



# Comprehensive Warranty Information

## STANDARD WARRANTY

- **231 Model (10k):** Challenger Group offers a comprehensive top-to-bottom warranty which covers all manufacturing defects and malfunctions on machines under normal use for up to 18 months or 200 machine hours, whichever comes first. The warranty does not cover replacing tracks due to normal wear and tear or tracks becoming smooth. The customer is responsible for normal service on the machine, including oil changes, filters, maintaining all fluid levels, and all grease lubrications.
  - The 231 Model has been field-tested for more than four years and therefore we can offer this warranty to all customers for this model
- **242 Model (15k):** Challenger Group offers a comprehensive top-to-bottom warranty which covers all manufacturing defects and malfunctions on machines under normal use for up to 18 months or 200 machine hours, whichever comes first. The warranty does not cover replacing tracks due to normal wear and tear or tracks becoming smooth. The customer is responsible for normal service on the machine, including oil changes, filters, maintaining all fluid levels, and all grease lubrications.
  - The 242 Model is our newest model and therefore the first 242 machine must have 50 machine hours before production will begin on any additional machines.

## LEASE PURCHASE WARRANTIES

- Challenger Group offers a comprehensive top-to-bottom warranty which covers all manufacturing defects and malfunctions on machines under normal use for up to 18 months or 200 machine hours, whichever comes first. Warranty covers replacing tracks due to normal wear and tear or tracks becoming smooth. The customer is responsible for normal service on the machine, including oil changes, filters, maintaining all fluid levels, and all grease lubrications.
  - After 18 months or 200 machine hours (whichever comes first), the customer is responsible for 50% of parts cost. Challenger Group will cover all replacement labor costs if repaired at our service center.
  - Challenger Group reserves the right to establish replace and repair labor and parts rates if customer is not within a reasonable distance to bring the machine to our service center for repair and we deem that it is more reasonable to have the machine repaired at the customer's local repair shop.
- During entire lease period, if machine's breakdown is severe enough to warrant a manufacture's repair that puts the machine down for more than 10 working days, Challenger Group will travel to customer's location with a backup machine, pick up the broken machine, and allow customer to use a backup machine during the repair time. *Offer only available if a backup machine is available and only to customers east of the Mississippi River.*
- If the repair is determined to take less than 10 working days, the customer is responsible to bring the machine to our service center in Bedford, PA for repairs.