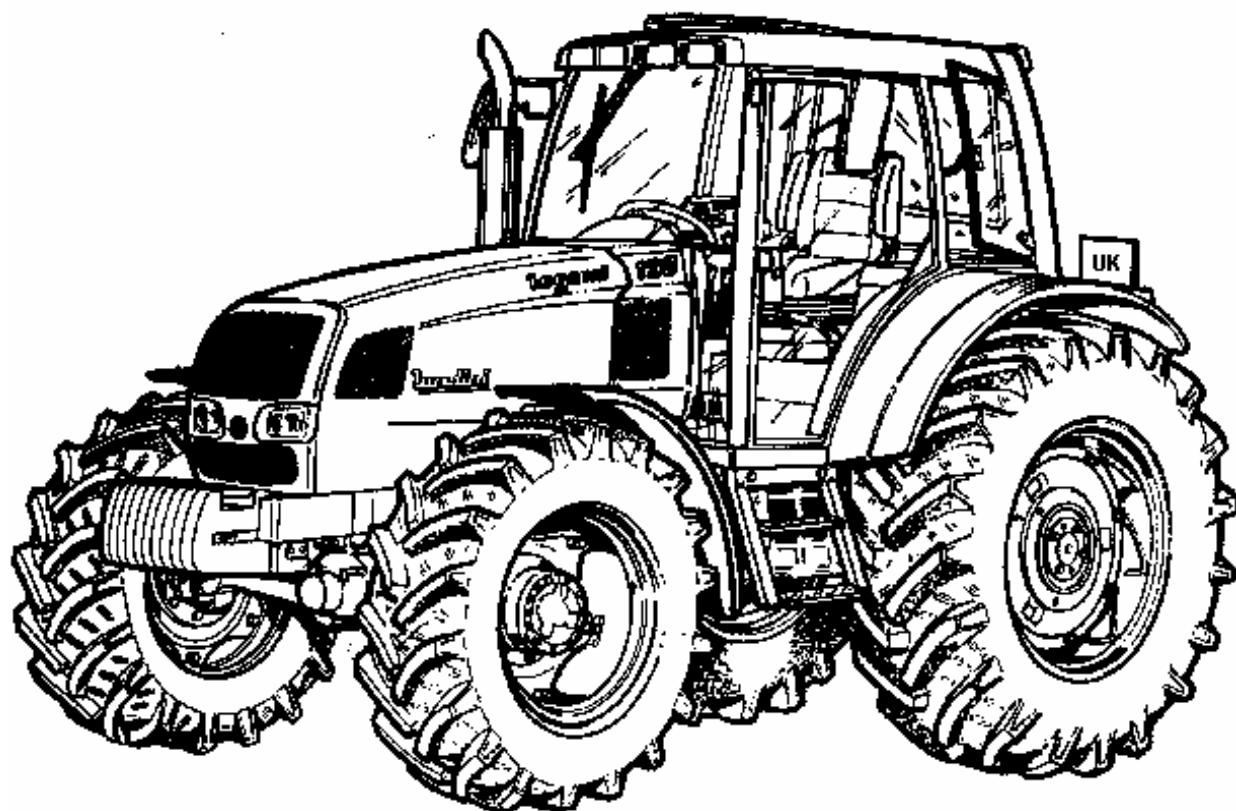


Landini



WARRANTY MANUAL

Issued by Argo Tractors S.p.A. Service Department

Fabbrico, January 2006

3648 652 M94



SERVICE DEPARTMENT WARRANTY MANUAL

CONTENTS:

1) GENERAL PROVISIONS

1.1	Servicing responsibilities	p.	5
1.2	Warranty terms and conditions	p.	6
1.3	Warranty of trial and demonstration tractors	p.	7
1.4	Warranty forfeiture	p.	7
1.5	Items excluded from warranty	p.	8
1.6	Supplier's warranty	p.	9
1.7	Spare parts warranty conditions	p.	9

2) PRE-DELIVERY CHECKS

2.1	Tractors receipt	p.	9
2.2	Stocking procedures	p.	9

3) CERTIFICATE OF DELIVERY

p. 10

4) SERVICE RECORD BOOKLET

p. 10

5) RECTIFICATION PROGRAMMES

p. 11

6) REPAIR TIME SCHEDULE

p. 11

7) WARRANTY CLAIMS

7.1	Warranty claims submission	p.	11
7.2	Submission of claims for rectification programmes	p.	11
7.3	Timing	p.	11
7.4	Warranty claims valorisation	p.	12
7.5	Reimbursement procedures	p.	12

8) SERVICE PROBLEM REPORT

p. 12



APPENDICES

- A PRE-DELIVERY CHECK
- B CERTIFICATE OF DELIVERY
- C LABOUR ALLOWANCE JUSTIFICATION REPORT
- D PARTS PRICE JUSTIFICATION REPORT
- E CREDIT NOTE
- F SERVICE PROBLEM REPORT



SECTION 1: GENERAL PROVISIONS

1.1 SERVICING RESPONSIBILITIES

The Distributor agrees to maintain a high standard of Service as required by Argo Tractors S.p.A..

In particular, the Distributor agrees:

- a) to carry out at its own expenses all procedures laid down by Argo Tractors S.p.A. governing pre-delivery preparation, installation and after delivery service for all supplied products;
- b) to provide Warranty Service in accordance with Argo Tractors S.p.A. current warranty policy for all products in the territories;
- c) to carry out, when requested by Argo Tractors S.p.A., programmes for the rectification of any and all defective products in the territories. These programmes are at Argo Tractors S.p.A. cost according to the rates to be laid down from time to time by Argo Tractors S.p.A.;
- d) to inform the final user so that he is enabled to use the products for the purposes for which they are designed without causing infringement of laws effective within the territory of proposed use;
- e) to instruct the end user about the use of the product without risk to health or without causing direct or indirect damages;
- f) to instruct the end user about operation and maintenance aspects of the product;
- g) to train the personnel charged with the execution of service, maintenance and repairing operations of the product.



1.2 WARRANTY TERMS AND CONDITIONS

Argo Tractors S.p.A. guarantees the tractor for 12 (twelve) months from the date of delivery to the final Customer or up to a maximum of 1200 (twelve hundreds) hours, whatever comes sooner.

The manufacturer undertakes to renew or repair free of charge, at the local Distributor's premises - labour and transport costs excluded - all production parts that fail on account of defective materials or machining or assembly during the above-mentioned period.

In case labour hours reimbursement is foreseen by the agreement, the times of the Repair Time Schedules issued by Argo Tractors S.p.A. will be applied.

The manufacturing company reserves the right to make any modification it deems necessary to improve its products, at any time and without any obligation to apply such modifications to machines already produced, delivered, in the process of delivery or on order.

To ensure the reliability and performance of tractors and in order not to lose the right to warranty, it is important that the regular operations as per the Service Schedule (to be found in the **Service Record Booklet** delivered with each tractor) are carried out by an authorised Dealer/Distributor.

50 (fifty) hours service

Expendable materials chargeable to the Customer

250 (two hundreds and fifty) hours service

Expendable materials chargeable to the Customer

Parts replacement or repair will be carried out in the shortest delay consistently with the Manufacturer/ Distributor/Dealer's engagements, without obligation to indemnify any direct and/or indirect damage.

Defective parts which are replaced in warranty shall become immediately property of Argo Tractors S.p.A..

Components that are replaced in warranty shall be kept available in a proper place for possible Argo Tractors S.p.A. inspections for a maximum time of 6 (six) months from the failure registration date at Argo Tractors S.p.A..

Service Department carries the full and final responsibility for the settlement of all warranty matters and, particularly, in the case of disputes.

This warranty only applies to the first final purchaser and is not transferable to any other owner.

To avoid any misunderstanding or dispute, it is essential that each Customer is made aware of the nature and limitations of the warranty offered by the Manufacturer. The best way of achieving this aim is to ensure that every Customer reads the **Service Record Booklet**, which also explains the Customer's rights and the extent of the Distributor/Dealer's obligations.

Possible delays of warranty applications do not entitle the buyer to indemnities for damages which could occur or to the extension of warranty terms.

Under no circumstances the buyer will be entitled to direct and/or indirect damage compensation, cancellation of the contract or postponement of payments.

There and back shipping charges and freight costs of the tractor parts to be repaired are always at the Distributor/Dealer's charge.

Shipping and transport fees for the return of parts that are required by Argo Tractors S.p.A. for technical inspections are at Argo Tractors S.p.A.'s charge. Argo Tractors S.p.A. will then indicate the forwarding agent and the return dates.

Costs for the return of materials not authorised by Argo Tractors S.p.A. will be charged to the Distributor/Dealer.



1.3 WARRANTY OF TRIAL AND DEMONSTRATION TRACTORS

The warranty for tractors used by the DISTRIBUTOR/DEALER as trial or demonstration machines is subject to the following rules:

1. the Distributor/Dealer undertakes to load the **certificate of delivery** data of trial and/or demonstration tractors onto the electronic warranty program “**Warranty System**” and mail the original copy to Argo Tractors S.p.A. in Fabbrico so that warranty period can start.
2. In the place reserved to the Customer's data it is necessary to quote the Company name of the Distributor/Dealer.
3. Warranty is as usual valid for 12 months and, in any case, up to a maximum of 1200 working hours.
4. When the demonstration/trial period is over, the Distributor/Dealer undertakes to make Argo Tractors S.p.A. aware of the variation of the final Customer's address.
5. Tractors sold after the demonstration/trial period will benefit of the remaining months of warranty.

In case the tractor remains property of Argo Tractors S.p.A., the certificate of delivery will be automatically issued by Argo Tractors S.p.A..

1.4 WARRANTY FORFEITURE

The entitlement to Argo Tractors S.p.A. warranty is lost in case of:

- non-return of **Pre-Delivery Check form**
- non-submission and non-explanation of the **Service Record Booklet** to the Customer
- non-submission and non-explanation of the **Operator's Instruction Book** to the Customer
- modifications or alterations not authorised by Argo Tractors S.p.A.
- damages or malfunctioning due to an incorrect maintenance carried out at unauthorised workshops
- non-execution of the two compulsory Service Inspections during the warranty period
- use of non genuine spare parts and/or not prescribed lubricants
- incorrect use of tools or accessories
- use of accessories not authorised by Argo Tractors S.p.A..



1.5 NOT WARRANTABLE ITEMS

Charges relevant to the following items are excluded from the terms of warranty:

- *Damages or malfunction due to the negligence of daily checks or failure to follow periodic maintenance operations illustrated in the **Operator's Instruction Book**.*
- *Normal maintenance and servicing as well as tunes up and adjustments.*
- *Normal wear and tear of the parts and/or of the machine due to normal deterioration.*
- *Damages or breakdowns due to misuse, negligence or accidents caused by the operator.*
- *Damages or breakdowns due to natural disasters, i.e. earthquakes, fires, floods, etc.*
- *Damages of any kind of nature, direct or indirect, to persons or properties, as the loss of farm produces or crops.*
- *Charges relevant to the rental of substitute machinery due to delays in the application of the warranty.*
- *Damages caused by repairs carried out by unauthorised workshops.*
- *Travelling or transportation costs.*
- *Charges for the assembly and disassembly of accessories not supplied by Argo Tractors S.p.A. (ex. loaders, etc.).*

The parts which are not manufactured by Argo Tractors S.p.A. (for ex. tyres) are excluded from Argo Tractors S.p.A. warranty. These items are included in the warranty offered by the Manufacturer's service network (see SECTION 1.6).

Warranty does not apply likewise to those machines used for special applications which have not been approved by the Manufacturer.

The warranty normally excludes, in all cases, the cost of labour for routine maintenance or repair work or any other items not covered by this procedure.

The warranty **expressly excludes all expendable materials**, such as :

- gaskets
- seals
- drive belts
- brakes, clutches and friction linings
- mirrors
- glasses
- lamps
- fuses
- filters
- air conditioning gas
- oils, lubricants and coolants...



1.6 SUPPLIERS' WARRANTY

Components that are excluded from Argo Tractors S.p.A. warranty, being generally covered by their original Manufacturer's warranty, are:

- . starter motor
- . alternator
- . tyres
- . injection system

If in the country of distribution of Argo Tractors S.p.A. tractors an original Manufacturer's service organisation for some of the above components is not available, Argo Tractors S.p.A. shall provide for the warranty according to the general conditions quoted in this manual.

NOTE

- Together with the request for a warranty intervention through the network of the original Manufacturer, it is necessary to submit a copy of Argo Tractors S.p.A. certificate of delivery.
- Suppliers' service network will be distributed by separate Circular letter

1.7 SPARE PARTS WARRANTY CONDITIONS

Argo Tractors S.p.A. agrees a warranty period on **original spare parts** of 12 (twelve) months from the date of sale to the final Customer.

Warranty consists of and just concerns the replacement/repair of parts that after the assembly fail on the account of faulty materials or machining.

Parts which, during fitting operations, come out to be defective or damaged during transport, are not covered by warranty.

Items quoted at SECTION 1.5 are excluded from the terms of warranty.

In case the spare part is used at the Dealer's workshop, Argo Tractors S.p.A. also reimburses the labour for the replacement according to the Repair Time Schedule.

SECTION 2: PRE-DELIVERY CHECKS

2.1 TRACTORS RECEIPT

The DISTRIBUTOR/DEALER is obliged to carry out on every tractor all the operations illustrated in the pre-delivery check form shipped along with each tractor (see facsimile in the Appendix A): these operations have to be carried out in an excellent way and in conformity with Argo Tractors S.p.A. technical instructions. The execution of pre-delivery checks guarantees the correct installation of the tractor.

Pre-delivery forms have to be filled-in properly and returned monthly to Argo Tractors S.p.A. in Fabbrico.

Failure in returning pre-delivery check forms will invalidate the warranty of the tractor.

The execution of pre-delivery checks is not reimbursed by Argo Tractors S.p.A..

2.2 STOCKING PROCEDURES

It is compulsory to carry out **on a monthly basis** the following operations on stocked tractors:

- . loading of the battery
- . starting and running of the engine and use of all the parts of the tractor.

These operations enable to maintain the lubrication of all moving parts and also of the seals.



During long periods of stocking of the tractors (**over 6 months**) it is furthermore advisable carrying out the following operations in addition to the above-mentioned ones:

- . substitution of the engine oil
- . check of the functionality of electric devices
- . uplifting of the tractor on blocks to avoid the deformation of tyres due to the load insisting on the same position.

NOTE: The carbon filter of the air conditioning system has to be unpacked and fitted on the tractor only at the time of delivery to the final Customer.

SECTION 3: CERTIFICATE OF DELIVERY

The Certificates of Delivery, is inserted in the last pages of the SERVICE RECORD BOOKLET. *The paper copy of the Certificate is the only document having legal value.* the Distributor/Dealer must return it to Fabbrico Service Dept complete of all data regarding the final Customer and the date of delivery of the tractor.

The form is composed of 4 copies (see facsimile in Appendix B) which have to be split off as follows:

- | | |
|----------------------|---|
| 1 st copy | to be sent to ARGO TRACTORS S.P.A. SERVICE DEPARTMENT |
| 2 nd copy | to be kept by the DEALER. |
| 3 ^d copy | to be kept by the DISTRIBUTOR. |
| 4 th copy | to be kept by the CUSTOMER. Do not detach. |

The following list is the guideline for the correct filling-in of the certificate of delivery:

1. Customer's first name and surname or Company's trade name
2. address and phone number
3. date of delivery (day, month, year)
4. Customer's signature
5. Distributor/Dealer's stamp

To start up the warranty period the electronic Certificate of Delivery must be filled in too. For details please refer to the **Warranty System** operator manual here enclosed.

SECTION 4: SERVICE RECORD BOOKLET

The **Service Record Booklet** is supplied with each tractor.

It is compulsory for the Distributor/Dealer to handle and to explain it to the final Customer. The non observance of the rules and of the suggestions quoted in it invalidates the warranty of the tractor.

In addition to an abstract of warranty conditions for the final Customer, it also contains the following forms:

1. instructions with which the Customer has to be provided at the time of the delivery of the tractor
2. a) COMPULSORY 50 hours Service Inspection
b) instructions for the operations to be carried out
3. a) COMPULSORY 250 hours Service Inspection or not later than 12 operating months
b) instructions for the operations to be carried out.
4. Ten coupons for annual inspection of the tractor. The execution of these coupons guarantees the machine high efficiency during hard work periods.
5. Certificate of Delivery - See SECTION 3.

SECTION 5: RECTIFICATION PROGRAMMES

In case of recurring defects or failures concerning safety issues for which Argo Tractors S.p.A. considers a reconditioning programme necessary, it is **compulsory** for the DISTRIBUTOR/DEALER to carry out promptly and in an efficacious and competent way all the operations requested by Argo Tractors S.p.A. on all units sold directly or in circulation in that area.

Argo Tractors S.p.A. will identify the concerned tractors by means of a special circular letter, as well as all the operative instructions to be carried out and the relevant reimbursements for the costs born.

The warranty claims relevant to rectification programmes have to be submitted as illustrated in SECTION 7.2.

SECTION 6: REPAIR TIME SCHEDULE

The Repair Time Schedules approved by Argo Tractors S.p.A. represent the reference for the maximum time acceptable for repairs in warranty. Their compilation is carried out by means of the direct calculation of parts replacement operations according to a logical disassembly and assembly order which is carried out in an average equipped workshop. The calculated times do not include the time for troubleshooting and the removal of accessories not supplied by Argo Tractors S.p.A..

The Repair Time Schedules are loaded on the Electronic Parts Catalogue Newton supplied by Parts Dept.

SECTION 7: WARRANTY CLAIMS

7.1 WARRANTY CLAIMS SUBMISSION

The DISTRIBUTOR/DEALER undertakes to fill-in and to sign in cross-debate with the Customer the warranty claims relevant to failures occurred during the **warranty period** and to load the Warranty Claim on **Warranty System** within the terms quoted in SECTION 7.3.

Separate claim for each failure must be submitted

For detailed instructions please refer to the enclosed Warranty System Manual

7.2 SUBMISSION OF CLAIMS FOR RECTIFICATION PROGRAMMES

Rectification programmes electronic forms are automatically loaded on **Warranty System** by Argo Tractors S.p.A..

When entering the claimed tractor serial number you are requested to choose the reconditioning program you have carried out.

All necessary details such as Labour Costs and time for repair are automatically calculated.

For detailed instructions please refer to the enclosed Warranty System Manual

7.3 TIMING

The timing for the submission of warranty claims is the following one:

- The claim must be submitted within 60 days from the date of repair.
A longer timing will authorise Argo Tractors S.p.A. to consider the claim OUT OF WARRANTY.



- the credit note will be issued within 60 days from the date of arrival of the claim at Argo Tractors S.p.A..

Components replaced in warranty shall be kept available for possible Argo Tractors S.p.A. inspections for a maximum time of 6 (six) months from the date of claim submission. Copy of the claim has to be attached to parts.

The replaced material becomes property of Argo Tractors S.p.A..

7.4 WARRANTY CLAIMS VALORISATION

Argo Tractors S.p.A. undertakes to valorise warranty claims in the following way:

MATERIALS: The valorisation of replaced parts is carried out according to the Spare Parts Price List in force on the failure date of the claim by granting the stock orders discount reserved to the Distributors.

LABOUR: Labour is reimbursed according to the hourly rate in force on the failure date multiplied by the time foreseen by the REPAIR TIME SCHEDULE for the repair.

LANDED COST: The cost of the materials will be increased according to the percentage agreed for the reimbursement of transport charges for spare parts.

GENERAL NOTES:

- Claims valorisation is carried out in EUR .
- Labour: Labour is agreed in the local currency upon submission of the form in the Appendix C. The conversion into EUR will be carried out according to the eWarranty System rate in force on the failure date.
- Landed Cost: the percentage of the Landed Cost is agreed upon submission of the form in the Appendix D.

7.5 REIMBURSEMENT PROCEDURES

Argo Tractors S.p.A. will reimburse with a **credit note** the amount relevant to one or more warranty claims. Due to fiscal reasons credit notes will be issued

- For E.E.C Countries VAT. will not be applied (N.SI. ART. 4 L. 427/93)
- For Countries not belonging to E.E.C.VAT will not be applied (N.I. ART. 8 C/1 LET. A)
- All credit notes will be issued in favour of the same company under which the invoice of the tractor is registered
- Failing that, Argo Tractors S.p.A. will authorise the Dealer to issue e debit note for the recovery of warranty costs
- Credit notes will be issued in the same currency of spare parts purchase.
- The eWarranty System rate used to convert EUR into the currency of the credit note will be the one in force at the date of issue of the credit note.

SECTION 8: SERVICE PROBLEM REPORT

The form shown in the Appendix F has to be used to inform Argo Tractors S.p.A. of failures and inconveniences occurred in the field.

The use of this form facilitates both the analyst and the compiler, as all data relevant to the inconvenience are clearly quoted.

APPENDIXES



PRE-DELIVERY CHECK LIST

Landini S.p.A.

Via G. Matteotti n. 7 - 42042 FABBRICO (RE)

Tel. (0522) 656111 (10 linee) - Fax (0522) 656264

Tractor model

Dealer stamp and signature

Date of the arrival of the tractor

Date of the check

NOTE: The following items, where they apply, must be checked by the Dealer before the Delivery of the tractor. Notes should be written in the corresponding column.

BEFORE STARTING CHECKS

Before starting:		Comment
1. Verify, and in case, record the serial numbers of the tractor, engine, cab and axle DT	☐	
2. Assemble parts removed for transport	☐	

LEVELS CHECK

Check/adjust, when apply the following levels with their specific liquids:	☐	
1. Cooling system, water or antifreeze liquid	☐	
2. Fuel tank	☐	
3. Engine oil	☐	
4. Oil bath air cleaner	☐	
5. Transmission box and rear axle	☐	
6. Rear final drives	☐	
7. Steering system	☐	
8. Power steering reservoir	☐	
9. Brakes fluid tank (when fitted)	☐	
10. Hydraulic clutch (when fitted)	☐	
11. 4 WD front axle	☐	
12. Front axle epicyclic hubs	☐	
13. Electrolyte in the battery liquid	☐	
14. Screen washer reservoir (only cab)	☐	

LUBRICATION

Lubricate the following parts:		Comment
15. Lubricate all grease nipples as detailed in the Operator Instruction Book	☐	
16. Lubricate control cables of clutches, PTO and hand brake(when fitted)	☐	
17. Lubricate all hinges, catches and door locks.	☐	

ADJUSTMENTS

Check and adjust if necessary:		Comment
18. Conditions of the battery, charge it, if necessary	☐	
19. Belt(s) tension of fan, alternator and a/c compressor	☐	
20. Free play of the pedal of clutch	☐	
21. Free play of the PTO clutch	☐	
22. Brakes pedal free play	☐	
23. Hand brake free play	☐	
24. Front wheels camber	☐	

25. Tyres pressure	☐
26. Three point linkage assembly	☐
27. Tightening of all nuts and bolts	☐

CHECKS

Do the following checks:		Comment
28. Rubber hoses fitting connections	☐	
29. Water and oil leaks	☐	
30. Tightening of connections and of pipes	☐	
31. All the warning lights (on), the buzzer rings (if fitted)	☐	
32. Hazard warning lights and horn	☐	
33. Head-lights, indicator, work, internal and instrument panel	☐	
34. Cab heater and fresh air blower	☐	
35. Tightening of oil and water draining plugs	☐	

CHECKS TO BE DONE WHEN ENGINE IS RUNNING

Start the engine and execute the following tests:		Comment
36. Safety start switches (transmission and PTO)	☐	
37. Air cleaner restriction indicator, by blocking off the air intake	☐	
38. Engine oil pressure (warning light off)	☐	
39. Transmission oil low pressure circuit (light off)	☐	
40. Warning lights of the instrument panel operation	☐	
41. Electric-hydraulic engagements operation (when fitted)	☐	
42. Operations of the control of the cab (ventilation, air conditioned, heating)	☐	

CHECKS TO BE DONE ON A MOVING TRACTOR (road test)

Do the following checks:		Comment
43. Balance and operation of the front and rear brakes (when apply)	☐	
44. Operation in every speed	☐	
45. Front and rear differential lock operation	☐	
46. Shuttle operation	☐	
47. Power shift operation, front drive and PTO engagement and operation	☐	
48. Four wheel drive operation (DT)	☐	
49. Independent and ground speed PTO operation	☐	
50. Operation of all gauges on the instrument board (speed, RPM, fuel level, etc..)	☐	
51. Power lift operation with a test implement to check draft, intermix and positioning	☐	
52. Electronic power-lift operation	☐	
53. Auxiliary distributors operation with and without t flow divider	☐	
54. Hand brake operation	☐	
55. Trailer brake valve	☐	

Signature
 (Service engineer)

Date.....

Send this coupon to Argo Tractors S.p.A. Service Department



CERTIFICATE OF DELIVERY

Argo Tractors S.p.A. Via G. Matteotti n.7. - 42042 FABBRICO (RE)
- Tel.0039 0522 656111 - Fax 0039 0522 656264

Customer name / Business name

Dealer

First Name

Dealer's code

Tractor Model

Address

Serial Number

Invoice n°

Town/City Province

Front axle

Cab/Chassis

Postal/zip code

Phone number

Engine

DATE OF DELIVERY

Day

Month

Year

CUSTOMER: -I hereby acknowledge receipt of tractor properly set up and of the operator's manual (s) and confirm that I have been fully instructed on the functioning, the safety and the maintenance of the major items.

Customer's signature.....

Dealer's stamp and signature

Copy for the Manufacturing Company



SERVICE DEPARTMENT

LABOUR ALLOWANCE JUSTIFICATION REPORT Farm Machinery

Distributor: _____
Address: _____
Country: _____

Code: _____
Date: _____
Currency: _____

This document is meant to supply Landini with all necessary data concerning labour in the following cases:

- A. the Distributor's personnel undertakes all warranty repairs.
- B. A dealer network is available.
- C. Labour rates are state controlled.

A. No Dealer Network

1. Mechanic's basic rates

The hourly labour paid on warranty claims is calculated on the average rate you pay your skilled mechanics plus a percentage for overhead costs.

Detailed below are the basic hourly rates paid to the skilled mechanics who are directly employed on warranty work. These rates exclude bonus or premium payments and any additional benefits or allowances.

N° of mechanics	Basic rate		N° of basic hours in a working week = _____ hours
_____ mechanics @ _____	_____	per hour	N° of days paid holiday/Leave per annum = _____ holiday = _____ leave
_____ mechanics @ _____	_____	per hour	
_____ mechanics @ _____	_____	per hour	
_____ mechanics @ _____	_____	per hour	
_____ mechanics @ _____	_____	per hour	

2. Special costs:

Each mechanic is provided with:	No	Yes	if yes - annual cost
General equipment	f	f	_____
Working clothes	f	f	_____
Working footwear	f	f	_____
Other special costs	f	f	_____

3. Special allowances:

Quote all other particular expenses relating to mechanics and which are not included in the overhead costs and enclose all relevant documentary evidences.

4. Retail rates:

Your retail labour charge-out rates are:

_____ per hour basic rate - workshop
_____ per hour basic rate - field
_____ per hour basic rate - specialists (ex. welding/electrician)



SERVICE DEPARTMENT

B. With Dealer network

List on a separate page(s) all Dealer retail labour charge-out rates.
The total market picture will enable us to determine a fair national average.

C. Government labour rate control

Certain markets may be subject to controlled economics where state legislation applies. If this is the case, please, give details together with appropriate legislation documents.

D. Competitors' retail charge-out rates

Please, quote hereunder the hourly retail charge-out rates of three of your major competitors.

Company A _____ rate _____

Company B _____ rate _____

Company C _____ rate _____

E. Other information

Use this section to detail any further information you feel will be of use to us.

DOCUMENT SUBJECT TO AUDIT

Director's signature _____

Complete in duplicate retaining one copy for your files and forward the original one to:
Argo Tractors S.p.A. - Via Matteotti 7 - 42042 FABBRICO (RE) - ITALY - Service Department



SERVICE DEPT. - FABBRICO - ITALY

PARTS PRICE JUSTIFICATION REPORT
LANDED COST APPLIED TO MATERIAL FOR WARRANTY CLAIMS

DISTRIBUTOR: _____ SOURCE OF SUPPLY: _____
 COUNTRY: _____ CURRENCY: _____
 AIRPORT/PORT OF OFF-LOADING: _____

Costs	Details of costs	Example 1	Example 2	Example 3
PARTS COSTS	Landini invoices	_____	_____	_____
TRANSPORT	Ocean freight			
	Air freight	_____	_____	_____
	Insurances	_____	_____	_____
	Consular charges.....	_____	_____	_____
PORT COSTS	Port charges			
	Handling			
	Clearing Agent	_____	_____	_____
	Customs	_____	_____	_____
	Import duty	_____	_____	_____
	Taxes	_____	_____	_____
	TOTAL AMOUNT			

Complete in duplicate retaining one and forwarding the other to:
Service Dept., Argo Tractors S.p.A., Via Matteotti 7 - 42042 Fabbrico (RE) - Italy
 Use only squares relevant to your market.

SIGNATURE: _____ DATE: _____

NOTE: Enclose justification documents relevant to the above costs.



APPENDIX E

<https://truckmanualshub.com/>

CREDIT NOTE

~~XXX~~
INVOICE

00350121

data
DATE

30-01-2006

ordine cliente
YOUR ORDER

codice cliente
CUSTOMER CODE

C7222221

p. iva
VATN.

XX 005460485X01

consegna
TERMS OF SALE

n. int. bolla
EXPORTN.

ordine interno
CONTRACTN.

NCS 456253

trasporto
SHIPMENT

destinatario
SOLD TO

DEALER NAME
DEALER ADDRESS
CITY
COUNTRY

porto / punto par.
LOADING PORT / POINT

porto / punto arr.
PORT / POINT OF ENTRY

term. pag. %/gg
PAYM. TERMS %/DD

F060 FM gg: 60

dest. merce
SENT TO

tipo pagamento
T.O.P.

10 OPEN ACCOUNT

descrizione DESCRIPTION	quantità QUANTITY	prezzo unitario UNIT PRICE	prezzo totale TOTAL PRICE
Pinn Numbe Claim Num. Invoice Date PRDLY26170 6392 15-07-2005 Your Ref. 002037 C7222221001L60401			- 297,14
Pinn Numbe Claim Num. Invoice Date SJNLY39021 8324 30-09-2005 Your Ref. 002314 C7222221001L60402			- 45,21
Nota di Variazione Articolo 26 D.P.R. 633/72 Totale Amount Total VAT N.S. ART.40 L.427/93	- INTRAC		- 342,35 0,00
Total Credit Note EUR CONAI contribution paid			- 342,35

specifiche di spedizione - SHIPPING SPECIFICATIONS
imballo n. tipo
PACKING N. TYPE

denominazione
DESCRIPTION

peso lordo
GROSS WEIGHT

peso netto
NET WEIGHT

lunghezza
LENGHT

larghezza
WIDTH

altezza
HEIGHT

marcatore sped.
SHIPPING MARKS



SERVICE PROBLEM REPORT

DIST FILE NUMBER

DISTRIBUTOR		MODEL		SERIAL N°		ENGINE N°		CAB N°							
DEALER		4WD AXLE N°		TYPE OF WORK			IMPLEMENT								
REPORTER		DATE		WORK HOURS	DELIVERY DATE	DATE OF FAILURE		40 Kph ☐ 30 Kph ☐ 2WD ☐ 4WD ☐							
AFFECTED ASSEMBLY		ENGINE		CLUTCH		GEARBOX		FRONT AXLE		REAR AXLE		LINKAGE			
		☐		☐		☐		☐		☐		☐			
AFFECTED ASSEMBLY		PTO		HYDRAULIC		ELECTRIC		ELECTRONIC		STEERING		CAB		OTHERS	
		☐		☐		☐		☐		☐		☐		☐ _____	
FAILED PART		PART NUMBER _____								FAILURE CODE 					
		DESCRIPTION _____													
SYMPTOMS AND SUSPECT CAUSE OF THE PROBLEM															
ACTION TAKEN															
OTHER MACHINES AFFECTED		MODEL		SERIAL N°		HOURS				MODEL		SERIAL N°		HOURS	
FOR LANDINI USE ONLY															

Argo Tractors S.p.A.

After Sales Service

Warranty System

User instructions for the System

Importer/Distributor

Version 1.01
of
19/01/2004

Argo Tractors S.p.A.

System Requirements for the Warranty System and Galileo Parts Catalogue on CD.

Minimum Requirements

PC Pentium II 350 MHz
128 MB Ram
Internet Explorer 6.0 or later
Minimum HD free space installation 700MB
Total HD installation (programs + images) 1.5GB
Windows 98 SE or Windows NT 4.0 sp6A or later
Monitor 15" with 1024 x 768 resolution.

Recommended Requirements

PC Pentium III 500 MHz or more
256 MB Ram
Internet Explorer 6.0 SP1 or later
Minimum HD free space installation 700MB
Total HD installation (programs + images) 1.5GB
Windows 2000 sp4 or later
Monitor 17" with 1024 x 768 resolution.

Argo Tractors S.p.A.

Description of the WS

The WS (**W**arranty **S**ystem) is the new web application that Argo Tractors S.p.A. has implemented for claim warranty management of machines.

The WS is structured so that through the internet it is user friendly and concise with the user (importer/distributor/dealer).

Access to the WS

The WS is accessed directly through the Landini Internet Portal.

Every user is assigned a User code and a Password for exclusive access.

With the insertion of the User code and Password the user has exclusive access to only his information saved (owners, OWR (Owner Warranty Registration), warranty claims).

Procedure to Access the WS:

- Open the Landini Portal.
- Click on the WS icon.
- Enter User code and password then click Login.
- Choose the function.

Until further notice, access to the WS is done by entering the following address:

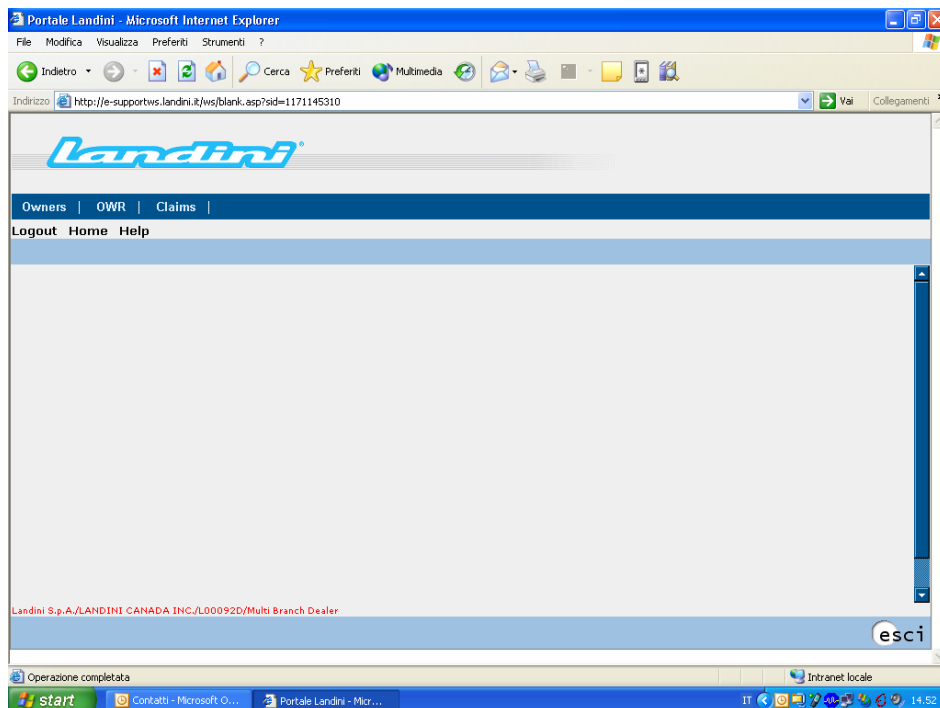
<http://e-supportws.landini.it>

The functions available to the user are as follows::

- Owners Database.
- Inserting and following the OWR (Owner Warranty Registration) process for each tractor.
- Inserting and following the warranty claim processing.

Argo Tractors S.p.A.

WS Menu for the User.



The areas or functions on the page to expand or activate are shown when the cursor on the screen turns to a hand.

Click on the function to activate it.

Clicking on Owners, OWR, Claims will open their respective page for processing.

Clicking on Logout will return to the access page.

Clicking on Home will return to the first page.

Clicking on Help of each page will bring up the relevant help document.

System Flow:

From the management system BaaN, all the basic information relative to a tractor is automatically sent and made available to the user so as to manage the warranty claims.

When a tractor is assigned to an End User, the details must be filled in by the user.

After entering all the details, an OWR must be opened for the tractor.

The Delivery Certificate must be sent for approval via the internet to Argo Tractors SpA

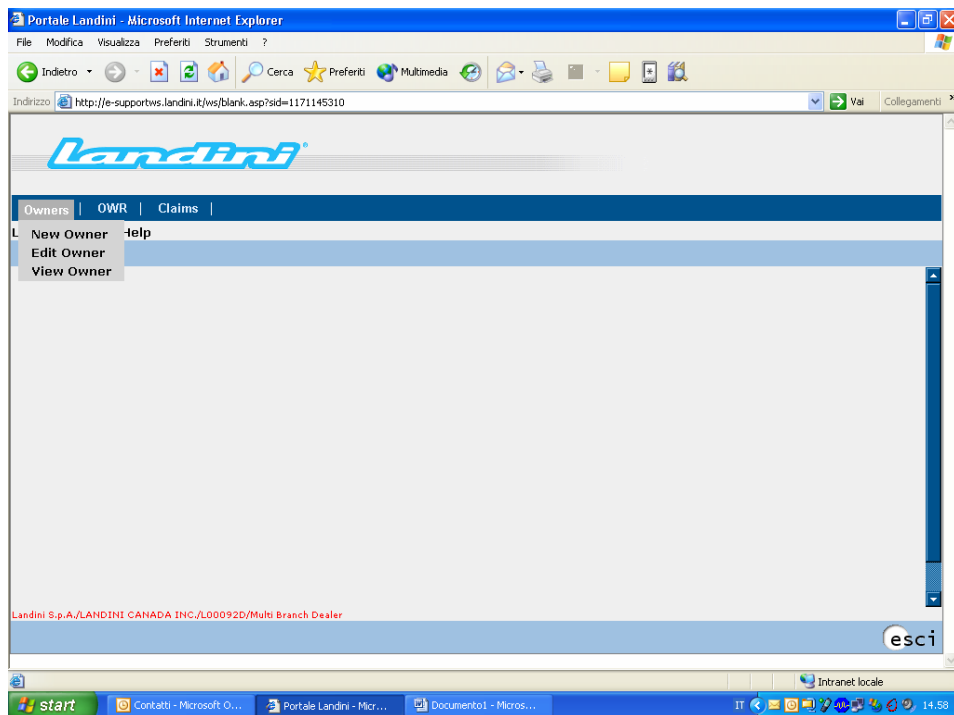
Once approved it is then possible to enter in the system the claims for the tractor.

The claims have also to be sent to Argo Tractors SpA for processing.

Once the Warranty Claim has been approved, the credit respective to the claim outcome is issued to the authorised importer/distributor.

Argo Tractors S.p.A.

Owner Management

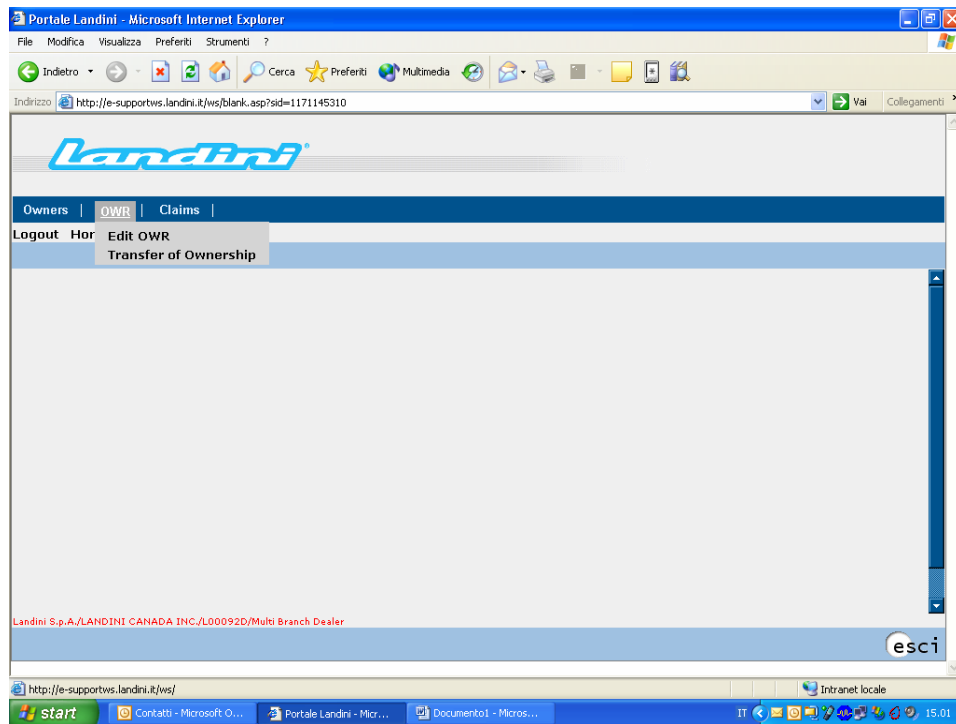


Functions:

- New Owner = Inserting and printing details for a new End User.
- Edit Owner = Updating or changing End User details.
- View Owner = Brings up a list of all End Users.

Argo Tractors S.p.A.

OWR (Owner Warranty Registration)

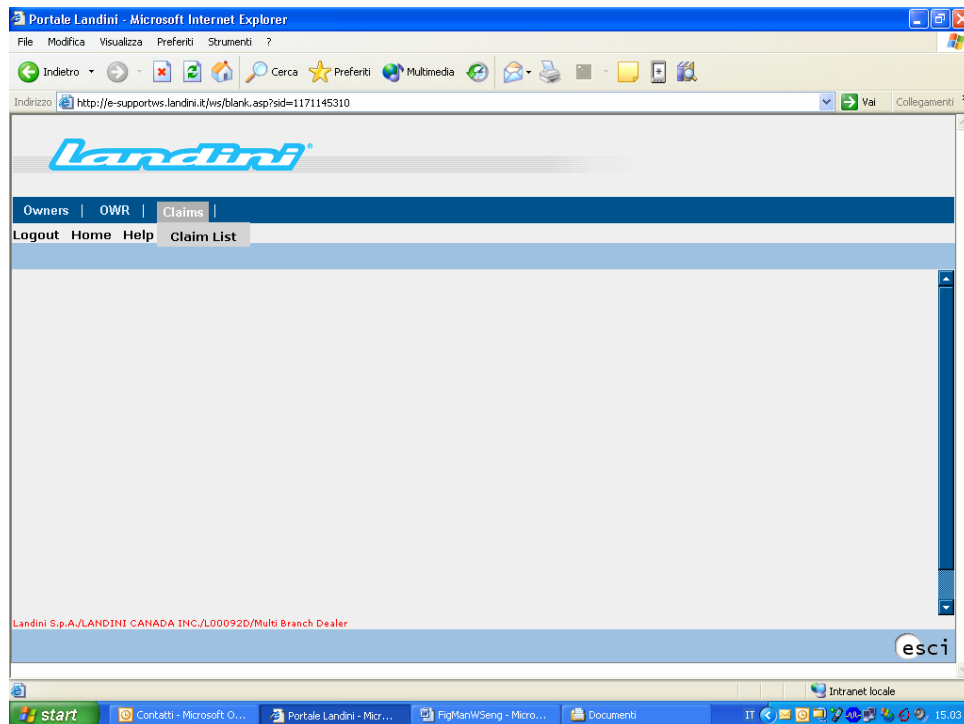


Functions:

- Edit OWR = Adding, Finding, Updating and Processing Delivery Certificates
- Transfer of Ownership = Transferring a tractor from one End User to another.

Argo Tractors S.p.A.

Claims



Functions:

- Claim List = Adding, Finding, Updating and Processing Claims

General Rules:

- The areas marked with an (*) must be filled in .
- The decimal point used is (.).
- Clicking on the OK icon saves the details entered. Without pressing OK the data on the page is **not** saved.
- Clicking on Esci or Back, returns to the previous page.
- Clicking on Nuovo (New) opens a page where details can be filled in.
- Every cancellation asks for a confirmation first.
- In certain pages it is possible to select a filter so as to see only the selected details.
- Every button or icon on the selected page is used to activate other functions of the WS.
- The data can be sorted by ascending or descending depending which column is highlighted. Clicking on an individual data will bring up new window with all the details for the selected data.

The data and information shown in the attached diagrams are fictitious and used only in explaining the various functions.

Argo Tractors S.p.A.

Detailed Explanation of the Functions

Owners

Clicking on Add Owners opens up the page where the details can be entered. When choosing other functions, the list of Owners saved in the system will be shown first.

Add Owner

The screenshot shows a web browser window with the URL `http://e-supportws.landini.it/ws/form_tbl_owner.asp?sid=1171145310&azione=aggiungip_001-0010`. The page features the Landini logo and navigation links for Owners, OWR, Claims, Logout, Home, and Help. The main heading is "Add Owner". The form includes a "Dealer" dropdown menu set to "LANDINI CANADA INC. - C7202330001". A "Company" checkbox is checked. The form fields are: Name (*), Surname/Company (*), address1 (*), address2, address3, City (*), Country (*), Post Code (*), Province, phone number (*), Fax Number, Email, and Farm Size (hectares). A checkbox for "Law 267 on personal data handling" is present. At the bottom, there are "ok" and "esci" buttons. A status bar at the bottom of the browser indicates "Operazione completata".

The filling-in boxes are the same even when choosing Edit Owner. Activating the flag box Company, renders the filling in box of Name optional and compulsory for the Telephone.

Argo Tractors S.p.A.

Owner List

http://e-supportws.landini.it/ws/lista_tbl_owner.asp?sid=1171145310&azione=view&p_001=1000 - Microsoft Internet Explorer

File Modifica Visualizza Preferiti Strumenti ?

Indietro Cerca Preferiti Multimedia

Indirizzo http://e-supportws.landini.it/ws/lista_tbl_owner.asp?sid=1171145310&azione=view&p_001=1000 Val Collegamenti

Landini

Owners | OWR | Claims |

Logout Home Help

Owner List

Dealer	Name	Surname/Company
LANDINI CANADA INC.		ARRIE VANLINDENBERG
LANDINI CANADA INC.		BLAIR BOB
LANDINI CANADA INC.		BRADLEY BUZZ
LANDINI CANADA INC.		BRANCHAUD YVES
LANDINI CANADA INC.		BROADHURST LINDSAY
LANDINI CANADA INC.		DIXON ROY
LANDINI CANADA INC.		DRENNAN CAROLINE + MAX
LANDINI CANADA INC.		FERME B.P. LECAULT BERCHMANS LECAULT
LANDINI CANADA INC.		FERME GERMIGUET GEORGES GERMIGUET
LANDINI CANADA INC.		GILVESY BRYAN RRG
LANDINI CANADA INC.		GONTIER ANDRE
LANDINI CANADA INC.		HAYES ROGER R.R.
LANDINI CANADA INC.		LLES JARDINS M&S RIEDEAU-MATHEU RIEDE
LANDINI CANADA INC.		LVC LOCAS
LANDINI CANADA INC.		MADEAU PAUL - P.O. BOX 682
LANDINI CANADA INC.		MURCHE ROOT JAMES

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer- Mode : View

Search Dealer Surname/Company

Next Page >

esci

start Contatti - Microsoft O... http://e-supportws.la... Fig6-10ManWSeng - ... Warranty IT Intranet locale 15.19

Clicking on the Name or Surname of an Owner opens up a page with the details of the Owner and updating/changing the details is possible.

Argo Tractors S.p.A.

OWR

Managing OWRs

http://e-supportws.landini.it/ws/lista_tbl_registration.asp?sid=1171145310&azione=modifica&menu=18p_001=0100

Landini

Owners | OWR | Claims |

Logout Home Help

OWR List

PIN	Model	OWR Entry Date	Owner	Warranty Type	OWR Status	Dealer	Start date	end date	Hours reading	
MFDLT25177	RP61DT100T	10/1/2003	LLES JARDINS M&S RIENDEAU-MATHIEU RIENDE	New registrations	Approved	LANDINI CANADA INC.	10/1/2003	10/1/2004	1	☐
MEALM29007	GHBLDT80	9/22/2003	BRANCHAUD YVES	New registrations	Approved	LANDINI CANADA INC.	9/22/2003	9/22/2004	1	☐
PFPLT17090	REX DT90GT DELTA	9/13/2003	LVC LOCA5	New registrations	Approved	LANDINI CANADA INC.	9/13/2003	9/13/2004	1	☐
MECLT27170	RP61DT90T	9/11/2003	SHAW BEV	New registrations	Approved	LANDINI CANADA INC.	9/11/2003	9/11/2004	1	☐
LECLJ36025	ATLASDT90	8/8/2003	FERME B.P. LECAULT BERCHMANS LECAULT	New registrations	Approved	LANDINI CANADA INC.	8/8/2003	8/8/2004	1	☐
HGMLJ37540	TRATTORE MISTRAL50 4WD	7/22/2003	VERGEN DV LAC SENU REAL LAVALLEE	New registrations	Approved	LANDINI CANADA INC.	7/22/2003	7/22/2004	1	☐
MFDLJ36182	GHBLDT100	11/5/2002	ROY LAVAL	New registrations	Approved	LANDINI CANADA INC.	11/5/2002	11/5/2003	1	☐

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - Mode: Edit

Check all ☐ OWR Submission

1 / 2 Next Page >

Search Dealer OWR Entry Date

OWR Status PIN Model

esci nuovo

Intranet locale

start Contatti - Microsoft... http://e-supportws.la... Fig/Mani/Seng - Micro... Documenti IT 15.06

The management of the OWR is done by clicking on Search and the list of Certificates saved in the system are shown.

Clicking on the icon new, opens the first page for starting a new OWR request

Clicking on any underlined data will open up the Edit OWR page.

Argo Tractors S.p.A.

New OWR

Landini

Owners | OWR | Claims |

Logout Home Help

Step 1 - Add OWR PIN

PIN Search

Dealer LANDINI CANADA INC.-C7202330001

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - (*)mandatory Mode - Edit

ok esci

Operazione completata

start Posta in arrivo - Mc... http://e-supportws... Fig1-10ManWSeng... Fig1-5ManWSeng... Warranty IT 15:24

To open a new OWR the PIN (serial number) of the tractor for which the OWR is for must be known.

Once knowing the serial number, it can be entered directly to the PIN box and press OK. If it is not known then the serial number can be found by clicking on the Search button which will bring up a list of tractors without OWRs.

Landini

Own...
Logo

Pop-up - Microsoft Internet Explorer

PIN	Model	Invoice nbr	Invoice date	Ship date
LFDL12087	ATLASDT100	7217	10/28/2003	10/28/2003
LFDL14137	ATLASDT100	5731	10/2/2001	10/2/2001
LFDL16142	ATLASDT100	7869	12/19/2001	12/19/2001
LEKL28137	ATLASDT70	4316	7/23/2001	7/23/2001
LEKL35022	ATLASDT70	7872	12/19/2001	12/19/2001
LEKL35211	ATLASDT70	7685	12/14/2001	12/14/2001
LEALJ25244	ATLASDT80	4293	7/23/2001	7/23/2001
LEALJ25245	ATLASDT80	7333	11/30/2001	11/30/2001
LEALJ25247	ATLASDT80	5734	10/2/2001	10/2/2001
LECL35217	ATLASDT90	7683	12/14/2001	12/14/2001
LECL36108	ATLASDT90	7342	11/30/2001	11/30/2001
LECL36116	ATLASDT90	7498	12/7/2001	12/7/2001
LECL38021	ATLASDT90	7873	12/19/2001	12/19/2001
LECL38027	ATLASDT90	7874	12/19/2001	12/19/2001
LEKLM02095	ATSDT70	397	1/30/2002	1/30/2002
LEKLM02105	ATSDT70	398	1/30/2002	1/30/2002
LEKLM16004	ATSDT70	2478	4/19/2002	4/19/2002
LEKLM16017	ATSDT70	2550	4/22/2002	4/22/2002
LEKLM19093	ATSDT70	3631	5/29/2002	5/29/2002

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - (*)mandatory Mode - Edit

ok esci

Operazione completata

start Posta in arrivo... http://e-sup... Pop-up - Micros... Fig1-10ManW... Fig1-5ManWS... Warranty IT 15:27

After choosing the serial number click on OK and the next page will be shown.

Argo Tractors S.p.A.

http://e-supportwv.landini.it/ws/form_tbl_registration.asp?invalid_number=&data_non_valida=&data_... Microsoft Internet Explorer

File Modifica Visualizza Preferiti Strumenti ?

Indirizzo http://e-supportwv.landini.it/ws/form_tbl_registration.asp?invalid_number=&data_non_valida=&data_maggiore=&data_minore=&campi_obbligatori=&altri_avvisi=...

Landini

Owners | OWR | Claims | Logout Home Help

Step 2 - Add OWR data

PIN(*) LEKLM16004 **Assy..**

Model ATLANTIS DT70 Dealer(*) LANDINI CANADA INC. v

Ship date 4/19/2002 Type(*)

OWR Entry Date(*) 2/2/2004 Owner(*) Search Owner

Warranty Type(*) Name

Warranty(*) Base Warranty - 2 years Surname

OWR Status(*) Working Customer Signature

Operators Manual(*) Start date(*) Hours reading 0

hours(*) Duration

Transfer date

comments

comments

Operazione completata

start Posta in arrivo - Micro... http://e-supportwv.la... Documenti3 - Micros... Warranty IT 15.30

Clicking on the Assembly button will show a list of major assembly components (axle, engine) with their relative serial number.

http://e-supportwv.landini.it/ws/form_tbl_registration.asp?invalid_number=&data_non_valida=&data_... Microsoft Internet Explorer

File Modifica Visualizza Preferiti Strumenti ?

Indirizzo http://e-supportwv.landini.it/ws/form_tbl_registration.asp?invalid_number=&data_non_valida=&data_maggiore=&data_minore=&campi_obbligatori=&altri_avvisi=...

Landini

Owners | OWR | Claims | Logout Home Help

Sub Assembly list

Serial Number	PIN	Item Code	Supplier	Installation	Description
AP8012U2435333	LEKLM16004				Engine
B00602	LEKLM16004				Axle

Landini S.p.A./LANDINI CANADA INC./LD0092D/Multi Branch Dealer- Mode : All

Serial Number Item Code

Supplier Installation Search

start Posta in arrivo - Micro... http://e-supportwv.la... Documenti3 - Micros... Warranty IT 15.30

Argo Tractors S.p.A.

The details to add in the page for Adding an OWR are:

- The type of Application for the tractor, to be chosen from the drop down list.
- The Owner, by searching existing ones by clicking on Search, or inserting directly from clicking New Owner.
- The type of OWR, to be chosen from the drop down list.
- The type of Warranty, to be chosen from the drop down list.
- The Operator Manual (OIB) part number received together with the tractor.
- Confirmation with a tick that the Operator Manual has been received by the Owner.
- The date that the Warranty started.
- The current engine hours of the tractor.
- Other Comments

Clicking on OK will confirm the completion and saving of the details.

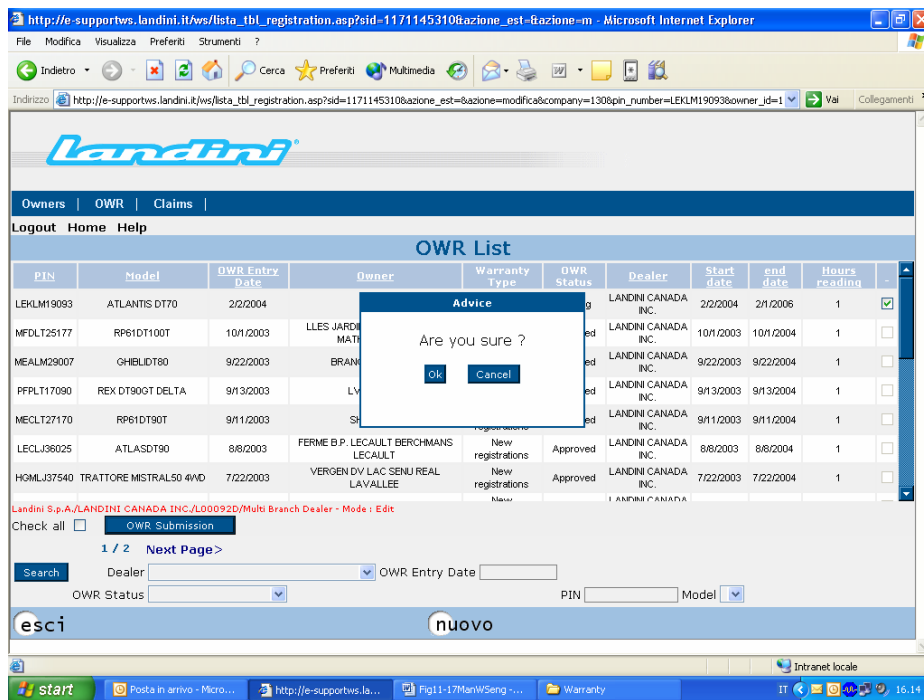
Clicking on the OWR menu and then onto the Edit OWR, will bring up the list updated by the user whom can then send to Landini to be approved.

The screenshot shows a web browser window displaying the Landini OWR List. The interface includes a navigation bar with 'Owners', 'OWR', and 'Claims' tabs. Below the navigation bar is a table titled 'OWR List' with columns: PIN, Model, OWR Entry Date, Owner, Warranty Type, OWR Status, Dealer, Start date, end date, Hours reading, and a checkbox. The table contains several rows of data, including tractors like ATLANTIS DT70, RP61DT100T, and GHB1DT80. At the bottom of the table, there is a 'Check all' checkbox and an 'OWR Submission' button. Below the table, there are search filters for Dealer, OWR Entry Date, OWR Status, PIN, and Model. The footer of the page includes the 'esci' logo and the 'nuovo' logo.

PIN	Model	OWR Entry Date	Owner	Warranty Type	OWR Status	Dealer	Start date	end date	Hours reading	
LEKLM19093	ATLANTIS DT70	2/2/2004	CC	New registrations	Working	LANDINI CANADA INC.	2/2/2004	2/1/2006	1	☒
MFDLT25177	RP61DT100T	10/1/2003	LLES JARDINS M&S RIENDEAU-MATHEU RIENDE	New registrations	Approved	LANDINI CANADA INC.	10/1/2003	10/1/2004	1	☐
MEALM29007	GHB1DT80	9/22/2003	BRANCHAUD YVES	New registrations	Approved	LANDINI CANADA INC.	9/22/2003	9/22/2004	1	☐
PFPLT17090	REX DT90GT DELTA	9/13/2003	LVC LOCAS	New registrations	Approved	LANDINI CANADA INC.	9/13/2003	9/13/2004	1	☐
MECLT27170	RP61DT90T	9/11/2003	SHAW BEV	New registrations	Approved	LANDINI CANADA INC.	9/11/2003	9/11/2004	1	☐
LECLJ36025	ATLASDT90	8/8/2003	FERME B.P. LECAULT BERCHMANS LECAULT	New registrations	Approved	LANDINI CANADA INC.	8/8/2003	8/8/2004	1	☐
HQMLJ37540	TRATTORE MISTRAL 50 4WD	7/22/2003	VERGEN DV LAC SENU REAL LAVALLEE	New registrations	Approved	LANDINI CANADA INC.	7/22/2003	7/22/2004	1	☐

To send an OWR is done by ticking the last box corresponding to the OWR on the far right of the page and then clicking OWR Submission. Clicking the box Check All will automatically tick all OWRs on the page and can be sent to Landini by clicking again on OWR Submission.

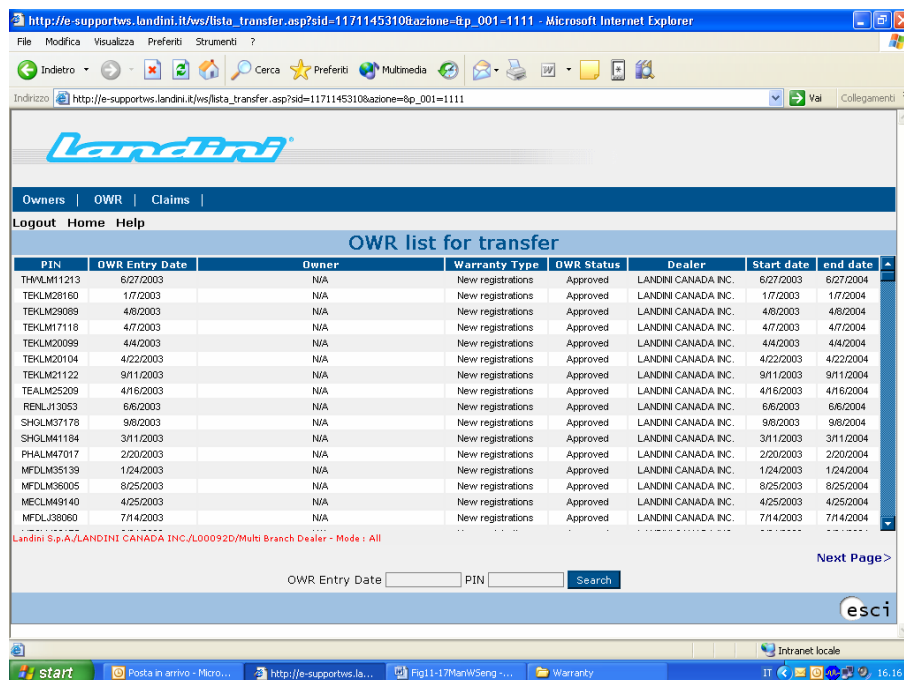
Argo Tractors S.p.A.



OWR Submission, changes the state of the OWR from Working to Submitted.

Transfer of Ownership

This function is used to transfer a tractor from one Owner to another.



Clicking on Transfer of Ownership will open up a page with a list of OWRs that can be transferred. Clicking on an individual OWR will open up the following page.

Argo Tractors S.p.A.

The screenshot shows a web browser window with the URL http://e-supportws.landini.it/ws/form_transfer.asp?sid=1171145310&azione_est=azione-transfer&pin_number=THWLM11213&owner_id=0&dealer_code=C7202330001. The page displays the Landini logo and navigation links: Owners, OWR, Claims, Logout, Home, and Help. The main heading is "OWR transfer of Ownership". The form contains the following fields and values:

- PIN: THWLM11213
- Model: DTS860S
- OWR Entry Date: 6/27/2003
- Owner address1: (empty)
- Warranty Type: New registrations (dropdown)
- Warranty(*): Garantie Géographique Etendue 2 An (dropdown)
- OWR Status(*): Approved (dropdown)
- Start date: 6/27/2003
- end date(*): 6/27/2004
- Hours reading(*): 1
- Pur. warranty policy: (empty)
- Extended end date: (empty)
- extended hours: (empty)

Buttons for "Search" and "Owner" are visible. At the bottom, there are "ok" and "esci" buttons. The status bar at the bottom indicates "Operazione completata" and "Intranet locale".

The original Owner's details comes up. Search to insert an existing Owner or insert a New Owner, then confirm the transfer of ownership and warranty.

The screenshot shows a web browser window with the URL http://e-supportws.landini.it/ws/azioni_transfer.asp?sid=1171145310&azione=transfer&pin_number=THWLM11213&old_owner_id=0&dealer_code=C7202330001. The page displays the Landini logo and navigation links: Owners, OWR, Claims, Logout, Home, and Help. The main heading is "Warranty transfer". The form contains the following fields and values:

- THWLM11213
- From: (empty)
- To: BRADLEY BUZZ
- Yes (radio button)
- No (radio button)

Buttons for "ok" and "esci" are visible. The status bar at the bottom indicates "Operazione completata" and "Intranet locale".

After this process, the type of OWR changes from New Registration to Transfer of Registration.

Argo Tractors S.p.A.

Claims

The claims for a tractor can only be inserted if an OWR already exists.

A claim consists of: a Header, one or more lines for Parts, the Work done, the Costs and Comments.

A claim uses only one type of Fault Code, and this code is found by inserting the part that has caused the failure (Prime Part). This part does not necessarily mean that it has to be replaced.

The Types of Claims are:

- 1 = Standard Claim.
- 3 = Parts.
- 4 = Pre-Delivery Inspection.
- 8 = Policy (Extra Garanzia).

- 7 = Recondition Claim (automatic and does not show in the list).

By clicking on Search the warranty claims already in the system will be shown.

Claims Management

http://e-supportws.landini.it/ws/lista_tbl_claim_header.asp?sid=1171151840&new_claim=8&azione_es - Microsoft Internet Explorer

File Modifica Visualizza Preferiti Strumenti ?

Indirizzo http://e-supportws.landini.it/ws/lista_tbl_claim_header.asp?sid=1171151840&new_claim=8&azione=elimina&claim_number=8&pin_number=LFDLJ1206; Vai Collegamenti

Landini

Owners | OWR | Claims |

Logout Home Help

Claim List

Claim Number	Owner	Dealer	PIN Number	Model	Job code	Claim Type	Status	Failure Date	Value (Invoicing currency)	Value (Company currency)	Validation	check	Details
C7202330001L40001	LVC LOCAS	LANDINI CANADA INC.	FFPLT17090	DT90GTD		Standard claim	Working	15/10/2003	18.64	12.04	One item must be a prime part!	☐	M J E C P
C7202330001L40002	ROY LAVAL	LANDINI CANADA INC.	MFDLJ36182	GHBLD1100		Standard claim	Working	1/8/2003	156.77	98.80	One item must be a prime part!	☐	M J E C P
C7202330001L40003		LANDINI CANADA INC.	LFDLJ12087	ATLASDT100		Pre_Delivery Inspection	Working	3/2/2003	0.00	0.00	One item must be a prime part!	☐	M J E C P

Landini S.p.A./LANDINI CANADA INC./L000920/Multi Branch Dealer- Mode : All

Submission to WM

Search Dealer PIN Number

Claim Number Claim Type Status

esci nuovo

Intranet locale

start Contatti - Microso... Austria http://e-supportw... Fig11-17ManWSe... Fig18-23ManWSe... IT 15.21

With this page a new claim can be inserted by clicking on New. Existing claims can be checked, modified and/or updated by clicking on the corresponding letters M, J, E, C, P (Material (Parts), Job, Expenses, Comments and Print Preview) on the right hand side of the page. A completed Claim can be sent to Landini for approval by ticking the Check box and then clicking on Submission to WM.

Argo Tractors S.p.A.

Adding Claims

http://e-supportws.landini.it/ws/form_tbl_claim_header.asp?sid=11719335&azione_est=azione=aggi- Microsoft Internet Explorer

File Modifica Visualizza Preferiti Strumenti ?

Indirizzo http://e-supportws.landini.it/ws/form_tbl_claim_header.asp?sid=11719335&azione_est=azione=aggiung&my_app_001=8my_app_002=8my_app_003=8my_apl Vai Collegamenti >>

Landini

Owners | OWR | Claims |

Logout Home Help

Add claim

Claim Number(*) Dealer Ref. Num.(*)

PIN Number(*) Search Assy.

Claim Date

Claim Type(*) 1 - Standard claim

Name N/A

Status(*) **Working**

Hours reading (*) 0

Failure Date(*)

Cust. signature ☐

repair date(*)

Purc. deduction

	Company Currency (EUR)	Dealer currency (CAD)	Price list currency (EUR)	Invoicing currency (CAD)
Current Materials Total	0.00		0.00	0.00
Current Work Total	0.00	0.00		0.00
Current Expenses Total	0.00	0.00		0.00
Total	0.00			0.00
Dealer Claimed Material	0.00		0.00	0.00
Dealer Claimed Work	0.00	0.00		0.00
Dealer Claimed Expenses	0.00	0.00		0.00

Operazione completata

Intranet locale

start 2 Microsoft Office... http://e-supportws... http://e-supportws... Documenti Documento7 - Micro... IT 11.36

The details to insert so as to create a Warranty Claim Heading are:

- Dealer Reference to the Claim.
- The PIN (Serial Number) of the tractor being claimed. This can be entered directly or searched from existing list.
- The Type of claim done.
- Working Hours of the tractor.
- The Date of Failure.
- Repair Date.
- Customer signature, the box ticked confirms that the Owner has agreed with the claim.

Clicking OK to confirm and save the details. The system then brings up the following page.

Argo Tractors S.p.A.

Modifica Testata Reclamo

Data Inizio Garanzia 26/11/2003 **Data Fine Garanzia** 26/11/2003
Numero Reclamo(*) C6258500001L30001 **Rif. Dealer(*)** A22
Modello CF80 CINGOLATO FRUTTETO STD **Dealer(*)** BONIZZONI DANTE & C. SNC
Matricola(*) 0GBLT02550 **Componenti**
Sottomesso in data 22/11/2003 **Data Approvazione** 26/11/2003
Tipo Reclamo 1 - Reclamo Standard
Nome PEREO MARCO
Stato(*) In lavorazione
Lettura ore (*) 12
Data Rottura(*) 25/11/2003 **Data Riparazione(*)** 25/11/2003
Firma Cliente ☐ **Detrazione** 0

	Valuta Company (EUR)	Valuta Dealer(EUR)	Valuta Listino(EUR)	Valuta Fatturazione (EUR)
Tot. Mater. Attuale	4.18		4.18	4.18
Tot. Lavoro Attuale	0.00	0.00		0.00
Tot. Spese Attuale	125.00	125.00		125.00
Totale	129.18			129.18
Tot. Mater. Reclamato	401.46		401.46	401.46
Tot. Lavoro Reclamato	6.25	6.25		6.25
Tot. Spese Reclamato	125.00	125.00		125.00
Totale	532.71			532.71
Tot. Mater. Approvato	401.46			401.46
Tot. Lavoro Approvato	6.25			6.25
Tot. Spese Approvato	125.00			125.00
Totale	532.71			532.71

Landini S.p.A./ BONIZZONI DANTE & C. SNC/IT/Rivenditore singola succursale - (*)Obbligatorio - Mode : All

[Elenco Reclami](#) [Dettaglio materiale](#) [Dettaglio attivita'](#) [Dettaglio spese](#) [Dettaglio commento](#)

In the page above the rest of the claims details can be entered by clicking on the various headings at the bottom of the page.

Material (Parts) Details

http://e-supportws.landini.it/ws/lista_tbi_claim_detail_material.asp?sid=11719335&azione_est=fta - Microsoft Internet Explorer

File Modifica Visualizza Preferiti Strumenti ?

Indirizzo http://e-supportws.landini.it/ws/lista_tbi_claim_detail_material.asp?sid=11719335&azione_est=fta&azione=aggiungi&claim_line=521&claim_number=C7202330001L41

Landini

Owners | OWR | Claims |

Logout Home Help

Material List

Description	Item code	Quantity	Value	Item changed	Substitued	Prime Part	Part Recall	Validation
SWITCH,INDIRECT	3662736M91	1	10.63					

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer- Mode : All (EUR) Tot: 10.63

Claim List Claim header

Item code Quantity

http://e-supportws.landini.it/ws/form_tbi_claim_detail_material_10.asp?sid=11719335&azione_est=fta&azione=aggiungi&claim_line=521&claim_number=C7202330001L41

start Microsoft Office... http://e-supportws... http://e-supportws... Documenti Fig18-23ManWSen... IT 11.45

The page shows all parts used for the claim. To add a part, click on New. The next page then opens up

Argo Tractors S.p.A.

Adding Parts

The screenshot shows a web browser window with the URL `http://e-supportws.landini.it/ws/form_tbt_claim_detail_material_10.asp?sid=11719335&azione_est=`. The page features the Landini logo and navigation links: Owners, OWR, Claims, Logout, Home, and Help. The main section is titled "Material Add" and contains the following information:

- Claim Number(*) C7202330001L40001
- PIN number(*) PFPLT17090
- Company(*) 130
- Dealer(*) C7202330001

Item code(*)	Quantity(*)

At the bottom of the form, there is a status message: "Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - (*)mandatory - Mode : All". Below this are two buttons: "ok" and "esci". The browser's taskbar at the bottom shows the start button, several open applications (Microsoft Office, Internet Explorer, Documents), and the system clock at 11:43.

Here parts and quantities can be added. If the number of spaces in the page are not enough, first save the page by clicking on OK then the Next Page icon will come up. Clicking on this icon will bring up again the same page empty.

For each claim, the part that caused the failure (Prime Part) must be indicated. The Prime Part that caused the failure must be added as well in the Material Add page whether it has been replace or not. Clicking on the selected part will open up the following page.

Argo Tractors S.p.A.

Modifying Parts

The screenshot shows a web browser window with the URL http://e-supportws.landini.it/ws/form_tbt_claim_detail_material.asp?sid=1171151840&des_item=ARM&azione_est=&azione=modifica&claim_line=551&claim_numbe. The page title is "Material Edit ARM". The form contains the following fields:

- Claim Number(*) C7202330001140002
- PIN number(*) MFDL36182
- Dealer(*) C7202330001
- Item code(*) 3659456M91
- Quantity(*) 1
- Company(*) 130
- Prime Part ☒
- Location(*) TRACTOR CAB AND SEATS-U47
- Sub-Location(*) TRACTOR CAB - "WINDSCREEN WIPER"-U47-14
- Letter(*) A
- Standard time(*) 0.5
- Part Recall ☐
- Prime part replaced ☒
- Failure code(*) Blocked - 040
- Substitued ☐
- Comment

Clicking in the box Prime Part, automatically activates the/ Model / Group / Subgroup of the parts catalogue, the Failure Code and the Labour Time of the tractor according to the Part Number selected.

The Failure Code is always present but the Labour Time can or cannot be found.

When found, the Group, the Subgroup, the activity and the corresponding Labour Time are shown. The activity done can be chosen. From the list the following can be picked (A = Substitution, B = Overhaul, C = Calibrate/Set up, D = ..., E = ...). the Labour Time can vary depending on the choice.

If not found, the Group the Subgroup of the model and the activity type A are shown. The Group and Subgroup must be shown and the Labour Time must be added manually. The time must be added using hours and decimal minutes separated by a point. The time added is only for that claim and can then be validated by Landini during processing.

Other information:

Part Recall: If ticked shows that for that part Landini can ask the part back for checking. If confirmed by the Warranty Manager that there should be a recall then the claim is Awaiting Examination and is suspended until the article has been received and checked.

Prime Part Replaced: If the Prime Part was replaced then tick this box.

Failure Code: Must be chosen from the drop-down list.

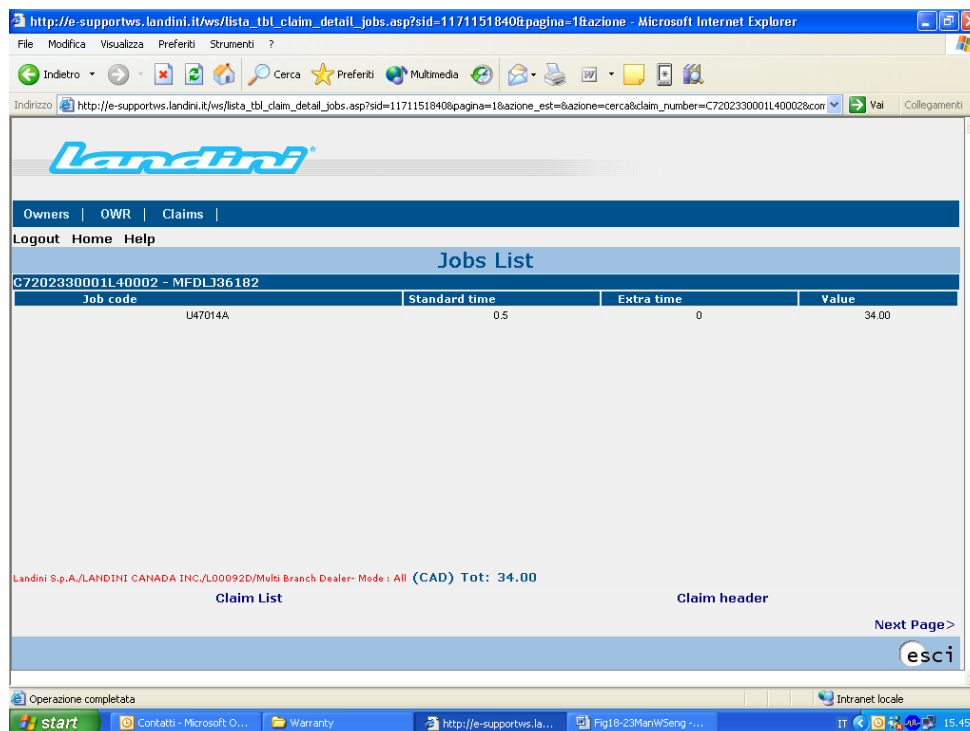
Argo Tractors S.p.A.

Substituted: If the box is ticked then it shows that the article has been replaced by one or more parts. Replacement management is automatic and the claims lines are changed for one or more lines showing the replaced parts.

Comments: Here notes can be added and attached with the claim.

Detailed Activities

After identifying the parts, then is possible to enter in the Job (repair) activities.



The screenshot shows a web browser window displaying the Landini support system. The page title is 'Jobs List'. Below the title, there is a table with the following data:

Job code	Standard time	Extra time	Value
U47014A	0.5	0	34.00

At the bottom of the page, there is a status bar indicating 'Operazione completata' and a total value of '34.00'. The page also includes navigation links like 'Logout', 'Home', and 'Help'.

The page shows the activity inserted automatically depending on the Primary Failure Article. Other activities cannot be added, but clicking on the line is possible to modify. See following page:

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Jobs edit

Claim Number(*) C7202330001L40002 PIN number(*) MFDLJ36182
 Dealer(*) C7202330001
 Job code(*) U47014A Company(*) 130
 Extra time 0
 Code for extra time [dropdown]
 Standard time(*) 0.5
 Comment [text area]

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - (*)mandatory - Mode: All

Claim List Claim header

ok esci

Extra Labour Time can be added. If extra time is added a comment is compulsory. The value of the activity shown in the claim is calculated by multiplying the total time (Standard time + Extra time) by the Labour cost per Hour.

Expenses Details

This function shows all the Expenses (costs) of the claim.

Expenses List

C7202330001L40002 - MFDLJ36182

cost type	Quantity	price	Value

Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer- Mode: All (CAD) Tot: 0.00

Claim List Claim header

cost type [dropdown] Search

nuovo esci

The page shows the costs all-ready added to the claim. To add a expenses click on New which will bring up the next page

Argo Tractors S.p.A.

The screenshot shows a web browser window with the URL `http://e-supportws.landini.it/ws/form_tbl_expenses.asp?sid=1171151840&azione_est=&azione=aggiungi&code=&code_cost_type=&claim_number=C7202330001`. The page features the Landini logo and navigation links: Owners, OWR, Claims, Logout, Home, and Help. The main heading is "Add expenses". The form contains several fields: "code(*)" with value "1", "Claim Number(*)" with value "C7202330001L40002", "PIN number(*)" with value "MFDL36182", "cost type(*)" with a dropdown menu, "Company(*)" with value "130", "Dealer(*)" with value "C7202330001", and "Quantity(*)" with value "1". There are also fields for "price(*)" and "Comment(*)" with a text area. At the bottom, there is a footer with the text "Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - (*)mandatory - Mode: All" and buttons for "ok" and "esci".

The cost type must be chosen, the quantity (default is 1), the cost paid and a comment.

Comments

This functions shows all the compulsory comments.

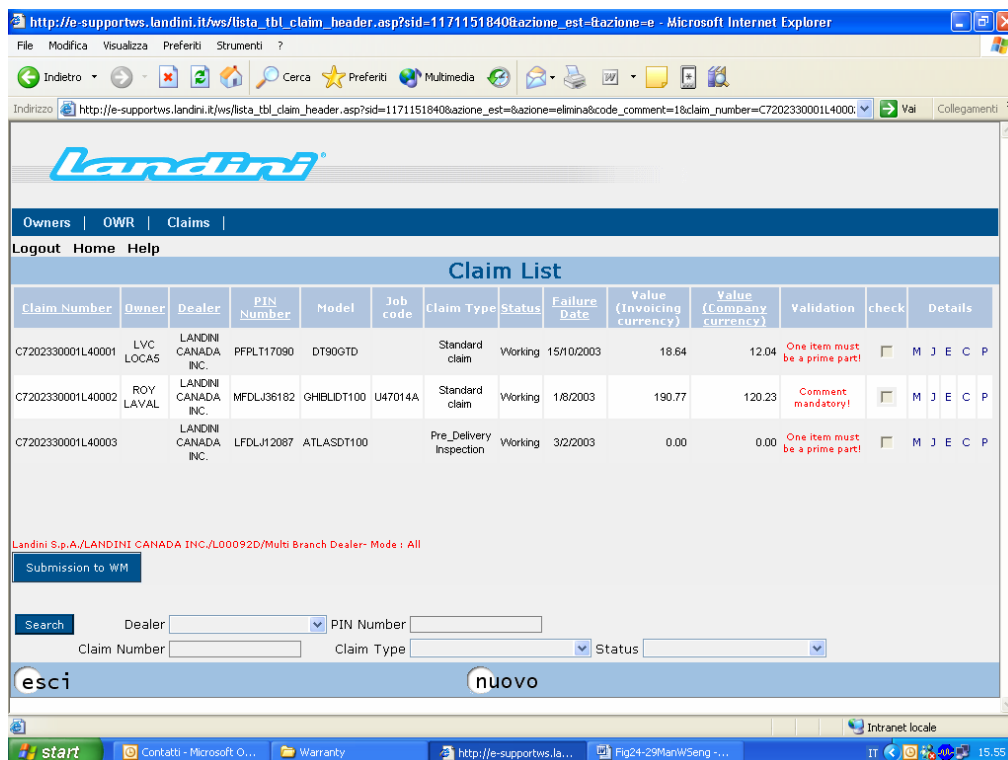
The screenshot shows a web browser window with the URL `http://e-supportws.landini.it/ws/form_tbl_comments.asp?sid=1171151840&azione_est=&azione=aggiungi&code_comment=&claim_number=C7202330001L400028`. The page features the Landini logo and navigation links: Owners, OWR, Claims, Logout, Home, and Help. The main heading is "Comments Add". The form contains several fields: "Comment(*)" with value "1", "Company(*)" with value "130", "Claim Number(*)" with value "C7202330001L40002", "PIN number(*)" with value "MFDL36182", "Dealer(*)" with value "C7202330001", "comment date(*)" with value "3/2/2004", "comment entered by" with value "L00092D", "Comment type(*)" with a dropdown menu, and "Comment(*)" with a text area. There are also fields for "Comment type(*)" with values "1 - What has failed", "2 - What caused the failure", and "3 - How did you fix it", and "Comment(*)" with a text area. At the bottom, there is a footer with the text "Landini S.p.A./LANDINI CANADA INC./L00092D/Multi Branch Dealer - (*)mandatory - Mode: All" and buttons for "ok" and "esci".

There are three types of comments: What has failed?
What caused the failure?
How did you fix it?

Argo Tractors S.p.A.

Presenting Claims to the Warranty Manager

Sending claims is done using Claim List page.



Choose the claim and click on the corresponding box Check, then click on the button Submission to WM to send the claim.

This will then change the status of the claim from Working to Submitted by Dealer.

At this point the presentation of the claim from the dealer is complete.

The reply to the request of approval will be verified to the claim in one of the following ways:

- Rejected by WM = The claim is not accepted.
- Suspended = The claim is suspended to be verified later.
- Awaiting Examination = The claim is suspended for parts verification first.
- Approved by WM = The claim is approved.
- Credit Processed = The claim is approved and authorised for Credit.

Only the status of Credit Processed confirms that the claim has been approved by the Landini After Sales Service and the Credit Note has been approved by the Landini Administration.