WARRANTY INFORMATION GUIDE AND POLICY.

TRIMAXMOWERS.COM

trimax™ | POWERING PERFORMANCE.

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INTRODUCTION

Thank you for selecting a Trimax Mower! Trimax Mowing Systems is a manufacturer of premium rotary and flail mowers for a wide range of commercial applications. As part of our commitment to quality and reliability, Trimax Mowing Systems provides to you, at no extra charge, comprehensive warranty coverage for your new Trimax mower.

Please take a few minutes to read this Warranty Information Guide. It contains all the information you will need to have your Trimax repaired in the unlikely event that a failure should occur. Please record the serial number and the date of purchase of each item in the space provided inside the back cover.

What is a Limited Warranty?

Warranty is a written guarantee by the manufacturer of a product promising to repair or replace parts which have a defect in design, materials or workmanship. Limited means the warranty is for a specified period of time and has certain other restrictions.

Warranty Limitations

Commissioning

The Trimax dealer is obliged to arrange for the Trimax product to be commissioned by a competent person familiar with the product, its operation and maintenance, who will instruct the purchaser or authorized representative in the operation of the product under actual working conditions and advise that person on its care, maintenance and lubrication. The mower registration must be completed and signed by the purchaser at the time the mower is commissioned and submitted to Trimax Mowing Systems within 30 days of delivery.

Customer Responsibility

In the event a Trimax representative or dealer is not available to assist with commissioning of the Trimax product, the purchaser shall ensure that the product is properly commissioned. It is the customer's responsibility to maintain the mower in accordance with the instructions provided in the Operator's Manual. Trimax recommends that you keep records and receipts; you may be asked to prove that the maintenance instructions have been followed.

It is also your responsibility to operate the equipment in a safe manner and for the use for which it was designed. If a defect in design, materials or workmanship occurs, it is your responsibility to cease operation until repairs are made. Damage which occurs from continued operation may not be covered by this warranty. You should contact your authorized Trimax dealer or representative immediately so that repairs can be made in a timely manner.

Liability

Under the terms of this warranty, the liability of Trimax Mowing Systems is limited to the:

a) Repair of the goods or;

b) Replacement of the goods or the supply of equivalent goods

The Trimax Mowing Systems Warranty

Trimax Mowing Systems will either directly or through its authorized dealers or representatives, repair or replace any parts which are found to be defective in design, materials or workmanship. The defect must occur during normal use of the product within stated capacities (e.g. HP, PTO speed, transport limitations) and within the warranty period.

The repair or replacement will be at no charge for either the part or the labour to repair or replace that part.

Warranty Start Date

The warranty coverage begins on the date that you take delivery of your Trimax mower. The date should be entered onto the Mower registration form and submitted to Trimax Mowing Systems.

Warranty Terms

Trimax mowers come with a 12-month standard factory warranty. To obtain an additional 24 months for no extra charge. The mower registration must be completed and submitted via the Trimax Dealer app within 1 month of the delivery date. Mowers used for hire or reward are excluded from the additional 24 months of warranty and are only covered for the 12 months from when the machine is sold. If any mower is not registered in the 12 months from date of invoice due to being unsold by a dealer the standard warranty period will commence. If a mower is used for demonstration purposes it must be registered for warranty. The remainder of this can be transferred if it is sold during this period. The warranty term covers all Trimax models, including the mechanical components of the mower body, drive, cutting, and transport systems. This includes spindles, PTO shafts, Trimax Titan roller bearings, and Gearboxes (excluding all gearboxes on Fury which are covered for the 12 month standard factory warranty plus an additional 12 month warranty).

Extended Warranty Terms

(Available to UK customers only)

Trimax Mowing Systems offers an additional 2 Year (24-month) extended warranty on Striker, ProCut S5, Stealth S3, Snake S3 and Pegasus S5, for an additional fee. The extended warranty can only be purchased at point of sale with a new machine, and not as an add on to an existing machine. To maintain the extended warranty, an annual service must be completed by an authorised Trimax dealer as per the service instructions/checklist. Failure to do so will invalidate the contract which is non refundable. It is the dealers responsibility to notify the customer of the warranty T&C's at time of quote/sale.

The first service must be carried out within 18 months of delivery, as described above (to account for mid-season delivered products) and then every 12 months thereafter (+/- 1 month). It is the dealers responsibility to upload the completed service documents to the Trimax Resource Center after each service. Failure to do so will invalidate the contract which is non refundable. The extended warranty terms cover the same components as the standard factory warranty as laid out below excluding Trimax Titan roller bearings, which are covered for a maximum of 36 months.

What this Warranty covers

- ✓ This warranty covers defects in design, materials or workmanship only
- ✓ The Trimax Warranty is in addition to all other rights and remedies which a consumer may have against Trimax Mowing Systems under applicable legislation
- ✓ Except as expressly stated in this warranty and as provided for by the applicable legislation no other warranties, conditions and liabilities or otherwise are given
- ✓ During the warranty period Trimax will repair or at its option replace at no charge the Trimax product or any other components thereof that prove to be defective, provided the Trimax product or components thereof are returned to Trimax via the Trimax dealer from whom they were purchased and the transportation charges are prepaid
- ✓ If costs are incurred for labour, A maximum of 3 hours may be claimed unless pre-arranged with the Warranty Officer, all repair times are at the discretion of the Warranty Officer. Trimax Mowing Systems have pre-set repair times and labour rates for all repairs. Trimax Mowing Systems reserves the right to reject any claims lodged exceeding these times or rates.
- ✓ If costs are incurred for parts, Trimax Mowing Systems will, at the discretion of the Warranty Officer, recompense parts at Trimax supply prices.

What this Warranty does **NOT** cover

This Warranty does NOT cover failures or defects caused by;

Trimax shall not be liable for and the purchaser shall indemnify and hold Trimax harmless against any claim by or loss or damage to any person or property directly or indirectly occasioned by or arising from the use or operation (other than by Trimax service personnel or possession of the product or of any components thereof or other goods made available to the purchaser or from negligence, recklessness or wilful default (including the use of any part of the product or component thereof or other goods otherwise that in accordance with Trimax's recommendations or specifications) or misuse by or on the part of the purchaser or any other person or persons other than Trimax service personnel.

This indemnity shall extend to any costs and expenses incurred by Trimax and shall continue in force notwithstanding the termination of the warranty.

This Warranty does NOT cover;

- × Surface coatings (paint)
- × Pickup or delivery of the equipment
- × Rental or replacement equipment during the repair period
- × Products which have been declared total loss and subsequently salvaged
- × Overtime labour charges
- × Travel time or mileage
- × Failure to follow Trimax operating procedures and instructions as specified in the Operator's Manual
- × Use of unsuitable lubricants or failure to comply with the lubricating schedule as specified in the Operator's Manual
- × Neglected maintenance or divergence from the maintenance schedule as specified in the Operators Manual
- × Reasonable wear and tear
- × Violent impact
- × Misuse or misapplication which is contrary to the intended purpose
- × Abusive operation
- × Natural or accidental calamities
- × Unauthorised modifications and attachments
- × Unauthorised repairs or servicing
- × Use of non Trimax parts

This Warranty does NOT cover replacement of parts that are intended to be replaced as part of normal maintenance or are designed to wear in normal operation including but not limited to:

- × Bushes, bearings and bearing housings
- × Drive belts
- × Cutting blades or flails
- × Clutch and brake linings
- × Lubricants (unless used during an authorised repair)
- × Hydraulic cylinder or gearbox seals
- × Tyres
- × Batteries
- × Fuses
- × Relays

Transferability

If a machine is sold within its original warranty period, the balance of the warranty may be transferred to the new owner. The new owner must complete and return to Trimax a Warranty Transfer Form.

Trimax Mowing Systems right to make changes

Trimax reserves the right to make any changes in design and changes or improvements to a Trimax product at any time without incurring any obligation with respect to any product previously ordered, sold or shipped.

Warranty Claim Process



1. Submit Field Issue Report

When a fault occurs submit a Field Issue Report on the Trimax website. If you would like your Trimax Dealer to complete your repair work, ensure you select this at the bottom of the form. Alternatively, you can contact your dealer directly and they will submit the Field Issue Report on your behalf. All field issue reports must be submitted within 30 days of the fault occurring to be considered for warranty.



2. Approval to continue

Trimax will respond to the Field Issue Report by the end of the next business day, providing details on warranty coverage, repair requirements, and the claims process. For the best repair outcome, we recommend waiting for Trimax's response before starting any repairs. However, we do understand that urgent repairs may sometimes be necessary before approval. Please be aware that any repairs not adhering to our recommended practices and repair times may not be fully reimbursed. For immediate assistance, your local Dealer and Trimax are available by phone.



3. Fault remedied

Parts may be sent directly to the party completing the repair or a dealer may order or use parts from their stock to complete the repair. This will be detailed in the approval email. It may be required that additional photographs of the fault are taken by the repairer to support a warranty claim.



4. Parts returned for inspection

All replaced parts must be held for 90 days from date of the warranty claim submission. If we require the faulty parts back for inspection, they must be tagged with the claim reference number and returned to Trimax within 30 business days. We will either supply a return label or schedule a pickup.



5. Claim processed

Trimax will approve or decline a warranty claim within 30 business days of inspection and provide supporting information.

Parts Warranty

All Trimax Mowing Systems genuine spare parts (excluding consumable, wearing and all parts stated in the Trimax warranty policy above) are covered by a 12-month manufacturer's Parts and Labour guarantee against defects in material, workmanship or design when fitted by a Trimax trained technician, 6-months Part only if fitted by an untrained person.
All warranty claims must be submitted via our online warranty claim system. Proof of purchase will need to be provided with the claim by means of a Trimax original invoice.

Freight Queries - Damaged packaging/missing items – In the event a package arrives damaged and has missing or damaged items as a result, a picture must be taken of the unopened package and Trimax informed **within 48 hours** of receiving the delivery.

Missing or incorrect items – In the event you have received the incorrect items or are missing some items Trimax must be informed **within 48 hours** of receiving the delivery.

Resolving Warranty Concerns

Normally, your warranty concerns can be resolved by your dealer's Service Department. If the problem is not resolved to your satisfaction, you may want to speak with either the owner or general manager of the dealership or Trimax representative.
You may also want to contact the Trimax office in your region for assistance. The addresses and the area of coverage of each region are shown below. Before writing, please have the following information ready;

- Your name and contact details including; address, phone and email
- Model and serial number
- Date of purchase
- Detailed description of the problem
- Estimate of hours or acreage of work
- Details of maintenance performed

TRIMAX MOWING SYSTEMS CONTACT DETAILS.



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