



FOREWARD

We are pleased to release the **Fourth edition of Warranty Policy & Service Policy Procedure Manual**. This manual supersedes the third edition, which was published in April 2019 & this **new policy will be applicable with effect from 01st July 2022**

The manual covers the warranty policy & Service Policy procedure guidelines, required to fulfill the obligations towards warranty repairs. It is essential that the contents of this manual should be explained to all your workshop Staff, salesmen & Product installer. The manual should be preserved with the dealership & should be updated from time to time as per our communication.

VST Tillers Tractors Ltd reserves the right to change policies at any time with due notification of such changes to the dealer.

In case of any query, do write to us.

Customer Care Department

VST TILLERS TRACTORS LTD

Plot No 1 Dyavasandra Industrial Lay Out

Whitefield Road, Mahadevapura Post

Bangalore-560048 Karnataka-India

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WARRANTY & SERVICE POLICY FOR VST-TRACTORS

1. WARRANTY POLICY-DOMESTIC

- Preface
- Scope of warranty policy guide
- Warranty Policy and Warranty Period
- Proprietary Warranty Policy
- Good will Claims Warranty Policy
- Warranty Claims Submissions and Disposition of Warranty Parts
- Warranty Claim Reimbursement

2. SERVICE PROCEDURE & POLICY

- Service Manpower
- Service Infrastructure and Workshop Environment
- Service Information and Literature
- Pre-Delivery Inspection (PDI) & Installation
- Service follows ups, Periodic Maintenance and Records
- Warranty Claim Analysis
- Spare Parts Management
- Service Inspection
- Service Schedule and Reimbursement Policy

1. WARRANTY POLICY-DOMESTIC

1.A. PREFACE:

The purpose of this Warranty policy is to guide and create an understanding and awareness of the terms and conditions of claiming on a tractor manufactured by VST Tillers Tractors Ltd and provide guidance to set forth minimum standards that are required at VST Authorized Dealers & Service Points

Warranty Policies have been formulated keeping the customer Satisfaction in Mind & they are flexible & differ based on the products.

1.B. Scope of warranty policy guide:

The overall goal of VST Tillers Tractors Ltd and this warranty policy is to guide and ensure that every end user receives the utmost satisfaction. Hence it is recommended that the VST Authorized Dealers & Service Points to achieve complete customer satisfaction assuring the responsibility for the following important activities:

- All tractors must be properly and safely serviced in accordance with the instructions furnished by VST Tillers Tractors Ltd
- End Users must be instructed & trained by VST Authorized Dealers & Service Points trained manpower regarding safe and proper operation of the tractor.
- VST Authorized Dealers & Service Points must emphasize to all customers that the Service & Maintenance Schedule as specified by VST Tillers Tractors Ltd must be strictly adhered to.

- All technical and operational difficulties must be reported to VST Tillers Tractors Ltd immediately and accurately through methods prescribed by the Company.
- Adherence to Company standards will ensure complete customer satisfaction. The VST Authorized Dealers & Service Points is required to establish a mechanism within his organization to resolve all product performance issues of a customer in a manner, which will result in maximum customer satisfaction.
- Proprietary Parts (OE) like Fuel Injection Pump, Auto electricals, Batteries, tires will be covered by the respective Manufacturer (Refer Annexure)
- Also, it is essential that the VST Authorized Dealers & Service Points, Service and spare parts department achieve and maintain a high standard of excellence; which will result in increased profits for the Dealers and higher satisfaction levels for the customers; in-turn increasing the sales of Company Products.
- In the event of any dispute arises between the parties, the same shall be settled amicably, failing which by arbitration as per Indian Arbitration and Conciliation Act with Venue at Bengaluru, India. The sole arbitrator shall be appointed by VST Tillers Tractors Ltd. Parties agree to the applicability of Indian Law and jurisdiction of Courts at Bengaluru, India.

1.C. Warranty Policy and Warranty Period:

VST Tillers Tractors Ltd warrants to its first retail customer each part of the tractor sold by VST Tillers Tractors Ltd to be free from any defects in material and workmanship under normal usage and service conditions, other than the parts (exclusions) and qualifying conditions mentioned here-in-under:

Warranty period: 2 years / 2000 Hrs. whichever is earlier for all the models manufactured at VST Plant-Hosur -Tamilnadu

Warranty Restrictions:

- The tractor must have been operated in accordance with the operating instructions contained in the VST Tillers Tractors Ltd operator's manual
- The tractor must be serviced regularly at the intervals specified in the owner's manual at VST Authorized Dealers & Service Points
- All Consumables required during the periodic maintenance checks are not included in the warranty & to be paid by the End user.
- Warranty is limited to the product and it company will not be answerable for any personal injuries or consequential or resulting liability, damage or loss arising from any defects.
- Paint peel off & Paint fading of Sheet metal components will be covered under special warranty on case to case basis.

Warranty will not be applicable for:

- Normal maintenance services such as fuel system cleaning, wheel brake and clutch adjustments.

- Normal replacement of service items due to wear and tear (e.g., filters, fuel injectors, brake or clutch linings, rubber parts, plastic parts, sealings, bulbs, halogen lamps, fuse & electrical connectors, etc.)
- Tractor which has been subjected to misuse, negligence, alteration, accident, any abnormal use, or which have been used with parts not made or supplied by VST Tillers Tractors Ltd, if in the sole judgment of VST Tillers Tractors Ltd such use affects performance or reliability.
- Parts of the tractor those have been altered or replaced in an unauthorized manner, which in the sole judgment of VST Tillers Tractors Ltd affect its performance or reliability.

Parts covered for 24 Months / 2000 hours (whichever is earlier)

Engine:

Crankcase, Front Cover, Housing, Cylinder Head & Head Gasket, Oil Pan, Lubrication Oil Pump Assembly, Crankshaft, Flywheel and Ring Gear, Timing Gears, Retainers, Camshaft, Valves (excluding burnt and pitted valves), Valve Train Assembly, Piston with Pin (excluding Seizure), Piston Rings, Connecting Rod Assembly, Inlet and Exhaust manifolds, Cylinder Sleeves, Brackets, Guards, Valve Housing Cover, Governor Control Linkages.

Transmission (Gear Box, Differential, Rear Axle):

Transmission Case, Cover front, Transmission Gears, Couplings, Shafts, Housings, Retainers, Shifter Forks, Rails, Levers, Gear Pump, Differential Housing, Bull Cage, Bull Gear, Crown Wheel and Pinion, Differential Gears & Pinions, Differential Shafts, Differential Lock Assembly, Rear Axle Carrier, Rear Axle.

Hydraulic & Linkages:

Hydraulic Housing, Control Valve Head, Control Valve Body, Regulating Piston, Relief Valve, Control Lever, Spool & Sleeve Assemblies, Auxiliary Valve, Quadrant Assembly, Top Link Spindle, Brackets, Pulleys, Shafts, Plates, Lift Arm & Linkages, Top Link, Lower Link, Check Chain, Lift Rod, Lift Link, Drawbar Support Plate, Stay Bar.

Brake:

Oil immersed Brake Assembly (Except Normal Wear of Liner).

Clutch:

Clutch Housing,

Front Axle:

Front Axle, Front Axle Extension, Front Axle Support, Center Pin, Front Weight Mounting Bracket, Weight.

Bearings:

Engine Main Bearings, Connecting Rod Bearing, Steering Bearings, Gear Box Bearings and Bushes Differential Bearings, Rear Axle Bearings (Bearing failure under warranty is acceptable only if greasing & oil replacement is done at specified interval or earlier depending upon the type of application)

Steering System:

Steering Gear Box Assembly, Power Steering Unit, Power Steering Cylinder, Reservoir, Inner Column, Rocker Shaft, Steering Knuckle, Drop Arm, Steering Arms.

Fasteners:

Main Bearing Cap Bolts, Connecting Rod Bolts, Cylinder Head Bolts, Differential Side Bearing Bolts.

Parts covered for 12 Months or 1000 hours (whichever is earlier)**Engine:**

Water Pump, Radiator Fan, Thermostat, Radiator Assembly, Recovery Tank, Air Cleaner Assembly (Except Filter Element), Pre-Clear, Hoses, Oil Seals, O" Rings, Pipes.

Transmission (Gear Box, Differential, Rear Axle):

Oil Seals, Ball & Guide Gear Shifter.

Hydraulic & Linkages:

Hydraulic Pump, Oil Seals, „O" Rings, Pipes, Bearings.

Clutch:

Clutch Cover Assembly, Driven Plates (except wear & tear), Pressure Plate, Forks, Clutch Pedal & Linkages, Oil Seals.

Electrical & Instruments:

Instrument Cluster, Wiring Harness, Switches, Indicators, Sensors, Flasher Unit, Horn, Horn Push Button, Accelerator Cable, Head Lamp, Plough Lamp, Fuel Gauge, Unit Fuel Tank, Oil Pressure Gauge, Temperature Gauge, Brackets

Front Axle: Bushes, Seals.

Steering System: Steering Wheel, Steering Hoses, Tie Rod. & Drag Link. (Excluding bend cases), oil seals, Dust Seals.

Wheels: Oil Seal.

Others: Driver's Seat, Stickers & Decals, Chassis Frame.

1.D. Proprietary Component Claims:

Warranty claims on proprietary components such as tyre, fuel injection equipment, auto electrical equipment (Starter motor, Alternator) and battery should be referred by the VST Authorized Dealers & Service Points, directly upon the respective OE manufacturer as per their warranty terms and VST Tillers Tractors Ltd shall facilitate the repair / replacement from the proprietary OEM. Please refer to Annexure for the applicable warranty period of proprietary items.

S.no.	Item	Warranty period
1	Starter motor	12 months/ 1000 hours operation from the date of tractor delivery or 15 months from the date of manufacturing, whichever is earlier.
2	Alternator	12 months/ 1000 hours operation from the date of tractor delivery or 15 months from the date of manufacturing, whichever is earlier.
3	FIP & Nozzles	12 months from the date of tractor delivery or 15 months from the date of manufacturing, whichever is earlier.
4	Battery	12 months from the date of tractor delivery or 15 months from the date of manufacturing, whichever is earlier.
5	Tyres & Tubes	Tyres: 1 Year / 1000 Hrs from the Date of delivery to the First Customer on Pro rata basis Tubes: 1 Year / 1000 Hrs from the Date of Delivery to the First Customer on Pro rata basis

1.E. Good will Claims Warranty Policy:

Sometimes repairs / replacement of parts do not carry warranty consideration and under purview of Manufacturer's warranty. But for retaining customer's goodwill or due to some commercial reason, such repairs / replacement is

required to be done on free of cost to customer. Such repairs / replacement can be considered favorably as “Goodwill Warranty claim” after getting sanction from Service Engineer / Respective PC Heads / Service Heads

General Guidelines for Good Will Claims

- No undue promises to be made to the customers.
- Before carrying out any repairs under Goodwill, approval from area office is mandatory.
- Dealer should ensure that the customer has availed all the free Services on time and has used genuine spare parts
- Goodwill warranty should be applied for selective cases as frequent warranty repairs under goodwill deteriorates the brand value
- Accidental cases, Consequential Failures due to usage of non-genuine parts, failures due to improper maintenance, Failures due to improper usages are NOT COVERED under goodwill
- It is recommended that the Customer, Dealer & the Company should proportionately share the Goodwill claim amount
- Handling Charges are not applicable in case of Goodwill warranty claims, as the parts are scrapped at the dealer end.
- Dealer must mention the Scrap value and mention all relevant supporting bills

Warranty Repairs:

- Warranty entitles free repair or replacement of defective parts only.
- Any part (s) replaced under warranty shall become the property of VST Tillers Tractors Ltd

- The repair or replacement of defective parts under warranty must be carried out by VST Authorized Dealers & Service Points.
- VST Tillers Tractors Ltd **GENUINE PARTS** must be used to replace any defective parts under warranty”.
- Parts repaired or replaced under this warranty are warranted only for the residual duration of the original warranty period of the V S T Tillers Tractors Ltd tractor.

Design Changes:

Since improvement is a continuous process hence VST Tillers Tractors Ltd reserves the right to carry out any changes or modifications in design and/or specifications whatsoever in any product/part manufactured at VST Tillers Tractors Ltd, without prior information, to make the product better than before.

Change on specification of a component shall not deem that an earlier tractor fitted with component of previous specification is of poor or inferior workmanship and entitle any change/ upgrade of component.

1.F. Warranty Claims Submissions and Disposition of Warranty Parts:

WARRANTY CLAIM PROCEDURE: (GENERAL INSTRUCTIONS)

When deciding for warranty, the VST Authorized Dealers & Service Points team should check that it is valid as per this policy and enough details are available to fill up the Warranty application form in DMS. More specifically, the VST Authorized Dealers & Service Points, shall check the following parameters:

- Validity in Warranty Period

The VST Authorized Dealers & Service Points, shall check that the job card date of repair is within the warranty period counted from the date of delivery as recorded on the delivery challan or sale date as recorded in the sale invoice, whichever is earlier. The job card must be signed by the customer mandatorily.

- Service & Maintenance History

The VST Authorized Dealers & Service Points, shall check that the tractor has received appropriate service and maintenance at VST Authorized Dealers & Service Points, authorized workshop as detailed in the operator manual.

- Usage

The VST Authorized Dealers & Service Points, shall check that the usage of the tractor is warrantable and further check that no improper modification has been made on the tractor.

- Original / Genuine Part

VST Authorized Dealers & Service Points, shall ensure that only VST Tillers Tractors Ltd Genuine Parts have been used in prior service / repair of the Tractor.

- Affected Parts

The VST Authorized Dealers & Service Points, shall check whether all the affected parts are related to causal part.

The VST Authorized Dealers & Service Points shall carry out proper repairs so that problem does not reoccur.

The VST Authorized Dealers & Service Points shall check tractor history before issuing parts under warranty.

WARRANTY SUBMISSION PROCEDURE:

- The VST Authorized Dealers & Service Points will have to punch the Warranty claim through DMS within 02 Days of replacement of Parts on the Tractor.
- Warranty Claims must be mandatorily verified by the respective Service Engineer before Punching in the DMS.
- Packing of defective parts should be proper. Heavy parts should not be packed with light fragile parts. Any part bigger/ longer than 3 feet needs to be packed separately. Utmost care is needed that parts should not hit each other and get damaged, hence proper cushion is needed while packing.
- All TAGS should be protected with polythene cover.
- All failed parts are required to be sent through road Transport System (on freight paid and door delivery basis) to the following address:

VST TILLERS TRACTORS LTD

Plot no 39, Phase 1 SIPCOT industrial Complex

Mookandapalli-Hosur-635 126 Tamil Nadu- India

WARRANTY REJECTIONS:

- VST Tillers Tractors Ltd expects from its VST Authorized Dealers & Service Points that all the claims should have a valid reason conforming to VST Tillers Tractors Guidelines which will ensure that customer is getting the maximum advantage and the claim made is genuine.

Following are some conditions due to which the claim of a dealer can get rejected

- Parts failed at VST Authorized Dealers & Service Points need immediate tagging for identification and to prevent mixing with other failed parts in the VST Authorized Dealers & Service Points workshop.
- Failed Parts should be packed in such a way that they should not get damaged while transportation and/or get contaminated with foreign matter. This may cause the loss of evidence of failure and will result in difficulties in analysis at plant.
- Any old/pre-modified/wrong part sent with the details of newly failed parts of a new/different tractor or any attempt to claim a false failure will lead to straightaway rejection of claim and may also attract serious penal action.
- Wrongly and incompletely filled warranty tags or warranty claims will attract rejection.
- Warranty failed material should have attached copy of warranty claim to ease identification at warranty stores.

1.G. Warranty Claim Reimbursement:

For all warranty claims submitted through the DMS system by the VST Authorized Dealers & Service Points, VST Tillers Tractors Ltd will credit such warranty claims in full. However, this Credit shall not be treated as full and final acceptance of the claims by the Company and will be subject to receipt of the failed parts, detailed related documents within 30 days period of carrying out the job work by the VST Authorized Dealers & Service Points and the analysis of the failed parts / warranty claim by the Company, whose decision in this regard shall be final and binding

on the VST Authorized Dealers & Service Points. Any unacceptable / rejected claim will be debited in VST Authorized Dealers & Service Points Spare Parts Account through debit admittance statement.

Note: VST Tillers Tractors Ltd reimburses the VST Authorized Dealers & Service Points for warranty claims by crediting their Spare parts account available with VST Tillers Tractors Ltd only after the repairs have been completed, the tractor has been delivered to the customer along with a satisfactory note and warranty claim has been submitted to the Company through DMS.

- **Company will reimburse dealers for parts replaced during warranty repairs at the Net Dealer Price (NDP) at the time of repairs.**
- Company will reimburse **7% of “Parts NDP Cost”** as Labour Charge
- To compensate dealer for the Expenses towards packing & forwarding the defective parts, the company reimburses **5% of “Parts NDP Cost”** as handling Charges

DISPOSITION OF WARRANTY PARTS:

- Parts replaced under warranty must reach VST Tillers Tractors Ltd within 30 days from the job card date of repair by the VST Authorized Dealers & Service Points
All such parts replaced shall be dispatched to warranty department through pre-paid door delivery basis.
- All failed parts submitted for claiming warranty shall be disposed off by the company as it deems fit in its sole discretion and the VST Authorized Dealers & Service Points or the customer shall not have any claim on the

same or for its return, irrespective of whether the claim was accepted or rejected.

- Any defective parts returned to VST Tillers Tractors Ltd by the VST Authorized Dealers & Service Points must be accompanied by a warranty claim tag.
- The defective part (s) should be tagged immediately after it has been repaired

FINAL WARRANTY CLAIM DETERMINATION:

VST Tillers Tractors Ltd has the final right to approve or disapprove any claim submitted by the dealer and its decision in this regard shall be final and binding on the VST Authorized Dealers & Service Points / Customer

2. SERVICE MANPOWER: DEALER STANDARDS:

VST Tillers Tractors Ltd has a vision to render a very high quality of service to customers and has set forth minimum standards to accomplish the same. V S T Tillers Tractors desires all its dealers to represent and reflect this vision at their dealerships and maintain adequate service infrastructure to establish complete customer satisfaction. The following standards must be met to accomplish the same. The Company will rate the success of a dealer for its performance on these parameters, the details of which may be referred from the Annexure(s) attached at the end of this document.

2.A. Service Manpower

Dealer must have an adequate number of service technicians, helpers, service manager and parts manager depending upon the category under which the dealership is identified. Dealer must ensure that his manpower can deliver the

service, guidance and technical information to customers matching with company standards. The Dealer shall ensure that his manpower is trained at VST Tillers Tractors Ltd Training and Development Centers to develop the necessary capabilities.

2.B. Service Infrastructure and Workshop Environment

Dealer must maintain all service amenities as specified in Dealer Standards by VST Tillers Tractors Ltd which includes facilities like general tools, special tools, information wall charts and equipment necessary to conduct any investigation and/or repair of any defect arising in a tractor in the field. The Dealer shall at its own costs also provide Customer lounges/sitting areas with entertainment mode like television and refreshments in its workshop to ensure good hospitality to the customers. The guidelines for Dealer Standards.

2.C. Service Information and Literature

Dealer must maintain an updated version of VST Tillers Tractors Ltd Service Manuals, Parts Catalogues and other service literature like Special Tools Usage guide, Service Circulars in a file, as necessary to carry out after-sales-service and keep these freely accessible to its Service team and encourage them to refer to these frequently.

2.D. Pre-Delivery Inspection (PDI) & Installation

Dealer must ensure that pre-delivery inspection is carried out strictly as per the checklist from VST Tillers Tractors Ltd before delivering the tractors to the customers and ensure that any shortcomings are detected and rectified.

It is desirable to identify and initiate corrective action on the defects found in PDI at the time of / immediately after taking delivery of the tractors from VST Tillers Tractors Ltd and to intimate VST Tillers Tractors Ltd about all defects found during such PDI.

It is also the duty of dealer to ensure that proper installation is done at customer's premises within one week of delivery of the tractor involving the owner and the driver. This will ensure correct operation of tractor and no damages, undue wear and tear or under-performance is caused due to ignorance.

2.E. Service follow ups, Periodic Maintenance and Record keeping

Dealer must ensure the periodic maintenance of tractors as per the schedule specified in operator's manual and must promote this maintenance schedule by educating customer on the advantages and disadvantages like defects arising due to customer negligence, adherence to warranty terms, etc. The dealer should maintain a ledger in DMS ("VST Tillers Tractors Ltd Dealer Management System") of all tractors and send Service Reminders to the customers during the free as well as paid services.

2.F. Warranty Claim Analysis

Dealer service works manager / workshop in charge should analyze any technical or engineering problem in the customer's tractor and ensure that it is due to a defect in production from company side and not a result of misuse or wrong / local repair outside VST Tillers Tractors Ltd authorized workshops. Accordingly, a report of this information should be sent to VST Tillers Tractors Ltd timely and in a proper format as prescribed by the Company.

2.G. Spare Parts Management

Dealer must always maintain enough stock of spare parts in proportion to the tractor volume in its area of operation and ensure an efficient inventory management system, so that the necessary parts can be supplied to customer immediately upon request.

2.H. Service Inspection - As a mandatory condition of this Warranty policy

- The tractor must have been operated in accordance with the operating instructions contained in the VST Tillers Tractors Ltd operator's manual
- The tractor must have been serviced regularly at the intervals specified in the owner's manual at Authorized VST Tillers Tractors Dealer workshop network only.
- The owner must pay for necessary labor and consumables required during the periodic maintenance checks and to keep an accurate service record.
- It is also owner's responsibility to avail all the free services at scheduled time as provided by VST Tillers Tractors Ltd during the warranty period to avail the benefits of warranty.

2.I. Service Schedule and Reimbursement Policy

Services	Compact Warranty		2 Years	2000 Hrs	With Effect from 01st July 2022	
	Viraaj Warranty					
	Comapct Tractors			Viraaj Tractors		
	Intervals Hrs	Within-Days	Amt-Remb	Intervals Hrs	Within-Days	Amt-Remb
PDI	0-5	2 Days	250	0-5	2 Days	250
Installation	0-20	7 Days	250	0-20	7 Days	1000
1st FSC	250	3 Month	250	250	3 Month	250
2nd FSC	500	6 Months	250	500	6 Months	250
3rd FSC	750	9 months	250	750	9 months	250
4th FSC	1000	12 Months	250	1000	12 Months	250
5th FSC	1250	15 Months	250	1250	15 Months	250
6th FSC	1500	18 Months	250	1500	18 Months	250
7th FSC	1750	21 Months	250	1750	21 Months	250
8th FSC	2000	24 Months	250	2000	24 Months	250

End....