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## **GIGANT WARRANTY CONDITIONS**

These warranty conditions are only valid if GIGANT components have been installed, serviced, and repaired in accordance with the specified guidelines (e.g. installation guidelines and technical notes), while taking safety provisions into account. These warranty provisions begin with the vehicle's initial registration, but no later than 6 months after delivery by GIGANT GmbH.

## 1. SCOPE OF THE GIGANT WARRANTY

GIGANT provides a warranty for product defects that are proven to be caused by a material or manufacturing flaw within the warranty period. The warranty exists in addition to the seller's legal warranty obligations that come from the purchase contract with the first end user, and is not affected by this. The warranty is geographically restricted to vehicles that are approved and operated in Europe (EU 2014), Switzerland, Norway, or Turkey. Purchasing the vehicle in a country outside the warranty's geographical scope shall void the warranty. The warranty covers replacement of defective components listed in the warranty duration with new ones. The warranty does not extend in the event of the warranty being used. The warranty period for parts used as part of a warranty claim is 6 months, but at least the current warranty period. Generally, this does not include labour and workshop costs for removal and installation according to reference time specifications by GIGANT and inspection of the components – unless previously stipulated with GIGANT. To this end, a filled warranty application must be submitted in advance, approved by GIGANT, and cost absorption must be approved. This warranty only applies for damage to GIGANT products. Consequential damage, towing costs, rental costs for replacement vehicles, claims for lost profit or damage compensation are not included in the warranty. Any additional responsibility due to obligatory law remains unaffected by this.

**The warranty expires if original GIGANT spare parts are not used.**

## 2. DEFINITION OF ON-ROAD AND OFF-ROAD

**On-road:** Use on metalled, asphalted and/or concreted roads in Europe (EU 2014), Norway, Switzerland, and Turkey

**Off-road:** Use away from metalled, asphalted, and/or concreted roads (on unsurfaced terrain such as construction sites, gravel roads, sand pits, in agriculture, for military purposes) and in all countries outside of Europe (EU 2014), Norway, Switzerland, and Turkey

## 3. LIABILITY EXCLUSIONS

The following are not included in the warranty:

- » Damage to worn parts (e.g. brake linings, brake drums, brake discs)
- » Damage caused by:
  - » Improperly installing GIGANT products
  - » Failure to tune the brake power/train tuning
  - » Mechanical damage due to accident, event, and/or impact
  - » Reckless or wilful destruction and fire
  - » Not using the vehicle properly (for example: Overload, overheating, use under abnormal conditions)
  - » No maintenance, particularly after not doing the regular maintenance work required by GIGANT
  - » Adding components or modifying GIGANT components
  - » Using third-party components instead of original GIGANT components and lubricants and liquids that are not compatible
  - » Phenomena such as noises, odours, vibrations, oil leaks that have no effect on the serviceability of the GIGANT axle systems

#### 4. WARRANTY DURATION

Only for vehicles that were equipped with components according to the application matrix of the GIGANT product catalogue!

	Duration	Components
ON-ROAD	6 years unlimited km Wear is excluded as grounds for warranty claims	Axle beam, steering knuckle (steering axles), steering arm, air suspension bracket, spring, attachment plates, front suspension bracket, torque arm, torque arm support, main suspension bracket, slide show, equalizer
	24 months without km limit Wear is excluded as grounds for warranty claims	Brake cylinder, brake calliper, brake camshaft, brake linkage adjuster, axle lift, air bellow, inductive sensor ABS and ABS sensor ring, steering knuckle pin, brake shoes, fittings such as spring bolts, shock absorber bracket, U-bolt, shock absorber, direction bar incl. stabilisation and locking system
	24 months Wear is excluded as grounds for warranty claims	Brake disc, brake drum, brake linings, bearings and seals, return springs, hinges/silent block, springs (mechanical suspensions)
OFF-ROAD	1 year without km limit	Wear parts excluded!
	See following table Geographically restricted to Europe (EU 2014, Norway, Switzerland, and Turkey)	Wheel hub unit

"Wheel hub unit" table

Axle type	On-Road		Off-Road	
	Years	Kilometres	Years	Kilometres
Rigid axles 5.5 - 7.1 t				
GKH2 05506 3010	10	without	3	300,000
DKH2 05506 3334	10	without	3	300,000
DKH2 07010 3334	6	without	3	300,000
GKH2 07006 3015	6	without	3	300,000
GKH2 07010 3015	6	without	3	300,000
GOKH2 07108 3515	6	600,000	3	300,000
Rigid axle 9 t				
DOKH2 09010 3745	6	without	3	without
DOKH2 09010 4345	6	without	3	without
DKH2 09010 3745	6	without	3	300,000
DKH2 09010 4345	6	without	3	300,000
GKH2 09010 4218	6	without	3	300,000
GAH1 09010 4218	5	1,000,000	1	100,000
Rigid axles 10.5 - 12 t, 3020				
GKH3 10510 3020	6	600,000	3	300,000
GKH3 12010 3020	6	300,000	1	100,000

Axle type	On-Road		Off-Road	
	Years	Kilometres	Years	Kilometres
Rigid axles 10 - 12 t				
DKH2 10008 3745	6	600,000	3	300,000
GKH3 11010 3020	6	600,000	3	300,000
DKH2 10510 4345	6	600,000	3	300,000
GKH2 10508 3620	6	600,000	3	300,000
GKH2 10510 3620	6	600,000	3	300,000
GKH2 10510 4220	6	600,000	3	300,000
GKH2 12008 3620	6	600,000	3	300,000
GH7 12010 4220	6	500,000	3	300,000
DH7 12010 4345	6	500,000	3	300,000
Axle stub				
GOKH2 09010 4218	6	600,000	1	100,000
GEOKH2 10010 4218	6	600,000	1	100,000
Swivel axles				
G(0)KPS 06010 3015	6	600,000	1	100,000
G(0)KPS 07010 3015	6	600,000	1	100,000
G(0)KPS 10010 3015	6	600,000	1	100,000
GOKPS 07008 3515	6	600,000	1	100,000

The expanded warranty for wheel hub units is limited to tyres with the “Road” application segment.

The same conditions apply to the wheel bearing in steering axles of the aforementioned series.

For special axles and axles that are not used according to their intended purpose, different requirements may apply for the warranty services.

The displays of ABS, EBS, and similar measuring systems are important to find out the exact mileage, if a seamless recording of the vehicle's total mileage can be done using these displays. Giving the wrong mileage or manipulating the measurement devices results in invalidation of the warranty.

Using the warranty does not extend the warranty duration.

## 5. WARRANTY CLAIMS

A warranty claim must be made without delay after finding the error by sending GIGANT an application. The application must contain the information requested. The following needs to be attached to the application:

- » Copy of maintenance proof (GIGANT reserves the right to ask for the original documents!)
- » Digital EBS/ODR data sets (in case of complaints about the wheel hub unit or upon request)
- » Log of the brake compatibility check (if there are complaints about the brake components)

GIGANT must always be contacted first for providing the necessary information, components, etc. to rectify errors.

In addition to the documents required above to assess the warranty claim, supplementary documents (e.g. workshop report, cost statements, etc.) must be received by GIGANT at the latest 14 days after the service (repair) is completed.

The faulty components that are taken off must be kept safe free of charge and must only be disposed of by the customer after explicit permission (e.g. final report) from GIGANT.

Costs that result from unjustified warranty claims may be charged by GIGANT.