

WARRANTY POLICY

Introduction

This Policy applies to all L Lynch Plant Hire & Haulage staff, and aims to provide a means of highlighting incidents of premature equipment failures, design, handling or safety problems in order that prompt corrective and/or preventive action can be taken. It also covers a new stores rejected item which has been found to be unfit for purpose.

Scope

If it is believed that an item of equipment has failed unreasonably in its life, or that it exhibits a design, handling or safety problem, all staff regardless of role are encouraged to raise an Electronic Work Record (EWR). Non-technical originators should seek technical assistance in preparing an EWR. However, if such assistance is not readily available, the originator should not be discouraged or prevented from raising one. Such an EWR could be the earliest warning of an impending widespread problem.

New Stores Rejects

A New Stores Reject (NSR) is defined as a store that has been found by the user to be unfit for purpose for which it was demanded, or it fails before the equipment to which it is fitted is issued to the user. The term NSR applies equally to new stores which exhibit obvious manufacturing faults and those which appear to comply with drawings/specifications but remain unusable.

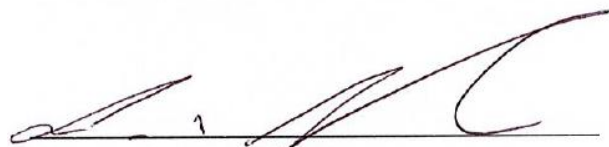
Central Warranty Team

The Central Warranty Team is responsible for overseeing the company's adherence to the provisions of the machine's warranty agreement and in particular:

1. Initiate and control the movement of any machine to an external agency under warranty agreements, raising the appropriate documentation as necessary;
2. Recharging the manufacturer for Lynch labour and/or parts where the manufacturer is unable to attend a machine aligned to their warranty terms and conditions.

This policy will be communicated to all employees and organisations working on our behalf and displayed at our offices and on our intranet. This policy is available to defined interested parties.

This policy will be reviewed annually or sooner by senior management to ensure its suitability. Where necessary it will be amended, reissued and communicated to all employees and people working on its behalf.



Liam Lynch, Managing Director

Date: 30/01/2020

Owner: Head of Group Compliance and Transport Service	Version: 4	QP21
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