



# **JCB ASSETCARE**



## **EXTENDED WARRANTY PLAN AGREEMENT BOOKLET**



## INTRODUCTION

To safeguard the performance that makes a JCB machine such an asset, JCB has developed the JCB Assetcare program. Assetcare is a range of flexible options that enable the customer to match the highest standard of service care to his individual needs.

By combining the convenience of instantly available programs with tailor-made flexibility, JCB Assetcare makes it easy to find the option that's right for each business and budget.

Whatever level is chosen, our customers can be sure of quality after-sales care provided by JCB's extensive dealer network. For example, JCB dealer factory trained technicians' only use genuine JCB parts and lubricants to maintain genuine JCB performance.

## **JCB Assetcare Extended Warranty**

The JCB Assetcare Machinery Protection Plan is available to JCB customers who purchase a new JCB machine from an authorized JCB dealer in North America.

The plan provides up to 3 or 4 additional years coverage following the expiration of the original 12 or 24 month warranty period.

Customers have the option to purchase coverage at any time during the first 3 months following purchase of the machine.

### **Benefits to the Customer include:**

#### **1. JCB Dedicated program which means –**

- 1 No third party to deal with.
- 2 Seamless transition from standard to extended warranty.
- 3 No limit to claim values.

#### **2. All costs known in advance, leading to –**

- 1 Accurate budgeting throughout period of ownership.
- 2 No hidden surprises.
- 3 Zero deductible.

#### **3. Peace of mind.**

- 1 Payment can be collected alongside new machine finance.
- 2 Enhanced machine resale value.
- 3 Assetcare coverage is fully transferable at no cost, should the original purchaser decide to sell the machine.
- 4

### **Benefits to the JCB dealer include:**

#### **1. JCB Dedicated program which means –**

- 1 All claims processed through JCB.
- 2 Seamless transition from standard warranty.
- 3 Service work is required to be completed by the dealer.
- 4 Enhanced profit opportunity.

#### **2. Customer tied in to dealer resulting in –**

- 1 Enhanced opportunity for development of product support business.
- 2 Increased exposure to retail service business that otherwise may have been missed.
- 3 Parts reimbursement at standard warranty terms.

#### **3. Used equipment –**

- 1 Known quality units maintained by dealer service dept.

## FULL MACHINE COVERAGE

### Main Items Covered against manufacture defect include:

<b>Powertrain</b>	Engine (includes Water Pump, Oil Pump and Turbochargers), Axles, Gearboxes, Propshafts, Coolers, Radiators	Transmission,
<b>Electric's</b>	Alternator, Starter Motor, Computer Hardware, Switches, Wiper Motor, Heater, Wiring Harnesses, Instruments	
<b>Hydraulics</b>	Pumps, Motors, Valves, Rams, Steer Pump	
<b>Fuel Injection</b>	Lift Pump, Injection Pump	
<b>Braking System</b>	Valves, cylinders, Pistons, Calipers, Compressor	
<b>Misc.</b>	Bearings, Slew Rings	
<b>Steering</b>	Pumps, Rams, Steer Box, Valves	
<b>Structures</b>	Chassis, Boom, Dipper, Undercarriage, Mainframe, Masts, Loader Arms, Boom Base, Beam, Carriages, Kingpost and Carriage	

## **FULL MACHINE COVERAGE WHAT IS EXCLUDED? PARTS**

<b>Braking System</b>	Hoses, Unions, Discs, Friction and Counter Plates, Brake Pads (including Handbrake)
<b>Electric's</b>	Bulbs, Fuses, Battery (ies), Lamps, Lenses, In cab entertainment units
<b>Fuel Injection</b>	Filters, Injectors
<b>Hydraulics</b>	Hoses, Filters
<b>Miscellaneous</b>	Wiper Blades and Arms, Glass, Seat, Cab Trim, Seat Belts, Weather Strips, Seals, Handles, Locks, Hinges, Mirrors, Bodywork and Paintwork, Boom Wear pads, Pins & Bushes, Rubber Hoses, Pipes and Unions, Air conditioning charge/pressure, Cab Filters, Fork Lift Mast Chains, Lift Forks, Buckets, Teeth, Side cutters, Toeplates, Tow Hitches and Tow Bars, All Attachments fitted to the Dipper, Boom, Loader Arms and 3 Point Linkage
<b>Powertrain</b>	Filters, Rocker Cover Gaskets, Fan belts, Drive Belts, Fans, Dry Plate, Clutches, all Friction and Counter Plates, Exhaust Systems, Control Cables, Heater Hoses, Drive Chains (Robot), Tires, Tubes, Wheels, Track Running Gear and Track Plates, Seals and Gaskets
<b>Working Items</b>	Oils, Grease, Filters, Antifreeze and other fluids.  Service items and other components subject to routine maintenance or periodic repair or replacement.

## MAJOR COMPONENT PROTECTION PLAN

This plan provides a lower cost option that enables the customer to protect their investment against major failures.

### **Main Items Covered against manufacture defect include:**

<b>Engine</b>	Cylinder Head, Block, Crankshaft, Camshaft, Connecting Rods, Pistons, Timing Gears, Turbo Charger, Water Pump, Flywheel, Mounting Brackets
<b>Axles</b>	Casing, Drive Shafts, Crown Wheel & Pinion, Differential, Planetary Gears, Annulus Ring, Steering Swivels, Internal Axle Bolts
<b>Transmission</b>	Casings, Clutch Housings, Gears, Track Gear Box, Slew Gear Box
<b>Structures</b>	Boom, Dipper, Loader Arms, Mainframe, Kingpost & Carriage, Cab Frame, Revolving Frame, Under Carriage
<b>Valve Blocks</b>	Main Loader Control Valve, Main Excavator Control Valve
<b>Pumps &amp; Motors</b>	Main Hydraulic Pump, Steer Pump, Drive Motors,
<b>Rams</b>	Cylinders, Piston Rods, Piston Head, Gland Bearing, End Cap
<b>Coolers</b>	Radiators, Oil Coolers

**All components not specified above are expressly excluded from this Major Component Plan.**

**With the exception of the above structural components Major component coverage covers those items which are immersed in oil, external items are excluded. Wear items, including but not limited to seals and gaskets are not covered under this agreement.**

## **POWERTRAIN PROTECTION PLAN**

This plan provides a lower cost option that enables the customer to protect their investment against major Powertrain failures.

### **Main Items Covered against manufacture defect include:**

<b>Engine</b>	Cylinder Head, Valve train, Block, Crankshaft, Camshaft, Connecting Rods, Pistons, Oil pump, Timing Gears,
<b>Axles</b>	Casing, Drive Shafts, Crown Wheel & Pinion, Differential, Planetary & Sun Gears, Annulus Ring, Internal Axle Bolts
<b>Transmission</b>	Casings, Clutch Housings, Gears, Track Gear Box, Torque converter Pump
<b>Pumps &amp; Motors</b>	Drive Pumps ,Drive Motors

**All components not specified above are expressly excluded from the Powertrain coverage Plan.**

**Powertrain coverage covers those items which are immersed in oil, external items are excluded. Wear items, including but not limited to seals and gaskets are not covered under this agreement.**

## **MACHINERY PROTECTION PLAN WHAT IS EXCLUDED? MISCELLANEOUS**

Abuse, Accidental damage

Any additional equipment not of original factory fit

Any modifications required by law

Any repairs covered under any type of insurance

Any modifications to the machine not approved by JCB

Blocked radiators and oil coolers

Build up of carbon deposits

Damage caused by collision

Contamination of fuel and hydraulic systems

Continued use of the machine when a known problem exists

Corrosion

Damage by Fire

Damage by Freezing or Frost and Snow

Damage or defects resulting from the failure to maintain and service the JCB Machine in accordance with JCB's recommendations

Exhaust emission

Improper use of application

Incorrect use of fuel

JCB Machines stored or not used for an extended period

Damage caused by use by an unauthorized or untrained driver / operator

Unreasonable delay in making the JCB Machine available for repair once a problem is identified

Use of non-genuine JCB parts, lubricants and greases

Attachments

Any T.I.'s issued by JCB for your machine group



## **APPLICATIONS**

It is the JCB Dealer's responsibility to sell a JCB machine within the limits of its intended capacity, to ensure the suitability of the JCB machine for the intended application, and to make sure that it is delivered in good condition. The JCB Dealer must instruct the customer in the proper lubrication, general care, and operation of the machine. This will include the fitment of correct accessories (such as additional air filtration in dusty conditions and corrosion protection in salty atmospheres) applicable for the proposed working environment.

It is the responsibility of the JCB Dealer to ensure that items such as tire fill are included on the Agreement form, and that any JCB machine that falls into a category where normal operating conditions do not apply is designated on the application form in the Machine Application field. It is crucial that you provide full details of the intended application of the JCB machine to the JCB Dealer. JCB reserves the right to decline coverage on any application or to impose special conditions if considered necessary.

There are specific applications of the JCB machine where due diligence must be exercised. These include but are not limited to:

- 1 **Waste handling**
- 2 **Use with solid tires**
- 3 **Foundry work**
- 4 **Abattoirs (Slaughterhouses)**
- 5 **Chemical Works**
- 6 **Corrosive environments**
- 7 **Salty & Salt Water environments**
- 8 **Tanneries**
- 9 **Fish Farms & Fish Processing**
- 10 **Demolition**
- 11 **Acidic atmospheres**
- 12 **Use with hydraulic breakers**
- 13 **Use with other hydraulic attachments**
- 14 **Use with certain non hydraulic attachments**

## **CUSTOMER OBLIGATIONS**

The JCB Machine shall be serviced in accordance with intervals detailed in the operator's handbook and such work shall be carried out by an authorized JCB Dealer.

The JCB Machine shall be driven by authorized and trained drivers only.

The fluid levels and tire pressures shall be adequately maintained.

All daily and weekly checks outlined in the operator's handbook shall be performed.

When the JCB Machine exhibits symptoms of a malfunction or possible malfunction which may adversely affect the JCB Machine, it shall be promptly attended to and reported to the JCB Dealer.

If any defect or failure occurs in the JCB Machine you shall take all reasonable measures to minimize the occurrence of any damage.

As and when requested by the JCB Dealer, you shall furnish proof of the hours worked by the JCB Machine.

The JCB Dealer shall be immediately informed should the hour meter or other instrument used for measuring hours worked by the machine fail to operate.

JCB and any authorized JCB Dealer shall be permitted to inspect and check at any time, the hour meter reading and its operation.

All coolers and radiators shall be regularly cleaned.

All driveshafts shall be protected against foreign material wrapping around them as required.

You shall pay for all costs arising from the JCB Machine running out of fuel, fuel waxing or contamination.

You shall pay for any costs of the repair or replacement of parts in circumstances mentioned in the exclusions section, which are not the responsibility of JCB or the JCB Dealer.

Arrangements shall be made for all periodic examinations and certification required by law to be carried out.

Attachments fitted to the JCB Machine shall only be those approved by JCB, and that any damage or malfunction as a result of poor fitment or incorrect matching of attachments to the JCB Machine shall be your responsibility