



TREJON AB
Aftersales
Företagsvägen 9
SE-911 35 VÄNNÄSBY, SWEDEN

2025-08-11

Warranty terms and process for dealers in Finland

These conditions are valid from 2025-08-15 until further notice, between Trejon AB and contracted customers, below called dealer.

General

If warranty should be applied the terms listed below should be fulfilled. If there is specific conditions, included in the instruction manual, from subcontractor these must also be fulfilled. Warranty for engine regarding Trejon Flexitrac is handled by worldwide service partners for the manufacturer, not by Trejon. It is important that the dealer check the condition of the machine before delivery and perform necessary start-up service, according to instructions for every machine.

Trejon Aftersales must **always** be contacted **before** any extensive repairwork is started

Notice!

*If problems with hydraulic- or transmission components occurs during warranty time of machine, these should **not** be repaired or disassembled before confirmation from Trejon Aftersales. Below you have e.g. which components concerned:*

*Hydraulic-cylinders
Hydraulic-valves
Hydraulic-motors/pumps
Cardan shafts
Overload-couplings
Angular gears*

Validity of the warranty

Warranty time is 12 months from date of sale according to warranty assignment. The warranty assignment must be completed and registered on Trejon's web, www.trejon.se, within fourteen (14) days after delivery to end-customer. See Trejon's website for more information. For some machines the warranty can be limited by running time. For warranty to be valid, machine must be used according to intended area. Maintenance/service needs to follow prescription from manual and be performed by authorized service partner.



Demo or machine for rental

When a machine is used for demonstrations- or rental purposes is the following valid:

- Machine must be registered with a warrantyassignment as “demo” on our webportal within 14 days. Use customer DEMO*. NB! WHEN MACHINE IS SOLD YOU MUST CONTACT TREJON FOR ADJUSTMENT OF WARRANTYTIME AND ENDCUSTOMER. MAXIMUM WARRANTYTIME IS 18 MONTH.
- Maximum operating time for demo is 100 h, or 6 month.
*In the field “lastname and surname”, type %demo/ to find correct customer.

Warranty commitments

- The warranty provides compensation for damaged parts that has been found broken during normal use, manufacturing errors or material-defects, according to section “Compensation for spareparts”. And labour for exchange of defect part, according to section “Compensation for labour”.
- The warranty does not compensate wearingparts as e.g. hoses, belts, knives, filter, oil, brakepads, friction discs, batteries, cuttingswords, sawchains etc. Warranty does not cover broken glass. Neither damages caused by insufficient maintenance or incorrect use.
- The warranty does not cover costs caused as a result of damage on machine. Downtime or loss of production is not covered by warranty.
- The warranty does not cover damages on machines that are modified/changed without approval from Trejon.

Compensation for spareparts

TREJON credit the dealers net cost according to invoice (TREJON) to dealer/importer. No compensation for freights.

Exchanged parts during warrantytime of machine expires when warranty of machine has ended.

When warrantytime of machine has ended and sparepart is exchanged correctly by an authorized dealer, then the part has 12 month warrantytime. *No warranty on wearingparts or electronics.* No compensation for labour only sparepart. On appeal of this you need to enclose sparepartinvoice from Trejon. A copy of the invoice to your customer showing that the sparepart (now broken) was mounted/exchanged correctly by an authorized dealer, also needs to be enclosed.

Refunds for standard component from dealers/importers stock

In order to give the customer a quicker service, a standard component like e.g. bolts and nuts, can be taken from your own stock for the purpose of performing a warranty repair for the costumer. In these cases TREJON credit according to TREJON’s price list minus base sparepartdiscount.





Refunds for labour

When warranty claim is approved, Trejon refunds the dealer/importer as below:

725 SEK/hour. No compensation for travel time, see separate chapter.

NB! Anticipating in Trejon – service training is mandatory for all dealers/importers

Compensation for labour

The fixed hourly compensation is applied as below:

- A. If TREJON has determined a fixed amount to cover labour costs, this amount will be paid.
- B. If TREJON has not determined a fixed amount to cover labour costs but has given a time to cover the work necessary. This time shall be multiplied by TREJON's hourly rate.
- C. If TREJON has not determined a fixed amount or specified a time. If a time list has been published for the machine in question to which a repair has been performed, the time stated in the list shall be multiplied by the hourly rate.
- D. If neither A, B nor C are applicable, the hourly compensation for warranty work shall be multiplied by the time needed for the repair/assembly. TREJON will adjust and decide labourtime according to experience and known statistics.

Refunds for travels

We refund 450 SEK for one travel to customer. If the case is not solved at the first visit, you as an importer/dealer need to finance next visit.

Warranty process

All claims for machines delivered from Trejon should be sent through our website. LogIn with User and Password supplied by Trejon.

Registration of claim is made under:

aftersales/ warranty claim/ create claim

There you can also find the *guidance warranty claim*. It is a detailed description of how to fill in the claims report.

Every repair/action that should be claimed has to be registered in Trejon system within fourteen (14) days from performed action. If not, full compensation can not be granted. A collective claim for actions taken over a longer period of time will not be accepted.

Notice!

Before registration of the claim, make sure that the warranty assignment is registered. See section: Validity of the warranty.

If TREJON detects that misstatements have been provided concerning, machine, parts or work done in connection with a claim, the entire claim will be rejected.

Trejons corporate language is English. Technical documentation and service training will be held in English. All warranty claims must be in English language.

Photo for warranty claims

TREJON requires pictures for all warranty cases.

All pictures concerning the claim ***must always*** be attached to the claim, which is registered on our website.

Pictures below is mandatory:

1. Serialnumberplate on machine
2. Working hours, if applicable.
3. Damaged part before repair.
4. Repaired part after performed action.
5. Exchanged parts with serialnumber plate, for example hydraulic cylinder, hydraulic motors, gearboxes and control boxes.

The quality of photographic documentation must clearly show the damaged area with adequate lighting.

This is to make sure that TREJON and our subcontractors can make fast and correct evaluations.

Replaced parts concerning complaints

Replaced parts must be available to be sent to TREJON on request. If parts are requested back, always send a copy of the claim with the damaged parts. No compensation for freights.

It is the responsibility of the dealer/ importer to store all replaced parts until the claim in question has been completely processed.

Aftersales Phone: +46 (0) 935-532552 e-mail: claim@trejon.se