

Beem Group Pty Ltd

Battery Electric Product Warranty Statement

1. Warranty Coverage:

1.1. Beem Group Pty Ltd (“Company”) warrants that its Products (“Product”) are free from defects in materials and workmanship for a period of **‘Table A’** from the Purchase Date.

1.2. This Warranty (“Warranty”) covers the repair or replacement of defective parts of the Product during the Warranty period **‘Table A’**. The Company will, at its discretion, either repair or replace any defective parts, as deemed necessary.

1.3 Only authorised personnel of the Company can approve Warranty claims or deviate from this Policy (“Policy”) in any manner.

1.4 The Customer is responsible for inspecting the Product once received and must report any defects within 5 business days from the Purchase Date. Failure to report defects within this specified period may default to the standard statutory Warranty.

1.5 Beem Group Pty Ltd bears no liability for any indirect, incidental, or consequential damages arising from unit damage or failure under any circumstances.

1.6 The Product requires preventive maintenance, as specified in the operating instructions, manuals, recommendations and documentation. It is the Customer’s responsibility to conduct regular care and maintenance. Neglecting proper care and maintenance may result in the Warranty being voided.

1.7 The Product has a **‘RETURN TO BASE OR PARTS ONLY WARRANTY’** for the periods of time or number of hours (whichever comes first) as detailed in the **‘Table A’**.

Table A

Operating System	Description	Warranty Time / Hours <u>(whichever comes first)</u>		
Structures	Front and Rear Frame (excluding the articulated joint)	24months / 1500hrs		
	ROPS Canopy	24months / 1500hrs		
	Loader Frame	24months / 1500hrs		
	Bucket Control Dog Bones and Link Arms	24months / 1500hrs		
	Rear Bumper	24months / 1500hrs		
	Side and Rear Doors / Cowlings (excluding seat)	24months / 1500hrs		
	Articulated Joint	6months / 500hrs		
	Pins and Bushes	6months / 500hrs		
	Door Latches	3months / 250hrs		
	Grease Nipples	No Warranty		
	Steering Wheel and Column	12months / 1000hrs		
	Rims	12months / 1000hrs		
	Electric Drive Motors	6months / 500hrs		
	Electric Motor Controller	6months / 500hrs		
	Drive System	Wiring Harnesses	6months / 500hrs	
		Display Screen (interface)	6months / 500hrs	
Accelerator Pedal (PCM)		6months / 500hrs		
Drive Diffs and Axels (including seals)		3months / 250hrs		
Tyres		No Warranty		
Braking System		Brake Lines	12months / 1000hrs	
		Brake Drums (excluding pads)	12months / 1000hrs	
		Brake Master Cylinder	6months / 500hrs	
		Brake Wheel Cylinders	6months / 500hrs	
		Brake Pads	No Warranty	
		Rubber Foot Pad	No Warranty	
		Hydraulic System	Hydraulic Tank	24months / 1500hrs
			Hydraulic Cylinders (excluding seals)	6months / 500hrs
			Hydraulic Pump	6months / 500hrs
			Hydraulic Control Valves	6months / 500hrs
			Joystick Controls	6months / 500hrs
	Hydraulic Hoses and Quick Connect Couplers		3months / 250hrs	
	Hydraulic Cylinder Seals		3months / 250hrs	
	Dowdy Washers		3months / 250hrs	
	O-Rings and Rubber Seals		No Warranty	
	Hydraulic Oil and Filter		No Warranty	
Battery	Batteries Lithium		12months / 1000hrs	
	Batteries AGM (Lead Acid)		6months / 500hrs	
	Solar Charging System (optional)		6months / 500hrs	
	Battery Isolator		6months / 500hrs	
	Battery Charger		3months / 250hrs	

Table A (Continues)

Electrical	Horn	12months / 1000hrs
	Air Conditioning System (if applicable)	3months / 250hrs
	Flashing Light and Indicators	3months / 250hrs
	Switches	No Warranty
	Fuses & Cables	No Warranty
	Light Bulbs	No Warranty
Other Attachments	Mirrors / Glass	12months / 1000hrs
	Seat and Seat Belt	6months / 500hrs
	4 in 1 Bucket (excluding bucket teeth)	3months / 250hrs
	Product Range of Forks (excluding tynes)	3months / 250hrs
	General Purpose Bucket (excluding bucket teeth)	3months / 250hrs
	Auger (excluding teeth)	3months / 250hrs
	Digger (excluding bucket teeth)	3months / 250hrs
	Slasher and Mower (excluding cutting blades)	3months / 250hrs
	Rake (excluding blades)	3months / 250hrs
	Ground Engaging Tools	No Warranty
	Tynes and Blades	No Warranty
	Bucket Teeth	No Warranty
	Cutting Blades	No Warranty

2. Warranty Exclusions:

2.1. This Warranty does not cover damage or defects resulting from:

- a. The misuse, abuse, neglect, or improper maintenance of the Product.
- b. Installation, operation, or maintenance that does not comply with the operator’s manual, or against the advice provide by the Company.
- c. Unauthorized modifications or alterations of the Product.
- d. Which is considered normal wear and tear by the Company.
- e. Accidents, fire, flood, or any other external causes
- f. Transport charges should the Product be found in operable condition.
- g. If the batteries have exceeded the designed number of duty cycles.
- h. Any unauthorized Warranty repairs will not be reimbursed by the company.

3. Warranty Claim Procedure:

3.1. To make a Warranty claim, the customer must:

- a. Contact the Company’s Warranty team by completing the online warranty form on the Beem Group Website - <https://beemgroup.com.au/> within the specified Warranty period.
- b. Include the name and contact information of the Product owner.
- c. Provide the Product Purchase Date.
- d. The current location of the Product.
- e. Attach a clear photo of the Product serial number name plate.

- f. Provide both photos and/or a video clearly showcasing the Product defect or issue.
- g. Offer a detailed description of the Product issue or defect, including what the Product was doing prior to the occurrence, when it happened, and the nature of the defect/issue.
- h. Please include any additional information related to the Warranty claims, such as technician reports, maintenance records and previous Warranty claim information.

Note: These are mandatory requirements for submitting a Warranty claim. Claims will only be reviewed after all these fields have been properly submitted.

3.2. The Company will evaluate the Warranty claim, and if it is deemed valid, we will provide instructions for returning the Product to our base for repair. In cases where returning the Product to our base is not feasible, the Company will **ONLY** provide the customer with the necessary repair parts.

3.3. If any repair work, whether covered by Warranty or not, is conducted by an unauthorized individual, the Warranty may become invalid.

4. Warranty Limitations:

4.1. This Warranty provided herein is the only Warranty applicable to the Product and is exclusive in nature. It supersedes all other warranties, whether express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose.

4.2. This Warranty is the sole and complete Warranty offered by the company for the Product.

4.3. In no event shall the Company be liable for any indirect, consequential, or incidental damages arising out of or in connection with the Product or this Warranty.

4.4. Connection, operation and/or use of parts, components and accessories etc, which do not meet the specifications recommended by the Company.

4.5. Damage due to shipping, transport or handling.

5. Governing Law:

5.1. This Warranty is governed by the laws of the Commonwealth of Australia and the relevant state or territory consumer protection laws.

6. Force Majeure Exclusion:

6.1. Warranty Exclusion for Force Majeure Events:

This Warranty does not cover failures, damages, or defects in the Product resulting from events of force majeure, including but not limited to natural disasters (such as earthquakes, floods, hurricanes, and fires), acts of war, civil disturbances, riots, strikes, or any other events beyond the reasonable control of the company.

7. Care and Operation of Equipment:

7.1. Proper care and operation of the equipment are essential to maintain the Warranty coverage. To ensure the longevity and reliability of the Product, customers are advised to:

- a. Follow all operating and maintenance instructions provided in the Product operation manual.
- b. Regularly inspect and lubricate moving parts as recommended in the Product operation manual.
- c. Perform routine maintenance as outlined in the Product operation manual.
- d. Operate the equipment within specified load limits, speed limits, and environmental conditions as

outlined in the Product operation manual.

7.2. Failure to adhere to the recommended care and operation guidelines may void the Warranty coverage, particularly if it results in damage or defects covered by the exclusions listed in Section 2 (Warranty Exclusions).

7.3. If customers have any questions or concerns regarding the proper care, operation, or maintenance of the Product, they are encouraged to contact the Company's warranty department for guidance.

8. Authorized Repairs and Warranty Voidance:

8.1. All repairs and servicing of the equipment covered under this Warranty must be performed by authorised and trained technicians approved by the company.

8.2. Unauthorised repairs, servicing, or modifications performed by individuals or service providers not authorised by the company may void the Warranty coverage.

8.3. To ensure that Warranty coverage remains valid, customers are required to:

- a. Contact the Company for guidance on authorised service centres or technicians.
- b. Keep records of all maintenance, repairs, and servicing, including receipts and invoices from authorised technicians.

8.4. Any equipment that has been serviced or repaired by unauthorised technicians or entities will not be eligible for Warranty coverage, and any associated repair or replacement costs will be the responsibility of the Customer.

9. Contact Information:

Warranty claim / inquiry form can be found on the Beem Group website <https://beemgroup.com.au/>

10. Definitions:

"Base"	means the Beem Group Pty Ltd warehouse or workshop.
"Company"	means Beem Group Pty Ltd.
"Customer"	means any Person to whom Beem Group Pty Ltd provides Products and/or services.
"Product"	means the equipment, parts and components that the Customer purchases or wishes to purchase from Beem Group Pty Ltd.
"Policy"	means a set of rules, guidelines or principles established by the Company.
"Purchase Date"	means a Product which was bought or acquired by the Buyer.
"Warranty"	means a commitment or assurance provided by the Company.