

DFS Warranty Policy for EMEA



This document covers warranty policies and procedures for all Hardware products (dispensers, systems, Pro gauge and spares) produced by Dover Fueling Solutions in Europe, Africa and Middle-East excluding CNG and software.

Terms and Conditions

This warranty policy will be valid for products ordered from July 2018 and onwards.

Warranty coverage

The warranty coverage is to replace defective parts with new or repaired parts free of charge. Transport of new or repaired parts is included from DFS Europe sites or from the supplier to our customer but the transport cost of parts returned to one of the DFS sites or to the supplier (within Europe) is the responsibility of our customer. Any associated local labor and travel costs are excluded from the coverage.

DOVER Fueling Solutions shall not be liable for any indirect or consequential damages due to the defect on the product

All Warranty issue must be reported directly to Dover Fueling Solutions through a claim.

Warranty of parts

DOVER Fueling Solutions Manufacturing Units) will only use the highest quality authorized parts for work carried out under warranty. DOVER Fueling Solutions Manufacturing Units will supply new, repaired or rebuilt parts at its option to replace warranted parts which are found to be defective.

All components and parts in products are included in warranty except from items subjected to wear and tear, consumables and 3rd party items.

Parts that are damaged due to impacts with other objects, improper handling or misuse will not be covered under warranty. All instructions in the product's user's manual must be followed to maintain warranty coverage.

Warranty on painted parts

Warranty includes the paintwork on the exterior panels of our equipment against defects and corrosion that are out of specification.

Parts that are scratched, scraped or damaged caused from impacts with other objects or improper cleaning or handling will not be covered in the warranty.

Decals

The decal colour's fade resistance and adhesion is included in the warranty.

Decals that are scratched or damaged due to intentional vandalism, impacts with other objects or improper cleaning or handling will not be covered under warranty.

The warranty covers decals that are produced and applied according to Dover Fueling solutions manufacturing unit specification. 3rd party decals or material recommended by customer are excluded from the warranty.

Anti-corrosion warranty

Anti-corrosion warranty covers protection against surface corrosion on exterior panels as a result of a manufacturing defect if corroded area exceeds a diameter of 2mm appearing more than once on one surface of the same panel

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Exterior panels are

- Painted parts; e.g. hydraulic doors, electrical head and payment panels, hose handling side panel, hose handling top panel and base frame
- Aluminum panels and extrusions
- Plastic panels

Corrosion on surfaces caused by scratches or damage due to impacts with other objects or improper cleaning, handling or misuse will not be covered under warranty.

Warranty will be void if the product has been installed in corrosion environment classed above the product specification. Dover Fueling solution product incorporate a corrosion resistance level up to and including class C4; unless Marina C5 specification has been chosen. Based on BS EN ISO 12944-2 and BS EN ISO 9223.

This means that Marine (C5) option needs to be ordered for installations in coastal and offshore areas with high salinity:

- <500m from the sea
- <2000m from the sea in tropical (hot, humid) climate

More inland installations in industrial areas in a corrosive chemical environment (high humidity and aggressive atmospheres) could also require C5 corrosion resistance level.

Wear and tear items, consumable items and 3rd party items.

Items that are subject to wear and tear are divided into two categories:

1. Those specified for replacement or adjustment during scheduled maintenance and
2. Those that require replacement or adjustment dependent upon conditions of use.

Wear and tear items

The items listed below have either a limited service life or are subject to damage. These are not covered by the warranty.

- Belts (e.g. V-belt)
- Hanging hardware (Hoses, nozzles, breakaways, sight glasses)
- Light bulbs and LED's
- Batteries
- Fuel filters
- Fuses

Consumable

Printer paper, printer ink or ribbons or similar items are considered to be consumables and are excluded from the warranty.

3rd party items or materials

Components and packaging supplied by the customer or another supplier not specified by Dover fueling solutions) are not included in the warranty.

Maintenance items

Some elements are deemed to have a limited operating life span and should be maintained during regular service and should be covered under the normal service activities. Instructions are found in the User's manual

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- Meters, Motors, filter pot rings, and Hydraulics.
- CPU's
- Power supplies

Warranty is only applicable for these components if proper maintenance schedule and instruction have been followed.

Exclusions

Dover Fueling Solutions is not responsible for any repair or replacement that is required as a direct result of damage caused by:

- Neglect, accident or any misuse of equipment
- Normal wear and tear
- Transportation damage (e.g. improper strapping in the truck) for transport under User's responsibility
- Failure to properly maintain the pump equipment in accordance with the service instructions
- Failure to properly maintain paint and bodywork by regular cleaning in accordance to user manual or minimize fuel spills and oil residues
- Unsuitable handling of parts during installation and service
- Unauthorized modifications of equipment and/or its components
- Failure to treat on a timely basis any paint or corrosion damage identified during regular service maintenance to the body of the pump
- Storm / Weather damage, lightning strikes, stone chips and scratches
- Unsuitable cleaning agents or methods (abrasives or harsh detergents should not be used at any time)
- Repairs using methods / materials that have not been approved by trained and certified personnel by Dover Fueling Systems
- Storage or usage of product in an unsuitable environment, not restricted to below examples:
 - Electrical Issues, i.e. power surge or outages, wiring or other infrastructure issues
 - Customer misuse, abuse, vandalism, robbery, accident damage or operator error
 - Damage resulting from customer drive offs
 - Printer issues related to use of non-specified paper
 - Repairs necessitated by improper paper loading, including related paper jam
 - Fuel Quality issues
 - Problems related to 3rd Party POS,
- Other case where the warranty cannot apply:
 - Product delivered have not been paid in full
 - Calibration of the meters and local W&M costs

Standard warranty period by product

Product	Warranty	Warranty period
Dispenser	Standard	1 year from installation or 18 months from shipment*
	Corrosion	1 year from installation or 18 months from shipment*
Payment Terminal	Standard	1 year from installation or 18 months from shipment*
	Corrosion	1 year from installation or 18 months from shipment*
POS	Standard	1 year from installation or 18 months from shipment*
Progauge	standard	24 months from installation or 27 months from shipment*
Spare Part	Standard	6 months from shipment date

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* Whatever expire date comes first

Standard warranty is included in the base price for each product.

Extended Warranty

For commercial purposes the standard warranty period can be extended to below maximum

Product	Warranty-type	Allowed extension
Dispenser	Standard Corrosion	Additional 1 year Max total of 5 years
Payment Terminals	Standard Corrosion	none Max total of 5 years
POS	Standard	none
Progauge	Standard	Max 36 months
Spare Parts	Standard	12 months from shipment date

Any warranty extension increases the product value and the product price should increase correspondingly.

In principle warranty terms should only cover the materials / conditions listed in this document. If – for commercial purposes – any alternative terms may be considered, these need to be communicated/agreed with the Quality Manager of the relevant Dover Fueling Solutions facility; to avoid that terms are agreed upon that cannot be met.

In case any extended warranty conditions (beyond the standard warranty terms listed in this document) are applicable for a specific customer / distributor these need to be reported to the Quality Manager of the relevant Dover Fueling Solutions facility so that these can be included into the “Warranty Terms EMEA” document. Via this document each facility will be able to conduct proper warranty claim validation; applying the correct warranty period/terms for the concerning customer.

Warranty procedure

Reporting a warranty claim

A warranty claim has to be reported within 4 weeks after it came to the product owner’s attention. Any claims under extended warranty agreement must be covered by a signed customer contract. No claims will be honored unless a signed agreement is in place. Documented evidence will be required prior to the claim being processed.

Warranty claims need to be submitted via proper Dover Fueling Solutions web-application by the customer / distributor. To gain access to this application, please contact your Regional Sales Manager. After access-approval the web-application link, user access credentials and training material will be provided.

When entering warranty claims it is important that all relevant fields are filled with the correct information and – when relevant – include supporting pictures/ video. If insufficient information is entered, the claim will be placed on hold until more details have been provided.

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The claim will be routed to the proper Dover Fueling Solutions facility for processing.

Warranty claim validation

For claim validation Dover Fueling Solutions will check whether the product is still within the applicable warranty period and terms for the customer. Furthermore the defective product might need to be investigated to determine whether certain warranty exclusions apply. Such investigation can be done by requesting the return of the defective part, requesting an appointed representative to conduct the investigation locally or remote investigation (e.g. through remote access).

Return of defective parts

It is up to Dover Fueling Solutions to decide whether the defective parts need to be returned for investigation. If so, this will be requested via the web-application. Unless otherwise specified in the claim ticket, defective parts need to be returned to below address:

DFS-Dundee	DFS-Grentheville
Dover Fueling Solutions Unit 3 Baker Road West pitkerro industrial estate DD53RT, Dundee Scotland	Tokheim Sofitam applications Route de soliers 14 540 Grentheville, France

DFS-Bladel	DFS Progaugue
DFS-Netherlands Industrieweg 5 5531AD, Bladel The Netherlands	Start Italiana Via Pola, 6 20813 Bovisio Masciago (MB) Italy

When requested, defective parts need to be received by Dover Fueling Solutions within 60 days of the request-date. If defective parts have not arrived within this time span, any parts shipped for replacement will be invoiced (including the cost of shipment).

Dover Fueling Solutions or the original part supplier will inspect and test the part if needed.

- If items are insufficiently packed and as a result damaged these items will be refused and no warranty coverage will apply. Packaging needs to provide sufficient protection from physical damage as well as static discharge (for electronics). Any parts shipped for replacement would be invoiced (including the cost of shipment).
- If the parts are found to be in working order or not the original parts installed in the product, any parts shipped for replacement will be invoiced (including the cost of shipment).

Approved/Rejection warranty claim

Via the web-application feedback will be provided on the status of the claim.

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If all is well, the warranty claim will be approved. Approved claims will be satisfied with a new or repaired replacement part. Shipment details of the replacements will be provided via the web-application.

Dover Fueling solutions will not accept requests for credit. If warranty coverage applies, replacement part is shipped at no cost (including transport cost).

If the claim is rejected the customer will also be notified via the web-application (including the reason for the rejection).

Emergency warranty parts

It is the expectation of Dover Fueling Solutions that our customers/distributors maintain sufficient stock of parts to support the product's in their market. No express transportation charges will be paid by DFS for parts.