



Sauer-Danfoss  
US Company  
All Products

Warranty  
Policies and  
Procedures





## Sauer-Danfoss (US) Company All Product Warranty Policies and Procedures

### WARRANTY

Sauer-Danfoss (US) Company ("Sauer-Danfoss") warrants for the applicable Warranty Period referred to below to the original equipment manufacturer or authorized distributor purchasing a Sauer-Danfoss Product ("Buyer") that the product will be free from defects in material and workmanship at the time of shipment from Sauer-Danfoss, and will conform to the drawings and specifications that apply to the product under Sauer-Danfoss' sale agreement with Buyer.

Duration of warranty is printed in the section "WARRANTY PERIODS" (the "Warranty Period"). During the Warranty Period, Sauer-Danfoss shall repair or replace those products or their parts found by Sauer-Danfoss to be defective in material or workmanship at time of original shipment, provided that Sauer-Danfoss or its authorized representative is first advised in writing within the applicable Warranty Period of Buyer's contention of such defect, and that the product or, if applicable, the part in question is made available for inspection by Sauer-Danfoss or its authorized representative.

To facilitate inspection, Sauer-Danfoss may request return of the product and/or part Buyer contends to be defective. If so requested, Buyer will return the item to a Sauer-Danfoss Authorized Service Center or Factory Repair Facility ("Service Center").

Product or parts failures or malfunctions that are not attributable to defects in material and/or workmanship, and which are not covered by the said warranty include, but are not limited to:

- Inadequate, contaminated, or improper fluid.
- Accident, abuse, or neglect.
- Stripped keyways, or splines stripped or worn on external shaft end.
- Improper mounting of external pulleys, gears, etc.
- Operating above those speeds, pressures, or temperatures recommended by Sauer-Danfoss.
- Operating with improper electrical inputs (voltage, polarity, current, etc.).
- Repairs by personnel other than as authorized by Sauer-Danfoss.
- Use of the product in a manner or for a purpose not originally intended for by Sauer-Danfoss.
- Use of parts other than Genuine Sauer-Danfoss Parts in any repairs.

Sauer-Danfoss shall not be liable for labor costs or any other expenses incurred in removing or reinstalling products or parts.

**THE WARRANTIES SET FORTH HEREIN ARE IN LIEU OF AND TO THE EXCLUSION OF ALL OTHER WARRANTIES, WHETHER EXPRESSED, IMPLIED, OR STATUTORY OR OTHERWISE, INCLUDING SPECIFICALLY, BUT NOT BY WAY OF LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

Sauer-Danfoss' liability, whether of warranty, negligence, or otherwise, is limited to the repair or replacement as herein provided or, at Sauer-Danfoss' sole option, to a refund of the purchase price. **THIS SHALL BE SAUER-DANFOSS' MAXIMUM LIABILITY AND UNDER NO CIRCUMSTANCES SHALL SAUER-DANFOSS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER SIMILAR DAMAGES FROM ANY SOURCE WHATSOEVER (INCLUDING, SPECIFICALLY, BUT NOT LIMITED TO LOSS OF PROFIT, LOSS OF BUSINESS, OR ANY OTHER FINANCIAL LOSS BY BUYER OR ANY THIRD PARTY).**

If Buyer grants warranty on Sauer-Danfoss products of greater scope than the warranties provided by Sauer-Danfoss herein, or extends any Warranty Period beyond the applicable period described in "WARRANTY PERIODS," Buyer does so at its sole risk and expense. Buyer will indemnify and hold Sauer-Danfoss harmless from any claims of any party based on such greater warranty or period, and any expenses incurred in the defense of such claims. This warranty only applies to original-equipment manufacturers or authorized distributors, and by its terms does not extend to any person buying the product for personal, family, or household use. If Buyer extends its own warranty to its customer, and if the *Magnuson-Moss Warranty Improvement Act* (Pub. L. 93-637) or similar state laws should apply, Buyer assumes all responsibility for compliance with such laws and will indemnify and hold Sauer-Danfoss harmless from any claims of any party based on a violation of such laws and any expenses incurred in the defense of any such claims.



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### WARRANTY PERIODS

#### New products

The Warranty Period is limited to the earlier of:

- (i) 24 consecutive months (2 years) from the date of first use of the product, or
- (ii) 36 consecutive months (3 years) from the date of original shipment of the product from Sauer-Danfoss.

#### Rebuilt products

If a product is rebuilt by a Service Center during the original new product Warranty Period, warranty on the rebuilt item shall be as set forth herein and shall continue for the balance of the original Warranty Period, or for a period equal to 50% of the original new product Warranty Period, whichever is later.

#### Service parts

The Warranty Period for Service Parts shall be 12 consecutive months (1 year) from date of original shipment of such service parts from Sauer-Danfoss.

### REPAIR PROCEDURES

- A. Major warranty repairs must be made by a Service Center and shall be obtained in accordance with all procedures set forth herein. To reduce unnecessary machine down time and freight costs, minor repairs may be performed in the field per the procedures in the applicable Sauer-Danfoss Service Manual, without affecting the product's warranty.
- B. By forwarding a product to a Service Center for repair, Buyer acknowledges the Service Center's expertise and technical ability to determine by inspection whether a product was defective in material and/or workmanship when shipped from Sauer-Danfoss.
- C. If upon receipt and inspection of the item, Sauer-Danfoss, in its sole discretion, determines that the product or part is defective in materials or workmanship, Sauer-Danfoss will, upon request, reimburse Buyer for its reasonable charges in returning the item via surface transportation, and will repair or replace the product or part at no charge to Buyer. If a product is returned to Sauer-Danfoss for warranty consideration and upon inspection and testing is found not to be defective, an inspection or repair charge will be assessed for this examination or repair even though the product is within the Warranty Period.
- D. A Purchase Order must be supplied to the Service Center for all products returned for repair.
- E. Damage or losses incurred during shipping and handling of products is the responsibility of Buyer.
- F. Products submitted for repair may be updated at the Service Center's sole discretion, but no changes will be made that will detrimentally affect the form, fit, or function of the product. Sauer-Danfoss reserves the right to make changes in the design of its products at any time without incurring any obligation to make equivalent changes in products previously manufactured or shipped.
- G. The Service Center has no responsibility for the return of customer's fittings, couplings, hoses, etc. attached to or included with products.
- H. Upon inspection or repair of each product, an "Inspection Report" will be completed by the Service Center. This document reports the reason for malfunction and the condition of the hardware. A copy is available to Buyer upon request.
- I. Products returned containing other than "Genuine" Sauer-Danfoss Parts will have those parts replaced with Genuine Sauer-Danfoss Parts. A charge will be assessed for all non-Sauer-Danfoss Parts replaced during repair.
- J. A "Rebuilt" tag or stamp will be attached to each repaired product. This applies to all products that are repaired except for Buyer production line rejects. Production line rejects will be repaired and returned without this tag or stamp.
- K. All repaired products will be tested and painted or refinished. The product will be assigned a new serial number or date code, except for Buyer production line rejects, which will retain original serial number.
- L. The Service Center may, at its option, "Drop Ship" or ship to a location other than Buyer's place of business if requested by Buyer.

## OUR PRODUCTS

Hydrostatic transmissions  
Hydraulic power steering  
Electric power steering  
Closed and open circuit axial piston pumps and motors  
Gear pumps and motors  
Bent axis motors  
Radial piston motors  
Orbital motors  
Transit mixer drives  
Planetary compact gears  
Proportional valves  
Directional spool valves  
Cartridge valves  
Hydraulic integrated circuits  
Hydrostatic transaxles  
Integrated systems  
Fan drive systems  
Electrohydraulic controls  
Digital electronics and software  
Battery powered inverter  
Sensors

## Sauer-Danfoss Hydraulic Power Systems – Market Leaders Worldwide

Sauer-Danfoss is a comprehensive supplier providing complete systems to the global mobile market.

Sauer-Danfoss serves markets such as agriculture, construction, road building, material handling, municipal, forestry, turf care, and many others.

We offer our customers optimum solutions for their needs and develop new products and systems in close cooperation and partnership with them.

Sauer-Danfoss specializes in integrating a full range of system components to provide vehicle designers with the most advanced total system design.

Sauer-Danfoss provides comprehensive worldwide service for its products through an extensive network of Authorized Service Centers strategically located in all parts of the world.

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