

PARTS BULLETIN

No: 5-24

23/10/24

Subject: WARRANTY CLAIM ON AUSPLOW PARTS & NEW WHOLEGOODS

1.0 Summary

This Bulletin provides instructions for Ausplow Dealers that are making a claim for Warranty against faulty or defective parts or against new Wholegoods that are still within their warranty period.

2.0 Introduction

The following Ausplow Policy on Warranty is used as a guide when assessing warranty claims.

Ausplow Warranty Policy for purchased Ausplow products is as follows:

- Ausplow Farming System's **Parts Warranty** extends 90 days from the date of original retail sale.
- Ausplow Farming System's **New Machine Warranty** extends 12 months from the date of original retail sale delivery.
- Ausplow Farming Systems will repair and / or replace parts (except ground engaging components), found to be defective in factory materials or workmanship under normal use and operation within Australia.

The following wear parts are ordinarily not covered under Ausplow Warranty unless agreed to be an exception i.e. faulty workmanship:

- Digging blades,
- Closing tools,
- Coulter discs,
- Scrapers,
- Bent tines,
- Airseeder hose,
- Primary airseeder head rubber gaskets or caps,
- Liquid fertiliser tubes,
- Seal kits in Dosatron units,
- Seed and fertiliser boots, and
- Wear to tow hitches and pins.

3.0 Instruction

The following actions are required if a Dealer wishes to claim warranty on Ausplow products:

- The Dealer is to contact the Ausplow Service Manager in the first instance (who also acts as the Warranty Manager) to discuss a possible claim. If the Service Manager is unavailable and urgent attention/action is required, please contact the Ausplow Sales and Marketing Manager or the Ausplow Parts Manager for approval.
- The Service Manager (or their proxy) will request the Dealer to return a completed Ausplow Warranty Claim Form to warranty@ausplow.com.au. The Service Manager may request the Dealer return parts to Ausplow for investigation or request pictures of the parts be emailed through to assist with assessing the claim.
- If part(s) are to be returned to Ausplow, the Service Manager (or their proxy) will advise how this is to be done and who pays the freight. The Dealer is to ensure any returned items are clearly labelled with a copy of the original Sales Order and the freight marked:
To: Ausplow Service Manager - Warranty Claim Parts.
- When a Warranty Claim Form is received by the Service Manager (or their proxy) and then subsequently approved, an Ausplow Warranty Claim Ref Number will be assigned from the Ausplow Warranty Claim Register that Ausplow maintains. The Service Manager then requests the Ausplow Parts Dept to raise a \$0 Warranty Sales Order (for parts only) using the information in the completed Warranty Claim Form.
- If the warranty claim needs immediate action (i.e. urgent in season), and a Warranty Claim Form cannot be completed in a timely manner, the Ausplow Dealer can request the issuance of a Warranty Claim Ref Number from the relevant Ausplow authority. In such instances, an email is to be sent to the Ausplow Parts section noting the Dealer order number, the machine details and parts required etc. Ausplow Parts will then raise a Warranty Sales Order.
Please note: This should be the exception and a Warranty Claim Form must be submitted at the earliest available opportunity.
- Where labour or subcontract costs are being claimed as part of the warranty claim a separate Warranty Claim Form – Labour/Outsource is to be completed and submitted to the Service Manager for review.
- If approved warranty replacement parts are supplied from Dealer stock, the same process applies as above and Ausplow will replace the Dealer stock at \$0.
- If the Warranty Claim is rejected, the Service Manager is to advise the Dealer.
- Parts Dept complete the approved nil cost Warranty Sales Order, print the Picking Slip and send to stores for picking and despatch. Parts Dept will then email the Dealer the Warranty Sales Order number, and delivery details and CC the Service Manager and Ausplow Accounts section.



Farming Systems since 1986

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4.0 Supplementary Information

- If parts are required as a part of a short ship claim, **these are not to be placed on a *Warranty Claim Form***. These claims should be made directly to Ausplow Wholegoods Administration Manager by email to carl.myers@ausplow.com.au.

Tim Jobson
Parts Manager



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Warranty Claim Form - Parts

Ausplow Claim Reference # *'assigned by Ausplow'*

Dealer Reference / Purchase Order #

Dealer Date of Claim

Branch Date of Failure

Owner / Trading Name

Serial # Date of Sale Model #

* Claims will not be accepted if date of claim is more than 1 month after date of failure without prior approval

NATURE OF FAILURE *describe fully*

PROPOSED RECTIFICATION *state procedures to be undertaken*

Claim for Parts Only

PARTS REQUESTED

QTY	PART #	DESCRIPTION

FREIGHT INSTRUCTIONS

DELIVERY ADDRESS

COMPLETED BY DEALER
(Full Name)

REVIEWED BY AUSPLOW

Ausplow use only

Approved Yes / No

Supplier Notified Yes / No

Procurement Notified Yes / No

Claim Reference

Comments



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Digging deep for every farmer.

Warranty Claim Form - Labour/Outsource

Ausplow Claim Reference # 'assigned by Ausplow'

Dealer Reference / Purchase Order #

Dealer Date of Claim

Branch Date of Failure

Owner / Trading Name

Serial # Date of Sale Model #

* Claims will not be accepted if date of claim is more than 1 month after date of failure without prior approval

NATURE OF FAILURE *describe fully*

PROPOSED RECTIFICATION *state procedures to be undertaken*

Claim for Labour, Travel and Outsourced Items only

LABOUR - Excluding Travel Time - *Labour is not paid for travelling time*

TOTAL HOURS CLAIMED AT \$100.00/HOUR TOTAL CLAIMED

TRAVEL

TOTAL KILOMETRES AT \$1.00/KILOMETRE TOTAL CLAIMED

OUTSOURCE LABOUR/MATERIALS CLAIMED (invoice copies must be forwarded)

NAME	INVOICE #	DETAILS OF WORK	AMOUNT
			TOTAL \$ -

COMPLETED BY DEALER

(Full Name)

REVIEWED BY AUSPLOW

Ausplow use only

Approved Yes / No

Supplier Notified Yes / No

Procurement Notified Yes / No

Claim Reference _____

Comments
