

Fig 1.6

Return a signed copy to CUK Customer Service by scan or fax 01284 777743.

Exclusions to discuss with your customer

The customer must be made fully aware of all the obligations when undertaking the Extended Warranty contract (Fig 1.6).

This will include details such as Warranty being based on the normal CLAAS warranty terms and conditions, and that normal wear and tear, running costs, maintenance are excluded.

An excess is applied to each claim which will be charged to the customer.

Customer Requirements

- Customers must inform the Dealer immediately the machine suffers an incident.
- Routine maintenance according to the service schedule in the Operator's Manual, must be followed and carried out by a CLAAS-trained Technician (refer to contract).
- Un-authorized modifications are not permitted and will void any warranty offered if found.

FAQs

Q. Can I offer MAXI CARE Extended Warranty after the machine order has been completed and accepted?

A. Yes, MAXI CARE Extended Warranty can be added in MOL up to 12 months after delivery (providing machine is still in normal warranty period and within 2 years of its original build date).

Q. Can changes be made to the MAXI CARE Extended Warranty before the contract starts?

A. Yes, assuming the terms are available and agreed, and only within the 12 month period (providing the Extended Warranty part of the contract has not yet started). The original contract will be debited and a new one opened.

Q. Can any remaining MAXI CARE Extended Warranty be transferred on to a new purchase?

A. The outstanding MAXI CARE Extended Warranty stays with the machine originally contracted, therefore it can be transferred to a new customer (valid for second customer on receipt of signed terms and conditions), but not to a different machine.

Any questions please contact CUK Service Department on 01284 763100.



MAXI CARE EXTENDED WARRANTY

A Quick Guide
for
CLAAS TRACTORS
& TELEHANDLERS

What is MAXI CARE Extended Warranty?

MAXI CARE Extended Warranty gives you extended security for Tractors, Telehandlers and Wheel Loaders at a fixed price and is fully backed by CLAAS.

Cover Options

The duration of cover available is based either on operating hours or years – whichever comes first. There are 500hr, 750hr, 1000hr & 1250hr per year options, for durations of +1 year, +2 years, +3 years and +4 years. (Fig. 1.1)

These correspond to a total of 1000 hours to 5000 hours over 2, 3, 4 or 5 years total warranty period, from the first day of use.

Years \ Hours	500	750	1000	1250
Max at 2 years (1+1)	1000	1500	2000	2500
Max at 3 years (1+2)	1500	2250	3000	3750
Max at 4 years (1+3)	2000	3000	4000	5000
Max at 5 Years (1+4)	2500	3750	5000	N/A

Fig.1.1

Cost of Cover

There is a price which is determined by the option chosen according to product, its options and period of cover required (hours and years). This is based on the price of the machine.

Payment

Payment for new cover will be invoiced at the time of the order for the new machine and can be included in the finance as a 'package', Machine plus Extended Warranty cover. The invoice price will be for the cover and duration selected at the time of initial sale, or after the machine has been delivered, if it is within the normal manufacturers warranty period. (Fig 1.2)

Fig 1.2

INQUIRY		No. :	121026751		
		Date :	05.11.2015		
Sales Rep.: Martin Hume					
Item	Mat no.	Description	Unit	Unit price GBP	Total Price GBP
1000	K24-220-2015 ND4 0007 Q15 0003	K24/220 SCORPION 7044 90 KW 500/70 R24 15A48XMCL Michelin Ag Work lights x2 on boom	1	98,360.00	98,360.00 1,380.00 145.00
		Value		99,885.00	99,885.00
		discount	38.600 % of	99,886.00	38,456.73
		Net value			61,429.27
2000	FA-EV3	Ext. Wty. 1+3 years 1000 hr/yr (4000 hr) / Excess 100 GBP belongs to position: 1000			3,756.00
		Value			3,756.00
TOTAL					65,185.27

Sales Administration Steps

You or your Sales Administrator are able to order the Extended Warranty via Machine On-Line (MOL) or Configurator. (Fig 1.3)

Fig1.3

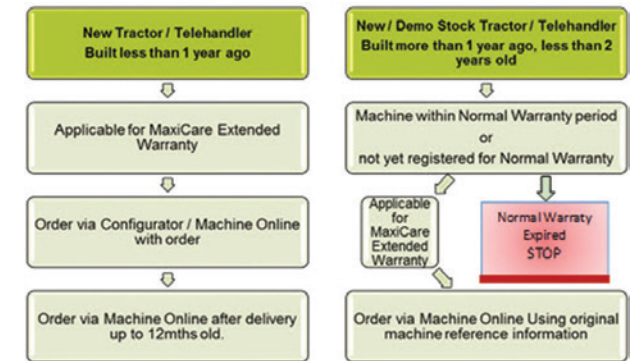
Telescopic Arm Tyres Engine Cab Lights Hydraulics Additional Equipment Hitch MAXI CARE All Equipment		
<input type="radio"/>	without MAXI CARE Extended Warranty	0.00%
<input type="radio"/>	Ext. Wty. 1+1 year 500hr (1000 hr) / Excess 100 GBP	1.24%
<input type="radio"/>	Ext. Wty. 1+1 year 750hr (1500 hr) / Excess 100 GBP	1.62%
<input type="radio"/>	Ext. Wty. 1+1 year 1000hr (2000 hr) / Excess 100 GBP	1.98%
<input type="radio"/>	Ext. Wty. 1+1 year 1250hr (2500 hr) / Excess 100 GBP	2.35%
<input type="radio"/>	Ext. Wty. 1+2 years 500 hr/yr (1500 hr) / Excess 100 GBP	1.89%
<input type="radio"/>	Ext. Wty. 1+2 years 750 hr/yr (2250 hr) / Excess 100 GBP	2.43%
<input type="radio"/>	Ext. Wty. 1+2 years 1000 hr/yr (3000 hr) / Excess 100 GBP	2.97%
<input type="radio"/>	Ext. Wty. 1+2 years 1250 hr/yr (3750 hr) / Excess 100 GBP	3.51%
<input type="radio"/>	Ext. Wty. 1+2 years 1500 hr/yr (4500 hr) / Excess 100 GBP	3.51%
<input type="radio"/>	Ext. Wty. 1+3 years 500 hr/yr (2000 hr) / Excess 100 GBP	2.39%
<input type="radio"/>	Ext. Wty. 1+3 years 750 hr/yr (3000 hr) / Excess 100 GBP	3.08%
<input type="radio"/>	Ext. Wty. 1+3 years 1000 hr/yr (4000 hr) / Excess 100 GBP	3.76%
<input type="radio"/>	Ext. Wty. 1+3 years 1250 hr/yr (5000 hr) / Excess 100 GBP	4.10%

All eligible machines can be added via MOL, either at the time of order, or up until 12 months old (Fig. 1.4)

Any machine within 2 years of its original build date and still within its normal warranty period, can be added via MOL. Use the original machine order details to add the required cover. If the machine has passed its normal warranty period or it is older than 2 years from its original build date, it is not possible to add Extended Warranty. (Fig. 1.5).

Fig1.4

Fig 1.5



Contract

Every customer must fully understand the details of the Extended Warranty contract. This must be discussed with him to outline the cover on offer together with the exclusions and limitations of the cover on offer. The customer must sign a copy of the contract, a copy must be left with him as a record and a copy taken for your own records. (Fig 1.6)

The chosen cover will not be validated unless a signed copy of the contract is returned to CLAAS UK Warranty Department.