
- c** The Buyer must promptly notify the JCB Dealer of any claim under this warranty, specifying the full particulars of the alleged defect, machine serial number, the hours worked, the date the machine was delivered to the Buyer, and the date the alleged defect became apparent. If the JCB Dealer shall so request, the Buyer shall return all defective parts to the Dealer.
- d** In the event a Dealer declines any claim under this warranty the part or parts returned to the JCB Dealer will be disposed of unless specific instructions to return to the Buyer were given in writing when the part or parts were returned to the JCB Dealer. The return of any such part or parts is at the Buyer's expense.
- e** This warranty does not extend to parts, equipment, and attachments not of JCB's manufacture, but the JCB Dealer will, as far as possible, pass to the Buyer the benefit of any warranty of the manufacturer of such parts, equipment, and attachments.
- f** This warranty shall cease to have effect and the JCB Dealer's liability shall cease with respect to any JCB Product if:
  - i** The 100 hour or equivalent service, where applicable, is not completed.
  - ii** Any name or number plates or other identification marks in the JCB Product shall have been removed or defaced.
- g** This warranty is limited in application to new and unused JCB Products, but once the warranty has commenced, it shall continue without interruption to its expiry date.
- h** In this warranty
  - "JCB" means the manufacturer or the JCB Sales,
  - "the Manufacturer" means the JCB Company which manufactured the JCB Product
  - "JCB Service" means JCB Service (company number 0564955) whose registered office is Lakeside Works, Rocester, Uttoxeter, Staffordshire, ST14 5JP,
  - "the JCB Dealer" means the dealer appointed by JCB in relation to JCB Products who has supplied them to the Buyer
  - "the Buyer" means the customer of JCB or the JCB Dealer, whether by way of purchase, rental or otherwise.

### 3.2 Warranty Period

The minimum warranty period in relation to JCB Products shall be the following:

- a For JCB Products, the minimum warranty period is 1-year unlimited hours. Note, this is the minimum warranty, please see SAP for full details on each individual machines warranty.
  - i The machines hours used to identify if a machine is under warranty are the hours worked on the date the fault has occurred. [See also Section 4.](#)
- b JCB Attachments may be classified into 2 groups, namely machines and parts.
  - i For those JCB Attachments classified as machines (e.g. Breakers, Sweeper Collectors, Patch Planers, Grabs, Buckets, and Compaction Plates etc.) the warranty period is 1-year unlimited hours.
  - ii For those JCB Attachments which are essentially “kits of parts” e.g. hammer pipework kits, windscreen protection kit, etc. the warranty period is 6 months unlimited hours when fitted by the customer or 1-year unlimited hours when installed by the JCB Dealer. JCB will determine the classification of JCB Attachments.
- c For JCB Attachments fitted with engines e.g. Power Packs, warranty claims for engine related concerns are to be addressed with the engine manufacturer’s Dealers directly.
- d For handheld tools and power packs, the warranty period on tool connection hoses and hydraulic couplings is 90 days.
- e For JCB Parts (as specified in the JCB Parts Catalogue) which are not installed on JCB Machines prior to delivery and not used for the purpose of warranty repairs - 6 months unlimited hours. However, if the Parts are fitted by a JCB Dealer the warranty period will be 12 months unlimited hours from the date of fitment. [See also Section 12.](#)
- f Where within the warranty period of a JCB Product, a defective JCB Part is replaced with a new JCB Part; the warranty with respect to the new JCB Part shall not exceed the un-expired portion of the warranty period of the original JCB Product.
- g Unless otherwise expressly approved in writing by the JCB Dealer the warranty periods shall start:
  - i On the date of delivery to the first Buyer.
  - ii In the case of lease or rental JCB Machines, at the time when the JCB Dealer first disposes of (hands over for the first time) the JCB Product by way of lease or rental, or
  - iii In the case of JCB Machines used for demonstration, from the date of 1<sup>st</sup> delivery of the machine to the JCB Dealer but with an extension to the following standard warranty terms:
    - 18-months in the case of a 12-month standard warranty
    - 30-months in the case of a 24-month standard warranty
    - Warrantable hours are as per standard warranty terms.

Request to update the standard warranty demonstration terms should be made in writing (to [warranty.admin@jcb.com](mailto:warranty.admin@jcb.com)) when 1<sup>st</sup> retailed to the JCB dealership with any supporting information.

Revisions on warranty extensions where 1<sup>st</sup> retail as a demonstration machine is greater than 6 months from the delivery date will not be made.

EXCEPT AS EXPRESSLY PROVIDED IN THE FOREGOING PROVISIONS OF THIS WARRANTY, NEITHER THE JCB DEALER NOR JCB SHALL HAVE ANY OBLIGATION DUTY OR LIABILITY IN CONTRACT, TORT (INCLUDING NEGLIGENCE OR BREACH OF STATUTORY DUTY) OR OTHERWISE HOWSOEVER IN CONNECTION WITH ANY JCB PRODUCT OTHER THAN FOR DEATH OR PERSONAL INJURY RESULTING FROM ITS NEGLIGENCE OR FOR FRAUD ON THE PART OF ANY OF ITS EMPLOYEES WHILST ACTING THE COURSE OF THEIR EMPLOYMENT. WITHOUT PREJUDICE TO THE GENERALITY OF THE FOREGOING, NEITHER THE JCB DEALER NOR JCB ACCEPTS ANY LIABILITY, EXPRESS OR IMPLIED, AS TO THE CONFORMITY OF ANY JCB PRODUCT TO ANY PARTICULAR DESCRIPTION, OR AS TO THE QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF ANY PRODUCT (EXCEPT AS AGAINST ANY PERSON DEALING AS A CONSUMER AS DEFINED IN THE UNFAIR CONTRACT TERMS ACT 1977) OR FOR ANY CONSEQUENTIAL LOSS OR DAMAGE SUFFERED DIRECTLY OR INDIRECTLY INCLUDING BUT NOT LIMITED TO WASTED TIME OR EXPENDITURE, LOSS OF PROFIT, USE OR BUSINESS REVENUES OR LIABILITY BY WAY OF INDEMNITY, CONTRIBUTION OR OTHERWISE. WHERE PURSUANT TO ITS JCB PRODUCT IMPROVEMENT POLICY JCB MAKES ANY ALTERATION IN THE DESIGN OR SPECIFICATION OF ANY JCB PRODUCT THE JCB DEALER RESERVES THE RIGHT TO SUPPLY JCB PRODUCTS CONFORMING TO THE ALTERED DESIGN OR SPECIFICATION IN FULFILMENT OF THE BUYERS ORDER.

## 4 Customers (the Buyer) Obligations

To maintain the machine in accordance with the regular maintenance requirements as detailed in the Operator's Handbook.

To release the machine for the first applicable service.

To use only genuine JCB parts, fluids and lubricants or parts, fluids and lubricants of equivalent quality.

To properly protect the machine against damage by frost by using JCB anti-freeze additives of anti-freeze additive of equivalent quality in the machine cooling system.

To ensure that only trained personnel conduct the regular services and that they are completed within 50 hours or one week (whichever is the shorter) of each due service interval detailed in the Operator's Handbook. Where this is not conducted by the JCB Dealer, to ensure that records are retained regarding servicing and maintenance of the machine. Where appropriate, records should be maintained in LiveLink to support warranty claims.

To ensure that only authorised, suitably trained and experienced personnel are allowed to operate the machine.

If applicable, complete, and forward the Registration Card to your JCB Dealer.

To complete the applicable Installation procedure.

In the event of a fault occurring with the machine, contact your nearest JCB Dealer as soon as is reasonably possible, giving an accurate description of the fault, the machine model, its Serial Number, and hours recorded.

To make the machine available immediately for warranty repairs.

To enable full and unrestricted access (to the extent that control by the customer exists) to the machine, by an authorised JCB Dealer, for the cause of the problem to be diagnosed and where necessary to conduct any required repair work on the machine pursuant to the warranty terms.

In the event of any dispute between you (the Buyer) and the Dealer about the cause of the problem, to accept the diagnosis made by JCB Service, which will be given in good faith.

To accept that all parts that have been removed and replaced pursuant to the warranty terms become the property of the repairing Dealer.

To accept that where parts have been removed and replaced, returned to JCB for diagnosis but where the claim is ultimately declined, that unless it was made clear to the Dealer and thus JCB at the time that parts return was required, that such parts will be destroyed.

To inform the JCB Dealer in the event of transfer of ownership during the warranty period for update of warranty records and contact details.

## 5 Dealer's Obligations

### 5.1 General

Retain customer details and where relevant, the registration card for reference and review by JCB.

To report the retail date to JCB using the JCB Sales Seven Day Report. This will be used as the commencement date of the warranty period and applies equally to machines used for demonstration.

JCB Dealers should conduct without charge to customers all work which in the Dealer's opinion, having made a firm diagnosis, will be acceptable under the terms of the manufacturer's warranty and submit claims in respect of such work.

JCB Dealer engineers and technicians conducting warranty work must be suitably experienced and trained and must have the appropriate equipment and tools for the task.

If in the Dealers opinion a defect has arisen as a result of, but not limited to, incorrect operating techniques, negligence, accident, or lack of correct maintenance etc. the customer must be advised that such defects will not be the subject of a warranty claim.

The Dealer accepts responsibility to provide a prompt and efficient warranty service for any JCB machine within the territory at either the customer's or JCB's request and submit warranty claims in respect of such repairs.

In the event that the warranty claim is declined by JCB, e.g. the claim is not within warranty terms (contractual and procedural), a returned part has no fault found or is not in the prescribed condition, the Dealer accepts that any subsequent actions in regards to charges and return of parts (which may no-longer be available if return by JCB was not made clear at the time parts return was required in writing [to [warranty.admin@jcb.com](mailto:warranty.admin@jcb.com)]), is a matter to be resolved between themselves and the Customer.

The Dealer accepts responsibility to conduct promptly, without charge, modifications to any JCB machine located in the Dealer's territory as maybe required by JCB and submit warranty claims in respect of such modifications as instructed.

To ensure that Service history records are kept up to date for the machine including the updating of any digital records. Where appropriate, evidence of servicing and maintenance conducted by the dealer should be maintained in LiveLink to support warranty claims.

Not to use, fit or supply any parts other than JCB parts in connection with the execution of warranty repairs, free servicing and modifications required by JCB. In the event of any exceptional requirements, these are to be approved by the Regional Service Manager.

To notify JCB of any JCB products protected beyond the terms of the manufacturer's warranty by a third party or any other party.

### 5.2 Warranty Conditions

The warranty terms and conditions are governed by the Conditions of Sale appended to the Dealer Agreement.

The Dealer agrees to sell JCB products purchased under this agreement, (subject to the Conditions of Sale) and to give to each purchaser of new JCB products a warranty at least in like terms to the manufacturer's warranty. Effectively therefore, the Dealer passes to each purchaser the benefit of the manufacturer's warranty but no further or otherwise.

The Dealer is not prohibited from varying the Condition of Sale or from extending in any way the warranty given to each purchaser of new JCB products, provided no further liability or obligation is imposed on JCB. The Dealer indemnifies JCB in respect of such liability or obligation.

### 5.3 Warranty Claims

The Dealer accepts to complete accurately, comprehensively and submit such warranty claims within 21 days from the completion of the repair; supplying digital photographs clearly showing the defect detailed in the warranty claim ([see also Section 16](#)).

Where requests for additional information and/or photographic evidence are made, submit responses within 7 days of such requests being made and where request for part returns are made, return any requested part within 28 days of such requests ([see also Section 17](#)).

Where third party services have been required to complete a warranty repair, attach copies of the invoices to the warranty claim at the point of submission. The amount being claimed for the sublets should be added to the claim narrative and if applicable the currency conversion, noting any currency conversion applied in the claim narrative

Where invoices from third parties are not made available within 21 days from the completion of the repair, submit the claim for repair excluding invoices and then submit a subsequent claim [using the relevant Service Code for additional information (Z-0-01)] for any third-party services within 14 days of the invoice date (not stamped date).

In the event that consideration is being sought for Policy Warranty, the Dealer may electively engage Regional Service Managers within the 21-day claim submission period. Notes of any review (TechWeb, e-mail) should be attached to support the claim and referred to in the claim narrative.

The Dealer is permitted to submit an appeal of a declined claim, or a claim that has not been credited in full, together with a substantive reason for review (including any updated or new Policy claim review by the Regional Service Manager). This must be done within 28 days of notification of the claim decision, using the tool provided on the JCB Business Portal.

The Dealer is permitted to submit an appeal of a claim that has not been credited in full, together with a substantive reason for review (including any updated or new Policy claim review by the Regional Service Manager). This must be done within 28 days of notification of the claim decision, in writing by way of email to the respective Warranty Specialist. Any claims should then be submitted with the supporting approval attached using Service Code Z-0-02.

Note: Standard and Extended warranty appeals are reviewed by the Warranty Management hierarchy and do not involve Regional Service Managers.

### 5.4 Inspection of Machines on Arrival at Dealers

The Dealer should inspect the machine upon arrival to ensure the machine has been delivered free from damage. Any damage noted should be recorded on the carrier's documents and a copy (e.g. photograph) added to the claim.

### 5.5 Monthly Stock Checks

It is the responsibility of every Dealer to maintain machines and attachments in stock in good condition.

Machines/attachments held in stock for one calendar month and each month thereafter until retail, must be inspected as prescribed.

It is the Dealers responsibility to plan, record and report this activity. This will ensure machines are in good condition prior to pre-sale preparations to prevent:

- a Deterioration whilst in stock.
- b Customer dissatisfaction
- c Increased incidence of warranty claims

A generic Monthly Inspection Report is available on the Warranty Resource page in details but is not limited to a 24-point monthly checklist.

Warranty claims for items may be declined when:

- they are attributable to poor maintenance whilst in stock
- the maintenance of machines in stock cannot be demonstrated

## 5.6 Pre- Sale Preparations

It is imperative that the JCB Dealer prepares machines immediately prior to the sale of that machine. This will ensure the customer receives a new machine in first class condition.

Comprehensive checklists are available by machine type to ensure this work is conducted consistently and as recommended by JCB. Such checklists should be retained by the Dealer and available for audit should the need arise.

Defects identified during the Pre- Sale Preparations should be claimed in the normal manner

## 5.7 Machine Installation

It is essential all JCB products be installed professionally to meet the requirements of Product Liability legislation and to enhance the customer relationship.

Unsatisfactory installation of JCB products may leave Dealers liable to prosecution in the event of an incident in which the customer claims lack of suitable instruction at the point of sale.

To facilitate the professional installation of our products training courses are available from JCB Training. The installation prompt sheet and the relevant Operators Handbook should be used to install the machine with the customer.

The prompt sheet ensures that the relevant aspects of machine familiarisation, safety precautions, maintenance, service, and warranty are discussed with the customer. On completion of the installation the customer should sign the prompt sheet and a copy retained by the Dealer for future reference.

## 5.8 Records

The Dealer is required to keep records to support the compilation of warranty claims for the purposes of warranty review for a minimum of 4 years following the date the claim was submitted to JCB. Typically, these records should include but not limited to:

- a Monthly Stock Check Records
- b Registration Document
- c Installation Document
- d PDI Reports
- e Service Records
- f Engineer Job Cards
- g Parts Issue Notes
- h Sublet Invoices
- i Diagnostic Results

Such records should include, where appropriate, Customer Signatures, an explanation of the Complaint, what Caused the Complaint and the Corrective Action taken to remedy the Complaint (3C's), the results of any diagnostic tests and additional information such as component serial numbers.

**Note:** i) *These records may be kept electronically.*

**Note:** ii) *Local Tax Authorities may require certain documents to be kept for longer periods e.g. invoices in the UK must be retained for 7 years. Always check requirements with your local authorities.*

## 5.9 Change of Ownership

Following a change of ownership within the warranty period, the balance of the warranty may be transferred to the new owner. Where notified, the Dealer shall ensure amendment of the warranty system records with new owner's details (name, address, date ownership changed) for the affected machine serial number.

[See also Section 7.](#)

### 5.10 Customer Signatures

It is considered “best practice” to obtain the Customer’s signature following any repair(s), warranty or otherwise, to their JCB machine(s).

Obtaining the Customer’s signature following such repairs is indicative that the work being described on either the invoices or the warranty claims as been completed to their satisfaction. It helps to ensure the correct machine is being worked upon and the relevant repairs are being completed, especially in large and mixed fleets of equipment.

It ensures the Customers are engaged with the repair of their machines and it has been demonstrated in many industries to minimise downstream disputes. In a warranty context it reinforces the concept of “Three Way Responsibility” (i.e. the Customer, the Dealer and JCB [the Manufacturer])

From the Warranty Reviews (Audits) completed, the best Dealers have been able to secure the Customer’s signature in more than 90% of warranty repairs completed. This is an exceptional achievement and one which should form the foundation of all Dealers objectives.

In the event a Customer’s signature cannot be obtained, the Dealer Engineer should record “Customer Signature Unavailable,” on ALL relevant documents and/or systems

### 5.11 Defective Parts Return

When requested, the Dealer must return all defective parts to JCB (or at the request of JCB to a nominated supplier or 3<sup>rd</sup> party) with the full particulars of the defect included on the warranty claim.

In the event that the warranty claim is declined, returned parts will be destroyed unless at the time of request of return of from JCB, the Dealer has to the contrary provided specific instructions in writing (to [warranty.admin@jcb.com](mailto:warranty.admin@jcb.com)) for return.

[See also Section 17.](#)

## 6 JCB's Obligations

### 6.1 General

- i The JCB Company which manufactured the JCB product undertakes as its sole warranty to make good by repair or replacement, at its option, by a JCB Dealer, free of all charge, any defects arising in JCB products in the manufacturer's opinion from faulty materials or workmanship which become apparent during the warranty period, subject to the provisions detailed in 1.b.
- ii The above sole warranty is subject to the following conditions:
  - a The manufacturer's liability extends only to giving credit to the Dealer for conducting such repair or replacement, on terms agreed from time to time between the Dealer and the manufacturer following the submission of a warranty claim.
  - b The manufacturer's warranty does not extend to failures, defects, damage, required adjustments or modifications attributable to:
    - wear and tear,
    - improper adjustment,
    - abuse and neglect,
    - misuse,
    - alteration of specification, including modifications or adjustments to the machine required to meet a change in law,
    - collision or accident.
  - c When requested, the Dealer returns all defective parts to JCB with the full particulars of the defect included on the warranty claim.
  - d In the event any warranty claim is declined by the manufacturer, returned parts will be destroyed unless the Dealer to the contrary gave specific instructions in writing (to [warranty.admin@jcb.com](mailto:warranty.admin@jcb.com)) when the manufacturer requested the parts.
  - e Any claims relating to routine services specified by the manufacturer must be returned upon completion of such service.
  - f Warranty claims will only be considered if genuine JCB parts and lubricants listed in the relevant parts catalogue are used in relation to any work conducted under the manufacturer's warranty.
  - g The manufacturer's warranty is strictly limited to new JCB products.
  - h The manufacturer accepts no responsibility for damage by fire or accident of any kind to any JCB product returned to it under the terms of the manufacturer's warranty.
  - i The manufacturer accepts no responsibility for any accident to JCB products whilst on its premises.
  - j The manufacturer's warranty shall cease to have effect if the Data Plate or other numbers or marks affixed to any JCB product are removed, defaced, altered, or tampered with.
- iii Except as expressly provided in the foregoing provisions of this condition 1. or as otherwise agreed in writing by the manufacturer, JCB shall not have any obligation, duty or liability in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever in connection with any JCB product other than for death or personal injury resulting from its negligence or for fraud on the part of any of its employees whilst acting in the course of their employment. Without prejudice to the liability, expressed or implied, as to the conformity of any JCB product to any particular description, or as to the quality or fitness for any particular consumer (as defined in the Unfair Contract Terms Act 1977) or for any indirect or consequential loss or damage, including but not limited to wasted time, expenditure, loss of profit, use of business revenues or liability by of indemnity, contribution or otherwise.

## 6.2 Warranty Claims

JCB will use its best endeavours to adjudicate warranty claims submitted by the Dealer on average within 28 days following receipt of the claim at JCB. Exceptions may be due to the need to engage component suppliers in the warranty review process. The date of receipt of a claim will be that on the JCB warranty system.

JCB will use its best endeavours to ensure all claims, for which adjudication cannot be concluded promptly, are adjudicated within 60 days maximum following receipt of the claim at JCB.

In the event of delays from the Dealer in the receipt of additional information or part

s requested to support the claim, particularly where such information is required to be transferred to the supplier, the 60 days may be exceeded.

To issue credits for approved claims in full or part within 7 days of the adjudication. Credit for a claim will only be made to a JCB dealer parts account with JCB Service. Where requests for providing copies of Warranty Credit Notes/Invoices are made a small administrative fee will apply. For every invoice requested, the fee of £10 (GBP) per invoice copy will be automatically debited to the respective Service account.

In the case of declined claims, JCB will advise the reason for declining such claims using a code. In the case where a claim is declined for "other reason/s" these reason/s will be always specified in the Dealer comments section of the warranty claim. Detailed reasons for declining claims will be considered upon request in writing.

Where requested by the Dealer and within 28 days of notification of a declined claim, or a claim that has not been credited in full, together with a substantive reason for review, such claims will be reviewed.

Dealers will be advised of the outcome of such a review within 28 days of the appeal being made or to a maximum of 60 days of initial claim submission, whichever is the longest, stating the reasons for the conclusion reached. This will include a response even if the outcome of a review results in no change to the status of the claim.

*For example:*

- i *Claim decision made by JCB on day 7 following claim submission, claim decision appeal submitted by Dealer on day 14 following initial claim submission. 28 days from appeal totals to 42 days since initial claim submission, therefore claim will be processed within the maximum of 60 days from initial claim submission.*
- ii *Claim decision made by JCB on day 42 following claim submission, claim decision appeal submitted by Dealer on day 49 following initial claim submission. 28 days from appeal totals to 77 days since initial claim submission, therefore claim will be processed within the maximum of 28 days from appeal claim submission.*

## 6.3 Modifications (Field Service Instructions (F.S.I.s))

JCB accept the responsibility to issue clear and comprehensive instructions to Dealers, as and when required to conduct modifications to machines in service. Such instructions will include, the range of products affected, warranty details, and reason for modification, how to conduct the modification and completion dates.

## 7 Transfer of Warranty

Following a change of ownership within the warranty period, the balance of the warranty period may be transferred to the new owner.

Such transferred warranties will continue uninterrupted, and expiry based upon the original date of sale reported by the Dealer to the first owner.

There is no limit to the number of times the warranty may be transferred.

Retaining the new owner's details allows that in the event of a modification need, to promptly contact the current owner and expedite such modifications.

## 8 Repair and Diagnostic Times and Temporary Repairs

### 8.1 Repair Time Schedules

JCB from time-to-time issue standard Repair Time Schedules (RTS) by machine model. JCB will adjudicate the labour element of any warranty claim using the RTS, where they exist, unless justification is detailed on the claim narrative.

Where no RTS time exists, then the labour hours claimed must not exceed that recorded by the engineer.

The times shown in the RTS publications represent the total time required to perform a typical repair, replacement and/or adjustment of components on the appropriate machine. The times are representative for the average trained engineer, using normally available tools and equipment.

Where the repairs exceed the RTS value, additional labour hours will be considered providing adequate justification is given. Please note, as agreed by "A N Other" is not adequate justification.

### 8.2 Assumptions

The following is applied to RTS Times:

- a All essential JCB special service tools, as specified in the Service manuals, are available to facilitate the repair and maintain consistent quality work.
- b Genuine replacement parts are used and are readily available.
- c Repair procedures as described in the Service manual and technical service publications are adhered to.
- d The machine is in a workshop or on a typical site during repair
- e Each operation is complete in its entirety and times must not be added together.

### 8.3 Repair Time Inclusions

The time to complete a repair operation includes the following principal elements:

- a Time for collating parts, special tools, equipment and compiling the job sheet where required.
- b Time for the removal, dismantling, cleaning, assembly, installation and/or adjustment of the component involved (i.e. the actual work content of the job).
- c Time allowance for the personal and the health and safety needs of the engineer during a repair operation.
- d Time allowance to compensate for reasonable variations in vehicle condition, engineers speed, skill, and fatigue.
- e Time allowance where more than one engineer is needed during part of a repair operation.

## 8.4 Diagnostic Times

**Table 1. (Matrix)**

	<b>Simple System</b>	<b>Intermediate System</b>	<b>Complex System</b>
Electric Hydraulic Transmission	< 6 components Continuous Fault	< 13 components	Many Components Intermittent fault
Labour Allowance	1 hour	2 hours	4 hours

Where diagnostic time is not specified in the relevant Repair Time Schedule (RTS) the matrix shown here will be used to consider warranty claims, which include additional labour for fault finding. **Table 1. (Matrix)**

## 8.5 Temporary Repairs

Individual warranty claims for temporary repairs will be considered on merit.

## 8.6 Additional Persons

Where two people are required for a repair operation, RTS times are calculated as per the following example:

- Total repair operation time (total time from start to finish of job) = 6 hours
- An assistant is required during the repair = 1 hour
- Total RTS allowed 6 hours + 1 hour = 7 hours

The repair time in the example will be 7 hours as 1 extra hour of assistance is required.

In the majority cases, the second person is required for a secondary operation such as lifting or for help during component testing (e.g. one person operating a switch while the other person checks a solenoid). The assistant does not need to be a qualified or skilled engineer.

Additional time may sometimes be needed for diagnosis of a fault or for repairs complicated by poor site conditions.

This time is not covered in the RTS and for warranty purposes, should be separately fully justified as appropriate within a standard warranty claim (e.g. heat pin to remove)

## 8.7 Anomaly Reporting Procedure

For an Anomaly Report to be submitted, three conditions must be satisfied:

- i The reporting dealer identifying the anomaly must have completed the task.
- ii The engineer completing the job must be appropriately trained.
- iii The repair should have been completed under normal conditions.

A Technical Assistance TechWeb call should be raised, completing the form provided in Appendix 4. The form can be used for submitting up to two anomalies at one time.

Please ensure a copy of the page from the RTS being questioned is submitted with each form, and the task is identified by a circle around the time.

Once received by JCB, the RTS will be reviewed by the relevant product support team and placed on file in the Warranty Dept. Where possible the person making the report will be informed of the result of the review if not implemented by the relevant division.

If any changes are necessary, the specific task in the RTS will be updated on JCB Service Pro and applied to future warranty claims submitted.

## 9 Courtesy Machines (WAR/MCHIRE)

Warranty claims for courtesy machines, provided for warranty repairs during the warranty period, will only be considered against the criteria detailed below:

- a Where the Dealer has exhausted all other possible remedies for example, out of hours support, replace assemblies, etc.
- b Only those repairs which take more than 2 working days (48 hours) to complete. This excludes any delay in the availability of parts.
- c Duration of courtesy machine consideration will be limited to one week.
- d Consideration will be limited to those defects which render the machine unusable.
- e Only JCB machines should be used as courtesy machines.
- f Dealers are responsible for the management of Courtesy Machines.

Operationally, consideration for the use of courtesy machines will be provide in 2 tiers.

**Tier 1.** Dealers must utilise used equipment wherever possible to furnish customers with courtesy machines. This being so, the direct costs incurred during the period of use as a courtesy machine and the costs associated with returning the machine to used equipment stock may be included on a warranty claim for consideration.

**Tier 2.** Where no used equipment is available, a courtesy machine may be hired. This being so, the hire charge may be included on a warranty claim for consideration.

All costs pertaining to the hire of a courtesy machine must be claimed against part number WAR/MCHIRE. Copies of the corresponding invoices must be attached to the warranty claim with additional details being provided in respect of duration and dates of hire, make and model of courtesy machine. Failure to use WAR/MCHIRE and to attach the invoices may result in the claim being denied in part or full.

Any exceptions to the criteria detailed above should have express permission / approval given by JCB Regional Service Manager to support the claim upon submission.

### 9.1 Power Products Equipment (Temporary Units)

Warranty cover does not constitute a guarantee of power supply. If you require a substitute power source during maintenance or repair, then alternative power generation must be arranged.

JCB do not provide temporary units under warranty and the warranty does not cover or extend to loss of time, inconvenient, cross-hire, or other consequential losses or damages or any economic loss.

## 10 Machine Transportation (WAR/MCTRAN)

Consideration will be given to machine transportation incurred by the Dealer in recovering a machine to the nearest Dealer depot to complete warranty repairs during the warranty period in line with the criteria detailed below:

- a Limited to those repairs which, in JCB's opinion cannot be reasonably completed in situ.
- b Difficult site conditions
- c Any local site policies and access control (e.g. Health & Safety and Environmental requirements) and/or where the location of the machine poses a hazard and/or obstruction.
- d For re-painting machines.
- e The movement of a "claimable" courtesy machine.

The reasons for machine transportation must be clearly stated on the warranty claim.

All costs pertaining to machine transportation (including the transportation of a courtesy machine) must be claimed against part number WAR/ MCTRAN. Copies of the corresponding invoices must be attached to the warranty claim with additional details being provided in respect of pick-up point and destination, dates, the distance, and the journey time (inclusive of loading and unloading). Failure to use WAR/MCTRAN and to attach the invoices may result in the claim being denied in part or full.

Where a dealer transports the machine to a depot and/or location other than the nearest depot, JCB may not consider these additional costs.

### 10.1 Power Products Equipment

The warranty does not cover or extend to costs to remove the equipment due to difficult or restricted access or to costs, insurances and duties associated with transportation and shipping where it is determined that the equipment cannot be repaired in situ.

## 11 Non-Warrantable Items

### 11.1 General

Only items covered by JCB's warranty contained in the Dealer Agreement are covered by warranty, and in the event of any inconsistency between this Warranty Manual and the Dealer Agreement the Dealer Agreement shall govern.

Matters excluded from warranty include, but are not limited to:

- a Any damage caused to the JCB product as a result of negligence, neglect misuse, abuse, accident, improper repair, or default of the owner, the agents or operators, or any third-party action.
- b The owner's unreasonable delay in making the JCB product available after being notified by JCB and/or the Dealer of a potential product problem.
- c The owner's continued use of a JCB product despite the knowledge a problem exists.
- d Damage or deterioration as a result of incorrect storage.
- e Oil or fuel analysis not specifically requested by JCB.
- f Additional labour related lodgings, tolls, flights, ferry charges, travel time, etc.
- g Failures which are a result of not following the instructions detailed in the Operator's Handbook.
- h Conditions resulting from a failure to maintain the JCB product in accordance with the routine maintenance requirements as detailed in the Operator's Handbook, including those related to preservation and storage.
- i Modifications or changes not specifically approved in writing by JCB.

### 11.2 Repeat Repairs

Repeat or additional repairs resulting from incorrect diagnoses, incorrect or non-use of special tools or poor-quality previous repair work including testing, is considered out of the scope of this warranty.

### 11.3 Consumables

Items such as Loctite, welding rods, rags, paper towels, floor dry, degreasers, cable ties, disposal fees etc. used in the normal course of service work are not considered within the scope of this warranty.

### 11.4 Cooling Systems

Cooling system problems attributed to airflow restriction caused by blocked and/or contaminated radiators / coolers etc.

### 11.5 Contaminated Fuel

Except in cases where the source of contamination can be directly attributable to the JCB product, fuel system equipment (pumps, injectors, filters, pipe etc.) defects resulting from water and contaminated fuels will not be considered within the scope of this warranty.

Similarly, defects of the Exhaust After-treatment resultant from poor quality Diesel Exhaust Fluid (DEF) will not be considered in the scope of this warranty.

### 11.6 Glass

Disintegration of toughened glass or damage to the surface of laminated glass in the form of chipping or star like cracks is caused by the surface being struck by a hard object (typically a stone). Therefore such damage or replacement is not considered within the scope of this warranty.

### 11.7 Tyres

With the exception of JCB branded tyres, all other makes of tyre e.g. Goodyear, Firestone, Michelin etc. must be addressed to the tyre manufacturer's agent/ s. When considered, warranty claims for JCB tyres will be reimbursed in proportion to the useful service life remaining.

### 11.8 Quick Release Couplings

Due to failed parts having consistently demonstrated contamination and/or damage as being cause of failure, JCB do not warrant Quick Release Couplings.

By way of exception, claim submission will be accepted where a defect is evident at dealer PDI, before use of the quick coupling and before retail of the machine.

### 11.9 Adjustments and Calibrations

Routine adjustments as detailed in the service schedules of the Operator's Handbook are not considered within the scope of this warranty.

Adjustments required for calibration of settings are not within the scope of this warranty unless the calibration results from the replacement of a part that is itself subject to warranty.

Adjustments attributable to wear and tear are considered to be part of routine maintenance and not within the scope of this warranty.

Warrantable adjustments will be considered where there is an obvious failing within a system as a result of incorrect setting due to wear and tear that is demonstrably unacceptable considering the machines age, hours, application, environment, servicing, maintenance, and general condition.

### 11.10 Software

Whilst updates to machine software are [currently] provided without cost via the JCB diagnostic tool, the pre-emptive updating of software on a machine is not within the scope of this warranty unless expressly communicated by JCB in a formal instruction (bulletin) which requires dealers to conduct modifications to affected machines in service.

Where software is diagnosed as being the cause of a failure, then the updating of the software to solve a specific problem is covered by the terms of this warranty when supported by Help Fils and/or ServiceMaster testing/diagnostics.

### 11.11 Wear Parts

These parts are, by their nature, subject to deterioration during their life and as such are excluded from the scope of this warranty. These parts excluded from warranty include, but are not limited to:

- Cutting edges
- Toeplates
- Bucket teeth
- Side cutters
- Breaker steels
- Track plates
- Track bolts
- Wear pads
- Stabilizer feet
- Parking brake pads
- Clutch system
- Brake counter plates, friction plates and pads

Warranty claims will only be considered for wear parts when a material defect exists. [See also Section 12.5.](#)

### 11.12 Wear and Tear

Depending upon operating and/or storage conditions and methods, the life of wear parts may be exacerbated.

Repairs resulting from such conditions and/or methods are not considered within the scope of this warranty.

### 11.13 Batteries

Batteries are covered under standard warranty only (up to 24 months) and excluded from Policy Warranty and Machine Care (see Machine Care handbook for details).

Batteries claimed for during the Manufacturer's warranty should be done so as per the standard process. Additionally, the claim should be supported with the claim form as per Warranty Bulletin W228. Claims submitted without the supporting form attached will be declined.

#### **11.14 Ignition Keys**

JCB do not warrant claims for ignition keys missing and/or key stem snapping.

By way of exception, claim submission will be accepted where a defect is evident at dealer PDI.

#### **11.15 Routine maintenance, servicing, and general repair items**

Items used in, and costs associated with, the routine maintenance, servicing and general repairs are not considered in the scope of this warranty. This includes;

**a** Filters e.g. oil, air, cabin etc.

**b** Diesel Particulate Filter maintenance

**c** Fluids and lubricants - oils, grease, brake fluid, engine coolant, diesel exhaust fluid, refrigerant gas, screen wash etc.

**d** Fuel or hydraulic system cleaning / flushing

**e** Bulbs, fuses, drive belts, wiper blades, pivot bushes, pivot pins, wear pads, decals, and livery etc.

**f** Paint repairs that are:

- a result of damage, chips, scratches, neglect (including failure to rectify in a timely manner any paint or corrosion damage), corrosion exacerbated by the use of machine in corrosive environments or with corrosive product
- due to normal wear and tear and typical of the use of the machine in its application
- a result of accident or improper use or caused by other factors beyond the control of JCB

**g** Restorative repairs which make good, poor work

#### **11.16 Non-Approved Modifications**

JCB dealers must not install or supply customers with non-approved items without prior written consent from JCB. If you fail to comply with these instructions, this will result in all or part of the machines warranty being void.

If you attend a machine failure where the cause may be because of the fitment of a non-approved kit, modification, or attachment then you must inform JCB immediately and inform the customer of any possible issues.

Note: When you install any hydraulic kits to a JCB machine it is important that the hydraulic cleanliness is not compromised. JCB require the fitment of a flushing filter in the hydraulic system after any kit has been installed and the cleanliness of the systems analysed to prevent issues arising in the future.

Note: All warranty claims of this nature will be subject to a warranty audit

## 12 Parts Warranty

### 12.1 Warranty Terms

JCB Service parts, including Component Exchange parts, retailed to the customer by Dealers (either front retail parts counter or fitted by dealer service department) are subject to the following terms:

**a** Part fitted by the customer:

- Warranty Period: 6 months from retail date
- Credit: Parts value only

**b** Part fitted by JCB Dealer:

- Warranty Period: 12 months from date of repair
- Credit: Standard warranty reimbursement rates

### 12.2 Parts Warranty Applicability

JCB Parts Warranty is only applicable to failures of Genuine JCB parts or JCB items.

The parts warranty terms are applicable to spare parts that are **not** covered by the original equipment machine warranty. When a part is fitted to a machine that is under original manufacturing warranty, the warranty applicable will be the remainder of the machine warranty - **not** the parts warranty.

The hours in service should be calculated as the hours elapsed since the date of fitting/sale of the part(s).

When submitting a claim for a part that has previously been replaced, appropriate explanation that a repeat failure has occurred should be explained in the text, together with any other explanations that may help JCB understand the circumstances. [See also Section 12.3.](#)

Parts found to be incorrect, damaged, or defective before sale or fitment should not be claimed under warranty but returned by the parts procedures covering short shipment, damage or defective parts using the current parts return procedures as appropriate.

Where a claim is made under parts warranty, any dealer job card claim for a subsequent failure must be supported with documents showing clear evidence that the JCB Dealer conducted the previous repair. This information must be retained by the Dealer for review under warranty audit unless requested.

### 12.3 Claim Submission

Parts warranty claims should be submitted using the serial number of the machine that the part is taken from. If the machine serial number does not exist in the system (i.e. the machine is too old):

- i Enter the default value "999999" (as the machine serial number)
- ii Enter the machine serial number in the claim narrative

For warranty parts claims, the following claim criteria must be satisfied.

- a** The installation date field should always be completed (indicating the date the failed part was purchased by the customer or fitted on the machine).
- b** The part hours in service (i.e. hours the failed part has worked, not the total machine hours).
- c** The period between the invoice date for the part and the installation date should not exceed 90-days to avoid aged parts being used in the repair.
- d** Service code, fail part number, quantity and other fields must be completed.
- e** Details of the part that the Dealer fitted, or Customer fitted (if this information is not supplied, it will be assumed that the part was fitted by the Customer).
- f** Component serial number, provided in the correct field on the claim.

Failure to include this information or provide it correctly may delay your claim and/or may result in the claim being declined.

## 12.4 Batteries

For Starter Batteries supplied by JCB Service, the warranty duration and terms remain unchanged, (two years, parts only, provided the battery has been correctly installed and maintained).

Batteries used in Electric machines are covered by their own warranty terms.

## 12.5 Service Wear parts

Wear parts are excluded under OE or standard parts warranty.

A special JCB service warranty offer, which provides a limited warranty cover for failures resulting from breakages due to defects in wear parts manufacture, applies the following terms:

- All failed wear parts must either be retained, and will be inspected by the relevant JCB parts or service representative, or returned upon request to JCB
- Labour or mileage will not be paid for wear parts due to the special nature of wear part warranty and will be reimbursed in line with the useful life remaining.

## 13 Attachments Warranty

Attachment's warranty relates to components purchased separately or specified in addition to the machine itself. The attachment warranty terms remain unchanged.

- a If the attachment (i.e. Rockbreaker, Rockbreaker circuit, crusher bucket, ALS (Automated Lubrication System) etc.) is/are sold through the Parts Department then all the claims pertaining to these attachments must be submitted using "Parts Warranty" claim type. See [Section 12](#).
- b If the machine is delivered with "Factory Fitted" attachment, then the machine warranty will be applicable on the attachments also. Hence claims on those attachments must be submitted using "Standard Warranty" claim type.

### 13.1 Attachment Claim Requirements

All claims should be submitted against the attachment serial number where possible. If the machine serial number does not exist in the system:

- i Enter the default value "AAAAAA" (as the machine serial number)
- ii Enter the machine serial number in the claim narrative

Claims submitted with wrong selection of claim type will be declined without any prior notice.

Attach the retail/purchase of the attachment to the end customer to the claim and the purchase invoice from JCB.

### 13.2 Dumpster Claim

The Dumpster should be claimed as an attachment using the default value advised in [Section 13.1](#).

Dumpsters require maintenance and stock checks, whichever is necessary. Evidence where appropriate may be requested to support claim submission. See [Section 5.5](#).

## 14 Reman Exchange Unit Warranty

The following key principles apply:

- 1) The use of Remanufactured components should be utilised wherever possible.
- 2) If a new equivalent exists as well, then the Remanufactured component should be used as preference unless availability would detrimentally impact remedying the claim. Proof may be requested that Reman was not available to remedy the claim.

### 14.1 Reman Warranty Process

- a Order Reman component to remedy complaint.
- b Claim the 'R' part component on the machine claim. If the claim is accepted the 'R' part number will be credited on the machine claim. Do not claim for the core deposit on the machine claim. Any machine claims with the 'X' part number claimed for will have the item declined on the claim.
- c Claiming the Core Deposit ('X' part) is dependent on Core acceptability:
  - i. Acceptable core:

As per normal Reman returns process complete a ZAR4 parts return for the 'X' part number (core deposit). Once the core has been returned the core deposit value will be credited.

Relevant detail of the machine claim should be added to the narrative of the core return, but at a minimum the machine claim warranty number should be included.
  - ii. Nonacceptable core:

If you believe the core is unacceptable to be returned, please email [reman@jcb.com](mailto:reman@jcb.com) for acceptance. If acceptance is given that the core is unacceptable and not required, then the 'X' part number (core deposit) should be raised as a 'Parts' claim and will be credited by sundry credit. The core should then be destroyed, and proof retained.
- d All core units must be returned promptly as soon as the warranty claim is entered on the system, we will allow 28 days for the parts to be returned with the appropriate Reman returns forms (see **Figure 4**). If the above is not completed in the specific time period, the core return may not be accepted, and core deposit ('X') value credited.

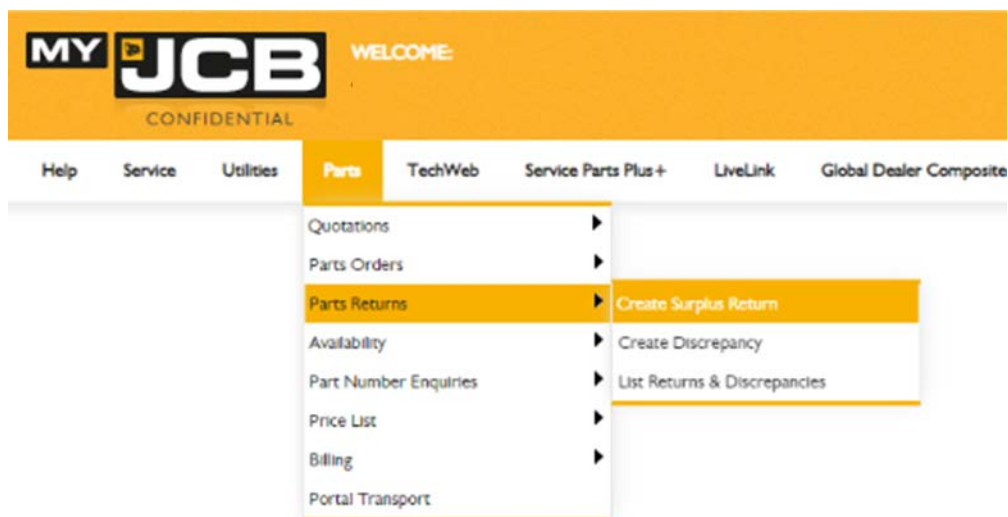


Figure 4

## 15 OEM Warranty

JCB Dealers may be requested to complete repairs to the JCB Engine and/or Axle and Transmissions only when installed in OEM equipment. This may occur in case:

- i The OEM does not have a local Dealer.
- ii The JCB Dealer is also an agent for the OEM.
- iii Assistance of a JCB Dealer is requested by JCB, the OEM or the customer.

### 15.1 OEM Responsibility and Repair Policy

The OEM is expected to have the initial contact with the customer and complete the repairs within their capability.

If the repair includes JCB parts, the OEM can purchase the parts and send any subsequent warranty claim directly to JCB Service.

If the OEM finds that the repair is specifically a JCB issue during the initial visit with the customer, but the repair is beyond the OEM scope then the local JCB Dealer can be contacted.

The OEM or the customer are expected to supply the JCB Dealer with OEM contact details and sufficient product details. This should include machine serial number, the unit serial number of the OEM Components, the date that the machine went into service with the customer, and the machine hours. As well as:

- a For JCB Engine OEM, supporting information which must be compiled on the OEM Fault Report Sheet (part number 9814/0639) which is attached to this bulletin in pdf format. An Excel version is also available on Techweb, the Excel form can be completed on-line and e-mailed if required.
- b For JCB Axle and Transmission OEM, If the reported fault relates to the performance of the transmission, it is recommended that all technical data is recorded on the Transmission Technical Data Checklist (Refer bulletin GEN207).

This information will aid the JCB Dealer to estimate the level of repair, parts required, the time taken. It will also provide proof of a request for assistance.

OEM are also advised that a JCB dealer will only be expected to provide service and warranty support to repair the JCB Engine, Axle and/or Transmission. Not any other components on the OEM equipment.

### 15.2 JCB Dealer Responsibilities

When requested, it is expected that a JCB Dealer will provide service and warranty support as is reasonable in their region to support a JCB Manufactured Components in OEM equipment.

JCB understands that in some instances, supporting OEM repairs may present difficulties and challenges not normally associated with JCB machine repairs. This can include:

- Location
- Service information availability (OEM equipment)
- Installation differences/access to components
- JCB service engineer not being familiar/trained on the OEM product.

For this reason, genuine warranty costs incurred by JCB Dealers while repairing the JCB driveline components on OEM equipment will be vetted with this understanding.

### 15.3 Warranty Terms for OEM Repairs

The same JCB Dealer warranty rates and terms are applied for both JCB and OEM repairs. The JCB Dealer is recommended to get written confirmation from your Regional Service Manager before special costs are incurred, example: providing transport or loan machines.

JCB recognises that OEM support is different to supporting JCB machines, and that the JCB Dealer should not have outstanding costs for significant items not covered by the JCB Dealer warranty terms or where JCB warranty repair times are not related. Similarly, the cost of the warranty repair must be a true reflection of the work completed.

It is explained to all OEM that they must provide their own warranty support for their product and that the JCB Dealer's obligation will only extend to conducting warranty repairs specifically for JCB product (engine, axle and/or, transmission). Work not covered under warranty is expected to be paid by the OEM or the customer.

Before work is started on a warranty repair for an OEM, the JCB Dealer is recommended to:

- a For JCB Engine Repairs, obtain the Fault Report Sheet from the OEM and if relevant seek authorisation from JCB Service.
- b For JCB Axle and Transmission repairs, obtain written confirmation from either the OEM or JCB Transmissions recording the formal request to conduct the repair. This can be in the form of a TechWeb call (which can then also be used for technical support if necessary).

In the event that there is any uncertainty or disagreement about the root cause of failure, the preferred option is for the OEM or their customer to pay the JCB Dealer.

However, if the root cause is disputed by the OEM, JCB will settle the Dealer's warranty claim and resolve the matter separately with the OEM. JCB will only credit for JCB parts at the selling price to the Dealer sending the claim. All JCB parts must be purchased from JCB, not the OEM. If it is necessary to claim for parts not supplied by JCB (for example: if consequential to a JCB failure) then they must be claimed as a net value. The claim must be supported by copies of invoices or paid by the OEM who can then claim from JCB as applicable.

#### 15.4 OEM Parts and Technical Support

JCB cannot provide technical support or parts for OEM equipment other than JCB parts. It is important to note this, if the part is not from JCB, i.e. has a JCB part number, then the JCB service organisation will not be able to supply.

The OEM or their customer will be obliged to supply the JCB Dealer with the parts and information that are not available through the JCB network, such as ancillary equipment, top hose, bottom hose, etc.

The OEM must provide machine wiring diagrams and installation details for parts not supplied by JCB. The parts and the service information for OEM Components is available on the JCB Parts Pro system, and in most instances, parts are the same as JCB machines.

For Technical Assistance, raise a TechWeb call as previously detailed, which will be picked up by the JCB Engine and/or Transmissions technical support team.

#### 15.5 OEM Claim Submission

Warranty claim submission should be done in the same manner as claims for JCB machines, but the following points should be noted:

- i Do not use the OEM machine serial number, as this will not be recognised. Refer to the following sub-sections. Ensure that the full unit serial no of the transmission/axle is included in the relevant field.
- ii To assist warranty analysis, please enter the OEM name (i.e. the machine manufacturer) in the "External Number" field. Please also include the OEM name in the claim narrative.
- iii The installation date should be the date the machine entered service with the customer. Failure to quote the date may result in an automated rejection of the claim.
- iv Upon submission, the claim will be initially classified as a Parts Claim and will, by default, be rejected if the claim has no invoices (or similar documents) are attached. This can be avoided by ensuring any supporting documentation is attached to the claim, example: photos, technical checklists, etc
- v The component serial number must be added to the claim line for each item. Also see [Section 16](#).

##### 15.5.1 JCB Engine Serial Numbers

The JCB engine serial number will be recognised by the JCB warranty and Techweb systems in an equivalent procedure to JCB machines.

The JCB Engine will be supplied to the OEM in a variety of applications around the world. To send warranty claims against these engines, you will need to use the engine serial number.

The engine serial number is 8 digits long. For example: U1234567.

### 15.5.2 JCB Axle And Transmission Serial Numbers

Unlike JCB engine serial numbers, transmission and axle serial numbers are not recognised on either SAP or TechWeb. Therefore, for the purposes of raising a warranty claim and/or submitting a TechWeb call (if required), the following generic serial numbers should be used:

- i 999000- Miscellaneous driveline
- ii 999001- Axles
- iii 999002- Transmissions

### 15.6 JCB Engine Warranty Packages and Procedures

In common with other engine manufacturers, various levels of warranty packages are made available to each OEM. The main criteria to select the warranty package depends on the number of units purchased by the OEM, their dealer coverage, capability, and if they are competitors to JCB.

#### i **Package 1**

The warranty work is done by JCB Dealers. This option is usually taken by:

- An OEM where their dealers are not likely to be completely skilled in the repair of JCB components.
- An OEM not in competition with JCB who have no concern to give their customers access to the JCB network.
- An OEM that has the JCB Dealer as their Dealer.
- An OEM whose customers ask for JCB dealer's support.

#### ii **Package 2**

Warranty work is done by OEM's Dealers. This option is usually taken by:

- An OEM or JCB competitor whose Dealers are trained and have the scope to complete all the necessary repair.
- An OEM whose Dealer completes the repairs in their scope.

## 16 Policy Warranty

A Policy Warranty Claim is defined as a claim made outside the warranty period.

JCB Dealers are permitted to submit warranty claims for consideration, for repairs which in the Dealer's opinion would have been acceptable during the warranty period.

**1** Evidence of scheduled service completion must be provided with each claim demonstrating that servicing has been completed within 50 hours or one week (whichever is the shorter) of each due service interval.

Note: This is in addition to the standard claim requirements (see [Section 5.3](#))

Effective from Version 4.3:

Policy consideration will be limited to machines where evidence of genuine JCB buckets/attachments and genuine parts (see Section 4), genuine oils and filters are used for scheduled servicing. This must be evidenced on the claim at point of submission.

A full-service history with services completed at either the hourly interval or the calendar equivalent, whichever occurs first, is required. Servicing will be reviewed and is mandatory for all claims, regardless of whether attributable to the failure mode.

Evidence of scheduled service completion must be provided with each claim demonstrating that servicing has been completed within 150 hours or month (whichever is the shorter) of each due service interval.

**2** Policy warranty claims will be reviewed on their individual merit and hours worked, age, application, maintenance (including schedule service completion) etc. will be considered when adjudicating such claims.

To ensure the consistent adjudication of policy warranty claims, such claims will be adjudicated using a calculation held in the warranty databases and based upon hours worked and machine age. The settlements suggested using the calculation are based upon the percentage of the same claim presented during the warranty period.

**3** Customers should be informed that a Policy warranty claim is being submitted for consideration, that claims can be declined, and that accepted claims will be for a percentage and not the full cost of the repair.

JCB Dealers are free to make their own contribution to repair costs to manage any commitment made to the customer or the expectation of the customer.

**4** Where Policy warranty claims are accepted in full or in part, the credit given to the customer by the Dealer should be extended to the amount originally invoiced to the customer, i.e. uplifted to retail in full or in proportion if accepted in part.

**5** Courtesy Machines will NOT be routinely claimable on Policy claims.

## 17 Extended Warranty

JCB offers various extended warranty plans to meet customer and / or market requirements, namely:

- Premier Cover
- Full Repair and Maintenance
- JCB Powertrain Cover
- Machine Care

**Note:** *Not all the above plans are available in all markets.*

Terms and conditions for Extended Warranty plans are detailed separately within each contract document.

Extended Warranty plans cover (within the limitations of the respective plan) unexpected repair costs which may be attributable to faulty materials or workmanship. They do not cover claims for components that have simply 'worn out.'

Conditions of Extended Warranty plans require the machine to be serviced by JCB or a JCB Dealer within 50 hours or one week (whichever is the shorter) of each due service interval detailed in the operator's handbook.

Effective from the 1st June 2023:

Conditions of Extended Warranty plans require the machine to be serviced by JCB or a JCB Dealer within 150 hours or one month (whichever is the shorter) of each due service interval detailed in the operator's handbook.

Where appropriate, evidence of servicing and maintenance conducted by the dealer should be maintained in Livelink to support warranty claims. Otherwise, service records should be attached to each claim demonstrating that the machine has been serviced by a JCB Dealer and in line with the Manufacturer's recommendations. Failure to do so will result in the claim being denied.

Note: This is in addition to the standard claim requirements (see [Section 5.3](#))

### 17.1 Machine Care warranty:

A full-service history with services completed at either the hourly interval or the calendar equivalent, whichever occurs first, is required. Servicing will be reviewed and is mandatory for all claims, regardless of whether attributable to the failure mode.

## 18 Warranty Setup and Claim Submission Requirements

Please refer to the Warranty Portal Training Manual for a complete guide on who to submit a claim using the JDS Warranty Portal.

### 18.1 Warranty Claim Information Requests

Where requests are made for additional information; photographs, more detailed narrative etc. these are required to be added to the claim in question and not be e-mailed to the individual claim Vetter. These requests must be satisfied within 7-days or may result in the claim being declined.

Files (e.g. copy invoices, photographs) being provided to support the warranty claim are limited to 1Mb each. The system limits the number of attachments on a claim to a maximum of 15.

### 18.2 Photographs

To support claim review, including review by suppliers to JCB, and to avoid unnecessary delays, the detail in the warranty claim should be supported with digital photographs.

Digital photographic evidence of the following items (but is not limited to) should be provided to support claims where appropriate:

- Relevant component serial numbers and identification marks
- The failed part in situ on the machine, captured close-up and from further away to clearly evidence location on the machine
- Images of the defect (unless it is impossible to capture the defect e.g. in the case of intermittent electrical fault).
- Clear images of the component taken off the machine.

Good examples of images required in line with the above can be found in [Appendix 1](#).

Images of the machine identification (VIN) plate and the hour meter reading should be captured to evidence the machine and the hours when attending to the fault. These images should be made available upon request from the JCB vetter and during the warranty audit.

Digital photographs should be provided (but are not limited to) the following claims:

a) Leaks - Hydraulic System/Cooling System/Fuel System/Engine/Axle and Transmission

- |                      |                |
|----------------------|----------------|
| • Hose's             | • Couplings    |
| • Pipes              | • Clips (hose) |
| • Valves             | • Engine       |
| • HBCV's             | • Transmission |
| • Pump and Motors    | • Axle         |
| • Seal's and Gaskets | • Tanks        |

b) Electrics

- Harness damage
- Harness Trapped

c) Tyres and Tracks

- Damaged/Worn Components

d) Major Fabrications

- |               |             |
|---------------|-------------|
| • Booms       | • Chassis   |
| • Dippers     | • Cab/Frame |
| • Loader arms | • Tanks     |

e) Paint

Paint concerns that are on a machine post-PDI require an appraisal by the relevant Regional Service Manager and the digital photos shall be added to a TechWeb call. The TechWeb reference number must be quoted in the free text on the warranty claim.

Note: The digital photos should also be added directly to the warranty claim.

### 18.2.1 Non-Visible Faults

It is recommended that for non-visible faults (e.g. Noises, mechanical faults, intermittent faults), videos can be taken and attached to a supporting TechWeb Call or to document within the claim that video(s) are available for review if required.

### 18.3 Service History Records

Effective for claim submissions September 2023 onwards, claims with a prerequisite of service history (i.e. extended and policy warranty) will be subject to an automatic system check of the machine Livelink service history records.

For these claims, it is no longer necessary to upload an attachment of the service history record screen to these claims. In turn, benefitting both dealer and JCB Warranty with reduced submission and processing times. With the exception of, the machines where there is no Livelink installed, or records are not maintained within Livelink.

When submitting claims, the Livelink check will be automatically completed when the 'Submit' button is pressed. This applies to both claims which are dealer portal and DMS created.

If there is an inconsistency in the Livelink records, the user will see an automatic error message stating: "Missing or invalid service history. Check Livelink or attach documents".

In the event of the error being displayed, it is the user's responsibility to ensure that either the necessary documents are attached to the claim, the Livelink records are checked and updated as necessary prior to submission and/or the narrative provides supporting detail explaining any known inconsistencies.

Should the claim be submitted without the appropriate action being taken and/or information provided to support the claim, the claim may be declined for "Incomplete/missing service history" without request for further information

### 18.4 Time Recording and Warranty Labour

Where a 'Repair Time' is published in the appropriate 'RTS (Repair Time Schedule)' as issued by JCB from time to time, then only the repair time can be claimed.

Where the service engineer's time exceeds the published repair time, provided that the engineer / technician conducting the work was suitably experienced / trained and was using the appropriate equipment and tools for the task, the Dealer may claim the additional labour time supported by an adequate justification. In the absence of such a justification only RTS times will be paid. Note, where JCB Service personnel make 'Agreements' concerning specific repairs, such agreements are not in themselves a justification for additional labour hours.

Applicable to all above

- Warranty claim narrative must clearly detail all work done.
- All time recording must be clearly demonstrable (irrespective of methods used) in the Dealers records

See also [Section 8](#) for more detail.

#### 18.4.1 Travel Time

The time spent travelling to complete a repair, warranty or otherwise and the time spent completing the repair must be clearly separated on the dealer's documentation (i.e. job card). Only the time spent completing the repair (i.e. the work done), may be submitted on a warranty claim for consideration.

This is subject to review during the warranty audit, see [Section 20](#) for more detail.

#### 18.4.2 Site Induction Time

Effective from March 2024.

In addition to Section 18.4.1, the time spent completing a site induction must be clearly separated on the dealer's documentation (i.e. job card). The induction time can be claimed using WAR/INDUCT to a maximum of 0.5 hours.

When the induction time is claimed, supporting documentation to evidence a site induction has been attended / completed must be provided. If the claim is submitted without any supporting documentation, the induction time will be removed.

This is subject to review during the warranty audit, see [Section 20](#) for more detail.

## 18.5 Service and Defect Codes

To facilitate JCB's investigation, analysis and resolution of failures, service and defect codes are used extensively by JCB Service and various teams at the JCB Company which manufactured the JCB Product (the Manufacturer).

Correct understanding and prioritisation of issues relies in part on the service and defect codes entered on the system by the Dealer and these should be carefully selected when the claim is created.

Service and defect code assignment is subject to review during the warranty audit, see [Section 20](#) for more detail.

## 18.6 Parts, Lubricants and Air Conditioning

The following statement is contained in the JCB Dealer Agreements:

*"No claim will be considered if other than JCB Parts or Lubricants manufactured by or supplied by the Manufacturer or to its order and listed in its catalogue are used during or in relation to any work carried out under the Manufacturer's Warranty."*

In summary, genuine JCB Parts and Lubricants must be used for warranty repair work.

### a) Oils and Lubricants

Where a clearly definable quantity of oil is used directly in a warranty repair, such oils and lubricants may be included in the claim, so long as this is not coincident with the recommended oil service interval.

For example:

- i) 15 litres of oil may be claimed following a crown wheel and pinion failure at 389 hours on a 3CX front axle.
- ii) A leaking hydraulic tank cap at 998 hours, which required 100ml of hydraulic oil to restore the system to the correct oil level, would not be acceptable in a warranty claim.

In the event a part used warranty repair is supplied in quantities greater than 1 (typical for low-value consumables where the cost of packaging as single is prohibitive), warranty reimbursement will be for the quantity used in the repair. Where surplus quantity utilisation is considered unlikely an appropriate justification may be given for full pack quantity reimbursement.

### b) Air Conditioning (WAR/AIRCON)

In the event of a warranty repair to a machine's air conditioning system includes the addition/filling of the refrigerant gas, to recover the costs of such gas the part number "AIRCON" should be used in the consequential parts section of the warranty claim.

1 unit of "WAR/AIRCON" = £1.00 and therefore the quantity of "AIRCON" claimed should be equal to the value of gas used in GBP. The Dealer should be able to demonstrate the weights, volumes, value of gas consumed and have such data available for warranty review (audit).

## 18.7 Invoices (WAR/INVOICE)

Where third party services have been required to complete a warranty repair, the invoices should be attached to the warranty claim at the point of submission. Failure to do so may result in the claim being delayed, denied, or approved less any Net Value Invoice amounts.

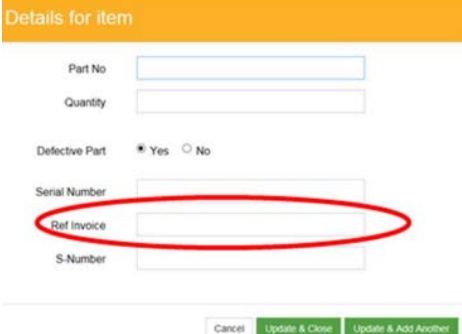
All invoices should have:

- reference to the machine serial number being repaired
- a full description of the work conducted and the relevant dates
- all costs (e.g. labour, parts, travel) individually itemised

Net value invoices would include but are not limited to: machining, welding repairs, shot blasting, paint, crane hire.

## 18.8 Parts Reimbursement

To ensure the correct reimbursement of the purchase of parts related to a warranty repair, the JCB invoice number must be listed against the part number. Refer to [Figure 2](#).



The image shows a screenshot of a web form titled "Details for item". The form has a yellow header bar. Below the header, there are several input fields: "Part No", "Quantity", "Defective Part" (with radio buttons for "Yes" and "No"), "Serial Number", "Ref Invoice", and "S-Number". The "Ref Invoice" field is circled in red. At the bottom of the form, there are three buttons: "Cancel", "Update & Close", and "Update & Add Another".

**Figure 2**

## 19 Warranty Parts Returns

Dealers are required when requested, to return the parts associated with a warranty claim.

Such parts are required to:

- a Establish the root cause of the defect, thereby ensuring the appropriate remedial actions are identified and expedited.
- b Support any counter claim we may have with our suppliers.
- c Validate warranty claims.

### 19.1 Expedited warranty parts return (UK Only)

In the case of (a) and (b), during the claim approval process Dealers may be requested to return parts directly to the Manufacturer (JCB Company which manufactured the Product) or the component Supplier.

When such requests are made, the Dealer should:

- i pack all parts safely to prevent damage during transport and handling. [See also Section 17.3.](#)
- ii arrange the most suitable freight to return the part (the service used should provide for a return time of not greater than 5-days from the time of request).
- iii enclose within the package, clear and correct details of the item being returned (e.g. machine serial number, part number, claim number, TechWeb ID number, and any other information which is applicable).

If returning more than 1 part, each individual part must be labelled for traceability.

The return address for the failed part will be specified by the JCB Customer Quality Team. The part must be returned to the address provided, and **NOT** to the World Parts Centre.

NB. If the part is not received within 5 working days, the cost for freight may not be supported.

The cost to return requested parts should be submitted as a warranty claim using 'WAR/FREIGHT' (Qty 1.00 = £1.00), with the returned part identified as the main failed part (0 quantity). No labour time will be supported in these claims.

The warranty claim should be made using Service code Z-0-00.

All invoices to support the return of the failed parts must be attached to the warranty claim. Courier tracking details and confirmation of collection/shipment must be added to the claim, this will help to determine the ETA and receipt confirmation of the part at JCB to allow the freight claim approval.

**Note** This section only applies to UK only and will be expanded in due course for additional regions.

## 19.2 Standard warranty parts return

Where a standard return is to be followed (c), Dealers will be notified to return parts associated with a warranty claim by the issue of a Warranty Parts Return Label shown in **Figure 3**.

This is automatically generated and sent by e-mail as an attachment to the Warranty e-mail address held on the JCB Service system.

JCB WARRANTY PARTS RETURN LABEL		10 December 2020	
ROB ARNOLD - BAY 14 - WPC - UTTOXETER			
GUNN JCB LTD - ALTRINCHAM			
ATLANTIC STREET			
BROADHEATH			
ALTRINCHAM			
Cheshire WA14 5DN			
Please return the following part for inspection with this label securely attached			
Part No	320/41539	448-T4--129-24V-E2C-EU	
Your Ref	27200 / 1	Our Ref	201017598
Machine Serial Nos	2500515	Quantity	1
JCB Power Systems Ltd		WTY9999	


Credit will be refused if parts are not returned by 07 January 2021

**Figure 3**

The file can be printed on a normal printer, either on A4 paper or on labels purchased from a stationer (8 labels to a page).

Labels can also be printed from the JCB Business Portal.

Go to: Service > Warranty > Warranty Claim Enquiry. Use the claim number as a reference. Refer to **Figure 4**.



**Figure 4**

The parts must be packed safely to prevent damage during transport and handling. [See also Section 17.3.](#)

The warranty label produced specifies the item required and the warranty return date expiry (28-days from the date of the return request).

Only parts which are requested for return by the Warranty department are to be returned.

Parts should be returned within the period stated on the request, failure to do so may result in the claim being declined.

### 19.2.1 UK Parts Returns

For UK Dealers, our U.K. parts carrier is available to collect from the Dealer, those warranty parts to be returned to the Warranty Parts Return Centre. Details of this service can be obtained from JCB Service on Tel. No. 01889 593812.

Dealers may deliver warranty parts by prior agreement with the Warranty Parts Return Centre ([warranty.returns@jcb.com](mailto:warranty.returns@jcb.com)) during the following times:

- Monday to Thursday: 0730 - 1500
- Friday: 0730 - 1400

The nominated courier (Maxi Haulage) has 48-hours to collect (working days) once a return is raised. If the consignment has not been collected within 48-hours, then please notify the courier via email ([PartsTeam@maxihaulage.co.uk](mailto:PartsTeam@maxihaulage.co.uk)) with the consignment number and date of booking.

The nominated courier then has 48-hours (working days) to deliver the part to World Parts Centre. Once delivered, the Warranty Parts Return Team are responsible for booking in all parts within the consignment. If you have not been notified of parts being received by 96-Hours (working days) of the consignment being collected, then please notify the courier and Warranty Parts Return via email with the consignment number and date of collection.

It is the dealers responsibility to part all parts safely to prevent damage during transport and handling. See also [Section 17.3](#).

### 19.2.2 EU/ROW Parts Returns

For dealers, who are responsible for their own freight, must complete an additional proforma for the parts to clear customs. An interactive copy of the proforma is included. [Refer to Appendix 2](#).

When a warranty return request notification is received, the following process must be followed:

- i The dealer must pack all parts safely to prevent damage during transport and handling. See also [Section 17.3](#).
- ii Complete the proforma and populate **all** required fields, this includes a dealer signature.
- iii It is then the dealer responsibility to arrange their own freight and to support the associated charges.

If there are any logistic or customs queries that require support, please send these to the Logistic Department ([michele.bloy@jcb.com](mailto:michele.bloy@jcb.com)) with a copy of the returns proforma included.

If a HS (Commodity) code is required to support the claim return and this is unknown, please contact the Service Compliance team ([service.complianceteam@jcb.com](mailto:service.complianceteam@jcb.com)). Quote the JCB part number being returned.

- iv The original claim will then be returned to the dealer upon the part being received to update and include any freight charges associated to that claim. The costs should not be raised as a secondary claim.
- v The costs should be claimed under WAR/FREIGHT (Qty 1.00 = 1 GBP/EUR/USD), if not these charges may be declined.

The proforma is for a single claim return request to document all required information for the package to clear customs. It should contain an original signature and so it is required to print, hand sign and scan back a copy of the document.

Dealers/couriers may deliver warranty parts to the Warranty Parts Return Centre ([warranty.returns@jcb.com](mailto:warranty.returns@jcb.com)) during the following times:

- Monday to Thursday: 0730 - 1500
- Friday: 0730 - 1400

If parts are returned to JCB outside of these times without prior confirmation from the Returns team and parts cannot be located, this is not considered responsibility of JCB and the claim may be declined.

Please ensure copy of collection, shipment and deliver is kept for your records should this be required to support the claim.

If a notification of delivery is received by the dealer nominated courier and you have not been notified of the part being received by JCB Warranty within 48-hours (working days) of delivery, then please notify the Warranty Parts Return team via email with a Proof of Delivery document provided as supporting evidence.

### 19.3 Part Return Requirements

When returning parts the following must be observed:

- i Warranty parts are to be packed separately to any other returning parts.
- ii The Warranty Parts Return Label (as supplied by JCB or obtained from the JCB Business Portal) must be securely attached to the defective part to be returned. This should be done in such a manner as to ensure that the label does not become defaced during transit.
- iii Boxes used to return warranty parts must be banded and be clearly labelled on the sides as "WARRANTY PARTS RETURNS". The label must include the consignment number and be clearly visible remembering that labels affixed to the top of a box cannot be read when other boxes are stacked upon it. There must be a completed packing list included with the parts, showing all parts contained in the consignment.
- iv Parts to be returned are to be packed in the as failed condition, the exterior cleaned and free from excess oil, grease, and contamination (where this in the Dealer's opinion does not affect the reason for failure).
- v Parts to be returned are to be packed in such a manner as to be protected from the elements during transit and storage. Contamination by water, dirt ingress etc. may adversely affect defect analysis.
- vi Parts to be returned are to be packed securely in such a manner to prevent them being damaged during transit or storage.
- vii Hydraulic valves, rams, transmissions, axles, engines, coolers, pumps etc. **must** be drained of all fluids (i.e. oil, diesel, water, and antifreeze from all cavities) and all ports securely plugged and / or capped prior to return to the Warranty Parts Return Centre.
- viii If required fluid samples should be returned separately in a suitably clean and robust container, adequately identified.
- ix All assemblies must be fully re-assembled, complete, and sealed if returned to JCB Warranty.
- x Under no circumstances will any leaking, packages containing broken glass or hazardous containers be permitted into the JCB World Parts Centre. Any charges incurred by JCB resulting from hauliers or their agents will be invoiced to the relevant Dealer.

It is important that both people and the environment are protected when transporting and handling used components. All employees have a duty under Health and Safety legislation to take responsible care for their own health and safety, and that of others at work.

Engine oils, hydraulic fluids, diesel, and coolants all undergo physical and chemical changes whilst in use. At the end of their useful life these products (or their by-products) can become extremely toxic.

Some of the products are extremely hazardous to health. They will cause considerable environmental damage if allowed to contaminate the land or water supplies and environmental agencies will impose heavy fines when this occurs. If packaging is contaminated it is treated as Special Waste and must be disposed of using licensed agencies. Contaminated packaging is weak and can lead to injury if components break free during handling.

Failure to comply with cleanliness criteria will, in future, result in non-acceptance of the warranty claim, and you will be responsible for disposal of the part at JCB Service.

In the event returned parts are not defective i.e. "No Fault Found," such parts will be available for collection for 28 days following notification. Thereafter such parts will be scrapped / destroyed.

In the event we do not request the parts be returned to JCB, the Manufacturer or the component Supplier, such parts should be retained by the Dealer for 60 Days after the claim has been credited before disposing of them.

## 20 Warranty Review

JCB will from time to time reserve the right to review the Dealer's warranty processes to ensure the policies outlined in this Manual are being observed, that warranty claims are correctly valued and presented.

Typically, such reviews would include the examination of a number of warranty claims of all types e.g. Standard, Policy, FSI's, Parts (including Attachments), Labour Only, Extended, Declined.

Warranty claims will typically be selected from the Dealers warranty submissions made in the period since any prior reviews.

Dealer documents required to complete a review would include, but not limited to: Engineers' Job Cards, Time Sheets, Parts Issue Notes, etc. Documents may be held electronically.

### 20.1 Claim Integrity

The integrity of warranty claims is essential if we are to successfully use the detail within the claims to expedite product improvements. Therefore, the following elements should be examined:

- a Are the Machine Hours correct?
- b Is the Fail Date correct?
- c Is The Repair Date correct?
- d Is the Submission Date correct?
- e If applicable, do sublet invoices correspond?
- f Are Installation Dates on Parts Claims correct?
- g Is the failed part the correct one?
- h Are quantities of parts claimed correct?
- i Have the parts been purchased from JCB?
- j Does the Parts Issue Note match the claim?
- k Do the consequential parts relate to the claim?
- l Are the labour hours claimed equal to that spent on the repair?
- m Where applicable, is the mileage claimed correct?
- n Have the Customers been invoiced correctly in connection with Policy warranty claims?

#### 20.1.1 Warranty Parts Storage

Parts returned to JCB via the warranty system are frequently used to identify the "root" cause(s) for their return and in doing so provide JCB with the opportunity to improve its products. Therefore, parts replaced under warranty must be managed with care. The following should be checked:

- a Is there a designated area for the storage of warranty parts?
- b Is it secure and shielded from customer view?
- c Is it clean and tidy, protected from the elements?
- d Can parts be readily identified?
- e Are parts clean, ports plugged etc.?

### 20.1.2 Miscellaneous

The occasion of a Warranty review presents an opportunity to review other aspects of the Dealer's Obligations. This may include but not be limited to:

- a The Dealers FSI closure performance and processes.
- b The management of stock and demonstration machines.
- c Installation processes and records.
- d Any Dealer issues with Warranty.

### 20.2 Reporting

Normal practice would be to record any issues found during the review. These issues can then be reviewed with the appropriate team(s) here at JCB before issuing a letter to the Dealer outlining our considered view. This letter is to be issued as soon as possible after the review.

Alternatively, the Warranty Review may be conducted by a third party (MSX International) acting on JCB's behalf.

This review will take place using a pre-determined list of discrepancies, against which a representative sample of warranty claims will be reviewed.

Recording findings on either a spreadsheet or MSX WIRE software, a report is produced detailing any deficiencies and a value of the claims at risk.

It is the Dealer's responsibility to act upon any recommendations.

JCB will issue a summary letter supporting the warranty audit report issued by MSXi within 28 days of the audit being completed. Any applicable recharges will be issued, by way of invoice, within 21 days of receipt of the audit response letter by the dealer.

### 20.3 Charges

#### 20.3.1 Audit Deficiencies

The audit items that are identified as deficiencies. Those may incur a re-charge if found during a warranty review are 'Type A'.

**Type A Deficiency:** Claiming errors which attract a chargeback, at the discretion of the auditor.

**Type B Deficiency:** Claiming errors which do not attract a chargeback.

Refer to [Appendix 3](#) for a full list of audit deficiencies.

#### 20.3.2 Audit Cancellations

If a Dealer cancels a scheduled Warranty Review (Audit) within 20 working days of the planned Review, JCB will charge the Dealer for the Review costs and will look to recover cancellation costs (e.g. air flights).

JCB may look to recovery any reasonable costs associated with discrepancies in the valuation of warranty claims.

## 21 Appendix 1: Claim Photograph Examples

Example: The failed part in situ on the machine, captured close-up and from further away to clearly evidence location on the machine



Example: Clear images of the component taken off the machine. As depicted, there is a photo of the Top edge (1), Front (2), Bottom face (3), Right edge (4), Back (5) and Left edge (6).



Example: Relevant component serial numbers and identification marks. All stamps are legible.



## 22 Appendix 2: EU Returns Proforma

### Warranty Returns - Customs Information

<b>Ship from:</b>	< Insert ship from address >	<b>Ship to:</b>	< Insert ship to address >
<b>Contact name:</b>	< Insert dealer contact name >	<b>Contact name:</b>	Michele Bloy michele.bloy@jcb.com
<b>Contact number:</b>	< Insert dealer contact number >	<b>Contact number:</b>	01889 593719
<b>Inco Term:</b>	DDP	(Delivered Duty Paid)	
<b>Tariff/CPC:</b>	4000000 (Recommended, change as required)		

#### Importer Details

<b>Name:</b>	JCB Service
<b>EORI Number:</b>	GB125694554001
<b>Address:</b>	World Parts Centre, Waterloo Park, Beamhurst, Uttoxeter, Staffs, ST14 5PA

#### Exporter Details

<b>Name:</b>	< Insert JCB dealer name >
<b>EORI Number:</b>	< Insert JCB Dealer EORI Number >
<b>Address:</b>	< Insert JCB Dealer address >

<b>Package details:</b>	Warranty part(s) returns	
<b>Dimensions:</b>	< Insert package dimensions [WxDxH]>	< Insert units [in/cm/mm] >
<b>Weight:</b>	< Insert package weight >	< Insert units [kg/lb] >
<b>Part Number:</b>	< Insert part number of item being returned (if returning more than 1 item, separate using a comma) >	
<b>Part Description:</b>	< Insert part description(s) of item(s) being returned >	
<b>Invoice number:</b>	< Insert claim number (from which the part being requested is from) >	
<b>Value <sup>(1)</sup>:</b>	< Insert value of part from claim >	< Insert currency as per claim >
<b>Country of Origin:</b>	United Kingdom	

<sup>(1)</sup> The goods are returned under warranty for testing (no sales involved). Part is defective.  
Value quoted is for customs purpose only.

#### Confirm the reason the items are returning to the UK. .

Warranty return to review part and investigate failure mode.

#### Confirm if any alterations have taken place.

No, parts removed from failed machine in failed state

#### If alterations have taken place, please confirm if the alterations were made under warranty or non warranty.

n/a - Parts are being returned in a failed state

**Dealer Signature:**

**Dealer Contact Name:**

## 23 Appendix 3: Warranty Audit Deficiency List

Group	Code	Deficiency Text	Count to Audit Risk	Guidelines for Parts / Labour / All / %
Records	1a*	Job card / repair order missing	Y	100% of claim (all lines)
Records	1d*	Required documents not supplied or inadequate	Y	100% of related item / line (Includes parts serial numbers if not on paperwork or supporting documentation). If available on dealer system but not on claim, error will be marked as a deficiency risk but no chargeback.
Records	1e*	Unsupported by sub-contract invoice	Y	100% of sub-contract invoice
Records	1h	Vehicle details not identified in subcontract invoice.	N	
Records	1j	First time fix recorded incorrectly	N	
Reception	2a	No customer signature	N	
Reception	2b	Customer / machine details missing / inaccurate	N*	
Reception	2c	No relevant customer complaint recorded	N	
Reception	2e	Reception report insufficiently detailed	N	
Workshop	3d	Engineer write-up amended after repair completed	N	
Control	3g	Authorisation obtained from JCB after repair completed	N	
Control	3m*	Extra PDI repair unsupported by job card / check sheet	Y	All the affected repair line.
Control	3n	Unsupported by PDI sheet/job card	N	
Control	3o	Unauthorised extension of repair from JCB	N	
Technician	4a	Repair unsupported by engineer	*	
Technician		Identification / signature		
Technician	4b*	Missing engineer write-up	Y	All the affected labour, repair, or part as appropriate. Write up either does not exist or support the claimed repair.
Technician	4c*	Unsupported by time recording	Y	Includes if only elapsed hours shown. Labour 100% / All if appropriate e.g. fraudulent claim.
Technician	4d*	Diagnosis time unsupported by engineer write-up	Y	Diagnosis labour 100%
Technician	4e*	Non-scheduled time not supported by engineer write up	Y	Non-scheduled time 100%
Technician	4f*	Time recording not separated by repair or category.	Y	Should show separation between travel and repair time, and ideally between jobs. Affected labour
Technician	4g	No meaningful test results quoted	N	
Technician	4h	Poor description of work conducted by engineer.	N	
Parts	5b*	Claimed repair not supported by relevant parts usage	Y	All
Parts	5c*	Parts claimed different from replaced ones	Y	100% of affected parts
Parts	5d*	Claimed Part not compatible with the vehicle or repair conducted	Y	100% of affected parts
Parts	5f*	Unauthorised modification or non JCB Group parts used in warranty repairs without authorisation	Y	Affected parts.
Parts	5g*	Excessive parts quantity claimed	Y	Affected parts. Where difference in value between part Qty required and pack quantity exceeds £5
Parts	5h*	Parts not available or parts do not show defect.	Y	Parts not available for inspection / recall or parts do not show defect. 100% of claim.
Parts	5i*	Identification of JCB parts purchase not possible.	Y	All the affected repair line.

Repair Invoicing	6a*	Incorrect schedule used	Y	
Repair Invoicing	6b*	Non-scheduled time claimed exceeds recorded time	Y	Excess labour.
Repair Invoicing	6c*	Non-scheduled time excessive	Y	
Repair Invoicing	6d*	Non-scheduled time used when schedule exists	Y	
Repair Invoicing	6h*	Sub-contract amount claimed exceeds net invoice value	Y	Reduce by excess amount
Claim Administration	7a	Returning / Scrapping parts documentation not supplied	N	
Claim Administration	7c*	Subcontract dealer labour claimed at main dealer rate	Y	Reduce by excess amount
Claim Administration	7d*	Repair information changed to gain reimbursement or additional costs.	Y	All the affected repair line / affected amount.
Claim Administration	7e*	Hours changed to bring vehicle back within warranty / extended warranty limit	Y	100% of claim (Hours on extended warranty)
Claim Administration	7f*	Parts warranty details altered to bring vehicle back within warranty period	Y	100% of claim
Claim Administration	7g*	Repair start or end date changed to bring machine back within warranty	Y	100% of claim
Claim Administration	7j*	Overpayment - incorrect claim submission	Y	Excess amount - Links to TI's and FSI's. Includes parts claimed but not used.
Claim Administration	7k*	Excessive claim for oils / lubricants / antifreeze / consumables	Y	Excess amount
Claim Administration	7l*	Machine Hire charges not allowed / excessive	Y	Excess amount
Claim Administration	7m*	Overpayment - not advised to JCB by dealer	Y	Excess amount
Claim Administration	7n*	Duplicate claim / failure	Y	100% of line / claim (Chargeback if duplicate claim)
Claim Administration	7o	Incorrect claim coding	N	
Claim Administration	7p*	Van mileage charges not reimbursable	Y	100% of charge
Claim Administration	7r*	Repair end date changed to bring within submission parameters	Y	100% of claim
Claim Administration	7s*	Parts / time claimed both in warranty and customer invoice	Y	100% of claim
Machine Maintenance	8a*	Machine monthly stock checks or storage procedures not followed	Y	All the affected repair line if failure is consequential to not completing checks.
Machine Maintenance	8b*	Machine service history incomplete	Y	100% of repair if affected by lack of servicing.
Inappropriate Repairs	9a*	Correct repair procedure not followed	Y	E.g. service news not followed if applicable. Tutorship not followed. Consultant discretion.
Inappropriate Repairs	9b*	Over-repair	Y	Excess parts & labour
Inappropriate Repairs	9c	Unsatisfactory prior repair	*	100% of previous repair (add to claims list)
Inappropriate Repairs	9d*	Unsatisfactory repair	Y	All the affected repair line.
Inappropriate Repairs	9f	Suitably trained engineer not used.	N	
Not OEM Responsibility	10a*	Repair not JCB Group liability	Y	All the affected repair line.
Not OEM Responsibility	10b*	Repairs to non-JCB Group part / accessories and claimed in warranty	Y	All the affected repair line.
Not OEM Responsibility	10c*	No fault found / no repair conducted	Y	All the affected repair line.
Not OEM Responsibility	10d*	Claim information structurally unsound	Y	All the affected repair line.

## 24 Appendix 4: RTS Anomaly Report Form

Date:		Contact Phone Number:	
Dealer:		Name of Engineer Completing Job:	
Dealer Depot:		Date Job Completed:	
Person Submitting Anomaly Report:		Position at Dealer:	

RTS Number and Issue:		RTS Page Number:	
RTS Part Number:		RTS Task:	
Current Time Allowed:		Proposed Time Allowed:	
Reason:			
Location of Completed Job:	<input type="checkbox"/> On Site	<input type="checkbox"/> Workshop	<input type="checkbox"/> Other (please specify):
Machine Serial Number:		Machine Model:	