



3 YEAR GUARANTEE BOOKLET

Dear customer,

Thank you for having chosen a Pubert motor hoe. This machine was designed and manufactured with the aim of giving you full satisfaction, both ergonomically and in terms of quality of work and safety.

For this specific model, you benefit from a 3 year manufacturer's guarantee.

CONDITIONS OF 3 YEAR GUARANTEE (2 year guarantee + 1 year guarantee extension):

The 3rd year of the guarantee applies under the same conditions as the first 2 years, as defined in the document "Pubert general guarantee conditions" included in this booklet.

✓ **To benefit from the 3rd year of the manufacturer's guarantee, it is imperative to have a service performed at a Pubert point of sale 12 months then 24 months after the purchase date of the machine, payable at your dealer's usual price (keep the invoices).**

✓ **The use of original parts from Pubert and the engine manufacturer is mandatory in order to benefit from the guarantee.**

Specific case: The duration of the guarantee is 6 months for professional use and 3 months for rental.



PUTTING THE MOTOR HOE INTO SERVICE INCLUDES:

- ✓ The preparation and verification of proper functioning.
- ✓ Presentation of the usage instructions and the exploded view of the machine.
- ✓ Validation of this manufacturer's guarantee certificate.

MONITORING RECORD:

CUSTOMER DETAILS:

FIRST NAME: LAST NAME: TEL:

ADDRESS:

POSTCODE: TOWN:

MACHINE CHARACTERISTICS AND MONITORING:

PURCHASE DATE:

DEALER'S STAMP – SALE:

TYPE OF MACHINE:

SERIAL N°:

DATE OF THE 12 MONTH SERVICE:
.....

DEALER'S STAMP – 12 MONTH SERVICE:

DATE OF THE 24 MONTH SERVICE:
.....

DEALER'S STAMP – 24 MONTH SERVICE:



Pubert general guarantee conditions

- The motor hoes, brush cutters, heavy cultivators, grinders and snow cutters produced by PUBERT are guaranteed against any faults in materials, assembly and hidden defects, to their original purchaser for normal usage and in their original condition.
- This guarantee is provided exclusively at specialist PUBERT dealers, or by third parties designated by PUBERT. The address of the closest repairer can be obtained by looking at the "points of sale" module on our Internet site www.pubert.fr
- All of the points mentioned in the paragraphs below are specific to the French market. For Pubert products distributed outside the French market, the conditions of sale and the duration and management of guarantees are directly related to the representatives and official importers of the Pubert brand in the country concerned.
- No machine returns will be accepted without a written agreement.
- A guarantee request may not be processed without having first registered the sale.

Duration:

- The period of guarantee for PUBERT products is 2 years from the date of first registration of the appliance. The date of registration is that mentioned on the invoice or the cash register receipt presented to the customer and user during the sale. In the case of professional use, the guarantee is 6 months. The guarantee is 3 months for rental.
- This contractual guarantee is not transferable and expires if the machine is resold.

Limits of the guarantee:

- All operations under guarantee on PUBERT equipment must be carried out in a specialist workshop recognised by the manufacturer.
- The manufacturer's guarantee covers all faults in materials, machine finishing, assembly and hidden defects during a period of 2 years from the date of the purchase invoice and within the statutory limits authorised by the law in force. The company will replace any parts judged defective free of charge.
- The liability of PUBERT is strictly limited to the replacement or repair of the defective parts. Under no circumstances will any compensation or payment be made for expenses or direct or consequential loss if it is impossible to use the machine wholly or partially. Any ancillary expenses that may be related to the hire of replacement equipment or the commissioning of an external company for the maintenance of land are excluded from the present guarantee conditions.

The guarantee does not apply:

- To equipment that has been modified.
- To the activation and assembly of new equipment, or to oil and petrol.
- To transport and travel for intervention on a product pursuant to the guarantee.
- To parts which are not original or approved by PUBERT and the consequences that could result from them. The use of "adjustable" parts entails the cancellation of the present guarantee.
- To consumable parts such as: belts, blades, blade sharpening, blade supports, brake pads, 3rd bearing, discs, clutch fly weight, milling cutters, wheels and any other consumable parts.
- To any non-compliant, abusive or professional use.
- To the use of accessories not recommended or approved by PUBERT.
- To normal wear coming from the use of the appliance, which is not taken into account under the guarantee.
- In the case of a request for replacement, the systematic return of these parts to our technical service will be required for analysis before acceptance.
- To non-compliance with the minimal conditions of maintenance as mentioned in the usage manual or the engine manual presented to the user, which will entail the cancellation of the guarantee.
- In France, all guarantee requests concerning the engines fitted on PUBERT appliances shall be managed directly by the relevant engine manufacturer's network, according to their own conditions of guarantee, with the exception of Pubert engines
- Concerning the guarantees for Pubert engines, these will be handled by Pubert and will be the subject of systematic return for analysis and expert appraisal before a final decision.
- Outside France, the management of engine guarantees is dealt with according to a specific agreement with the importer(s) of the countries concerned.
- To operations relative to maintenance, such as oil change, air filters, oil or petrol, adjustment of the engine speed and aesthetic damage due to the use of the appliance.

Extension of guarantee:

- Any extension of guarantee granted on a Pubert product shall only be valid if it comes from the Pubert after-sales service in the form of a letter duly signed and registered by this same service.

Parts missing upon unpacking:

- Proceed as for a request under guarantee, specifying that it concerns something missing upon opening of the crate or during the preparation of the machine.
- This request must be made no later than within 7 days following the purchase, with the purchase invoice being authoritative.
- To process this case, you will be asked for the same information as for the standard guarantee, namely the reference of the part, serial number, year of production and the exact type of the machine. In the "description of breakdown" box **specify "missing when unpacked"**.

Breakdown upon unpacking:

- **Definition:** New and complete product in its original packaging, recognised defective within a period of 48 hours after the date of sale.
- Any product that has been used does not come under a breakdown upon unpacking, but within the after-sales service contractual guarantee procedure according to the conditions described above.
- Procedure on the engine:
 - ❖ For the engines Subaru, Mitsubishi, Honda, Briggs & Stratton and Kohler see the procedure and handling of engine guarantees below.

 www.pubert.com



- ❖ For the Pubert engines, make contact with the Pubert after sales service.
- Procedure excluding internal combustion engine.
 - ❖ Make a request for a return by fax 02.51.45.81.78 accompanied by a description of the breakdown.
 - ❖ This request will be either confirmed or an intervention procedure will be put in place.
 - ❖ The product is made available in its original crate and on a pallet.
 - ❖ Product taken back upon our orders by our carrier.
 - ❖ This product may not claim an exchange or a credit note, but only a refurbishment before return for sale.
 - ❖ Implementation deadline 21 days.

Specific information on the batteries for the electric motor hoe:

- Stock to be constituted: Keep the smallest possible stock otherwise you may have to recharge them if the storage time is greater than 6 months. So, as far as possible, you must operate a lean supply chain on this particular component and you must work in FIFO.
- The battery elements held in stock at Pubert are regularly recharged with our industrial recharging rack, thus making sure that the assembled elements in the battery pack are OK.
- Lifetime (from a user's point of view): about 100 to 200 cycles or 3 years. This information is not contractual because it is variable according to the storage conditions and compliance with the instructions for charging (see the charger manual), discharging (stop working when the machine moves into shift mode or cuts automatically, then recharge after each usage): Never store an empty battery pack.
- During periods of non-use, perform at least one charge cycle every 2 months (even if the machine is not used) or better: leave the battery permanently connected to the charger which will automatically go into "Floating" mode and will deliver only what is strictly necessary to the battery pack to keep it in an optimum state of charge.
- Storage conditions: at 15°C minimum / 40°C maximum – in a clean and dry place.
- Maximum storage duration (from a point of view of the dealer's warehouses): Do not exceed 12 months, while planning at least one recharge cycle at an interval of 6 months maximum.
- A trapdoor is pre-cut in the product's packaging cardboard and allows easy access to the charger and the charging socket without having to extract the machine from its box.
- BATTERY guarantee: The batteries contained in our products are "consumable parts". Nevertheless, a statutory guarantee of 2 years is applied against proven compliance faults, subject to compliance with the instructions on use and charging described in the manuals and after expert appraisal by us.

How to find the serial number of your machine:

This information is important for the correct processing of your requests for parts under guarantee or even outside the guarantee

- 1st option: Take your user manual or that of a similar product and in the first pages presenting the product, you will find the position of it on the chassis.
- 2nd option: Look at the www.pubert.fr Internet site in the module Documentation = >How to find the machine's serial n°.

Procedure for processing machine guarantees:

- This procedure concerns requests under guarantee and for anything missing upon unpacking
- All requests under guarantee must be made over the Internet, on the site www.pubert-pro.fr. This procedure will be possible providing that the product concerned is registered on the site at the time of the sale.
- Then, you merely have to make your request under guarantee, using the module provided for this purpose, after connecting to www.pubert-pro.fr with your user code (customer code) and password. "Guarantee" module, and then "guarantee request".
- If the product was not registered at the time of sale
- It will be mandatory to first register the sale. This procedure will have to be done by the dealer. The dealer or requesting agent registers the sale in the module with the aid of the invoice published during the sale of the product, and then makes their request normally.
- Our decision concerning this request will be made available on the site and will be visible when you connect to the site using your identifiers.
- At the same time as our response, if the guarantee is granted, this decision will trigger an order for replacement parts, which will be sent to you FREE OF CARRIAGE CHARGE accompanied by a delivery slip that is costed but not invoiced.
- In the case of a request for return of the part or parts for analysis, the delivery of the replacement parts will always be invoiced and these must be returned to us CARRIAGE PAID accompanied by a copy of the invoice or delivery slip.
- After reception and analysis of the part or parts, we will issue the corresponding CREDIT NOTE with the possible addition of a fixed amount for labour and return carriage, if there is prior agreement on the guarantee file.

Procedure and processing for engine guarantees:

- All operations under guarantee concerning the engines Honda, Briggs & Stratton, Subaru or Kohler fitted by Pubert must be done by an approved repairer and according to the current conditions of the engine manufacturer concerned.
- For Mitsubishi engines, the network of approved repairers, the list of which is available on the site www.wormsentreprises.com will provide after sales service for the guarantees and the additional parts; the group MOTORIST + (RHONADIS, DPM 70, CROSNIER, SGR, SECODI, and DENSERCO in Belgium) will also supply the part.
- Pubert engines are managed directly by Pubert and will always be returned for expert appraisal and definitive validation or refusal of the said guarantee request.
- The different information, networks and approved repairers, exploded engine diagrams and guarantee conditions are available to you on each of the Internet sites:

Reminder:

- All of the parts replaced under the guarantee are likely to be requested to be returned for expert appraisal, particularly reversible gearboxes, vacuum clutch kits, transmissions, and gearboxes of brush cutters. This information will be specified to you when the guarantee is validated.