

CONSTRUCTION, INDUSTRIAL AND AGRICULTURAL MACHINES

# JCB MACHINE CARE HANDBOOK



EXTENDED WARRANTY

COMPREHENSIVE COVER



**JCB Machine Care is our official range of product support packages, designed to help you manage costs throughout your machine's life. It offers protection against defects in covered components caused by faulty materials or workmanship, extending your peace of mind. The Comprehensive Cover option enhances your ownership experience by helping to maximise uptime, productivity, and profitability.**

This handbook has three sections to provide you a detailed overview of what you need to know:

**Section 1** is an introduction to JCB Machine Care;

**Section 2** are the terms and conditions, including easy to understand sections of which components are covered and those which are not covered;

**Section 3** is the Customer Contract Form, which will also be your JCB Machine Care Certificate.

Please read all sections carefully and familiarise yourself with your obligations especially with regards to machine servicing. Please contact your local JCB Dealer if you have any questions.

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## SECTION 1 | AN INTRODUCTION TO JCB MACHINE CARE – EXTENDED WARRANTY

The purpose of this section is to give you an introduction to JCB Machine Care Comprehensive Cover and a brief summary of its main features.

### SUMMARY

JCB Machine Care Comprehensive Cover protects your JCB machine against defects attributable to faulty materials or workmanship for an agreed extended hourly coverage period measured from Zero (0) clock hours (Retail Date), up to a maximum of five (5) years from new.

This comprehensive cover applies to the covered components of your JCB machine, except for excluded items (see Section 2 – for details).

JCB Machine Care Comprehensive Cover protection is conditional on you fulfilling a number of important qualifying conditions. There are three qualifying conditions which you need to be aware of immediately:

1. Your JCB machine must be serviced by an authorised JCB Dealer in accordance with the Operator's Handbook at all times from new. We can offer you a range of servicing options to meet your specific requirements and help you to comply with this particular qualifying condition for JCB Machine Care Comprehensive Cover; and
2. You must take out JCB Machine Care Comprehensive Cover within twelve (12) months from new (i.e. first date of retail) of your JCB machine.
3. You must make Your JCB machine available for servicing within 150 hours or one month either side of each due service interval detailed in the Operator's Handbook. Where appropriate, evidence of servicing and maintenance conducted by the Authorised dealer should be maintained in JCB LiveLink to support warranty claims.

We hope this summary gives you a brief overview of this excellent JCB Product Support package and the confidence for you to purchase JCB Machine Care Comprehensive Cover, giving added peace of mind to your ownership experience.

## SECTION 2 | JCB MACHINE CARE COMPREHENSIVE COVER TERMS & CONDITIONS

### IMPORTANT

The details set out in the JCB Machine Care Comprehensive Cover Terms & Conditions and in the JCB Machine Care Comprehensive Cover Contract Form will form the contract (the "contract") for the provision of JCB Machine Care Comprehensive Cover by us, your authorised JCB Dealer to you, our customer.

**NOTE: THIS CONTRACT CONTAINS DETAILS OF YOUR RIGHTS AND OBLIGATIONS. IT IS THEREFORE IMPORTANT THAT THIS IS READ CAREFULLY BEFORE THIS CONTRACT IS SIGNED. THE CONTRACT SHALL ONLY COME INTO EFFECT WHEN WE SIGN THE ACKNOWLEDGEMENT OF CONTRACT, A COPY OF WHICH SHALL BE RETURNED TO YOU.**

The capitalised terms used in these JCB Machine Care Comprehensive Cover Terms & Conditions are defined in Clause 12 (Glossary of Defined Terms).

### 1. WHAT IS COVERED BY YOUR JCB MACHINE CARE COMPREHENSIVE COVER

In consideration of the charges and subject to you fulfilling the qualifying conditions set out in Clause 5 (Conditions you must fulfil for the JCB Machine Care Comprehensive Cover to apply), We will make good by repair or replacement, at our option, any defects in the covered components of the JCB Machine (other than the excluded items) attributable to faulty materials or workmanship under normal use which shall become apparent within the JCB Machine Care Comprehensive Cover cover period. We will carry out all work required as part of JCB Machine Care Comprehensive Cover during our normal working hours.

## 2. COVERED COMPONENTS

### ENGINE

Engine and all components within  
Cylinder head  
Engine block  
Engine oil pump  
Exhaust manifold  
Flywheel  
Flywheel housing  
Front damper  
Oil sump  
Pulleys  
Ring gear  
Rocker arm cover  
Timing gears

### HYDRAULICS

Cooling fan pumps and motors  
Hydraulic accumulators  
Hydraulic cylinders and all components within  
Hydraulic hoses  
Hydrostatic lines  
Hydraulic main control valve block  
Hydraulic motors  
Hydraulic oil coolers  
Hydraulic pumps  
Hydraulic tank  
Hydraulic valves  
Hydrostatic pump  
Joysticks - Implement and directional controls  
Pilot controls  
Relief valves  
Senders/solenoids/sensors

### ENGINE ANCILLIARIES

Alternator  
Battery cables  
Common rail  
Cooling system hoses

DEF dosing module  
DEF head unit  
DEF heated lines  
DEF tank  
Diesel tank  
EGR cooler  
EGR valve  
Engine control unit (ECU)  
Engine oil filter housing/base  
Engine mounts  
Engine throttle cable  
Exhaust clamp  
Exhaust pipe/muffler  
Fan housing  
Fuel injection pipes  
Fuel injectors  
Fuel lift pump  
Fuel lines/hoses  
Header tank  
High pressure fuel injection pump  
Ignition switch  
Induction hose  
Intercooler  
Main power relay  
Oil cooler  
Oil hoses  
Radiator  
Starter motor  
Thermostat  
Turbocharger  
Water pump

### TRANSMISSION

Accumulators and related relief valves  
Axle and/or final-drive coolers  
Axle seals  
Axles and all components within\*  
Dropbox

Electronic and/or hydraulic control valves  
External oil lines  
Hydraulic differential lock valves and associated parts  
Hydraulic oil tank  
Hydrostatic drive motors  
Propshafts  
Rotary coupling  
Senders/solenoids/sensors  
Slew brake valve  
Slew motor  
Torque converter assembly  
Track motors  
Transmission and all components within  
Transmission electronic control unit (TCU)  
Transmission hoses  
Transmission hydraulic controls  
Transmission oil cooler  
Transmission oil pumps  
Universal joints  
Wheels and fasteners  
Wiring harnesses and switches

### CAB / OPERATOR ENCLOSURE

Cab door frame  
Cab glass electrical (eg heated windscreen, integral safety wire EN474)  
Cab isolation mount  
Circuit board displays  
Fuse/circuit breaker panel  
Gauges/indicators/displays  
Relays/circuit breakers  
Seat  
Steering column and console  
Wiring harnesses and switches - *if not included elsewhere*

### FRAMES & LINKAGES

Articulation and/or oscillation joint (including pins and bushings)  
Attachment mounting frame/carriage  
Boom  
Bucket linkages  
Chassis/implement frames  
Dipper/arm  
Frames  
Hitch linkage rods  
Light brackets  
Linkage casting  
Loader arms  
Rear deck mounting frame (Fastrac)  
Rollover protective structure (ROPS)  
Stabilisers  
Undercarriage frame  
X Frame

### UNDERCARRIAGE

Non moving undercarriage components  
Recoil spring/assembly  
Slew bearing  
Track adjuster  
Track roller frame

### SUSPENSION

Accumulators  
Anti roll bar  
Struts  
Suspension arms/linkages  
Suspension control & control valves  
Suspension cylinders  
Suspension ECU and related components  
Suspension system hydraulic components

### BRAKING

ABS modulator  
ABS sensors (not calibration or adjustment)  
Air dryer (not cartridge)  
Anti-lock braking system (ABS) control module  
Brake actuator  
Brake air tank  
Brake caliper/head assembly - Excluding wear items\*  
Brake lines  
Brake master cylinder  
Control valves  
Footbrake valve  
Park brake actuator  
Park brake valve  
Service brake assembly - Excluding wear items\*

### STEERING

Angle sensors  
Dynamic mudguard swivels  
GPS autosteer system (factory fitted)  
Link trackrod  
Linkages  
Orbitrol valve assembly  
Power trackrod and related components  
Senders/solenoids/sensors  
Steering accumulator  
Steering controls  
Steering cylinders  
Steering lines and hoses  
Steering pump  
Steering relief valve  
Steering valve  
Tie rods  
Wiring harnesses and switches

### ELECTRICS

Aerial work platform control system  
Camera/display ECU (factory fitted)  
Engine wiring harness  
Fastrac central controller (FCC)  
Hydraulics ECU  
LED lights  
LinkLink ECU  
Logic modules  
Mainframe wiring harness  
Senders/solenoids/sensors  
Sender/switches  
Wiper motors

### HYBRID-ELECTRIC COMPONENTS

Charger unit (fitted to machine)  
Electrical control unit  
Fuses and relays  
High voltage cables  
Power distribution unit  
Traction motors

### HEATING & AIR CONDITIONING

Air conditioning compressor  
Air conditioning condenser and fans  
Air conditioning drier receiver  
Air conditioning hoses  
Heating and air conditioning ECU  
Pipes (gas charge and quick connectors)  
Temperature control  
Programmings and valves

\* See Clause 3 Excluded Components

# "IF IT'S IMPORTANT TO OUR CUSTOMERS, IT'S IMPORTANT TO US"

LORD BAMFORD



### 3. EXCLUDED COMPONENTS

JCB Machine Care Comprehensive Cover does not cover any component of the JCB machine not listed in Clause 2 (Covered Components) unless part of a valid claim or required due to the failure of a covered part causing consequential damage. For example all of the components listed below are specifically excluded from JCB Machine Care Comprehensive Cover:

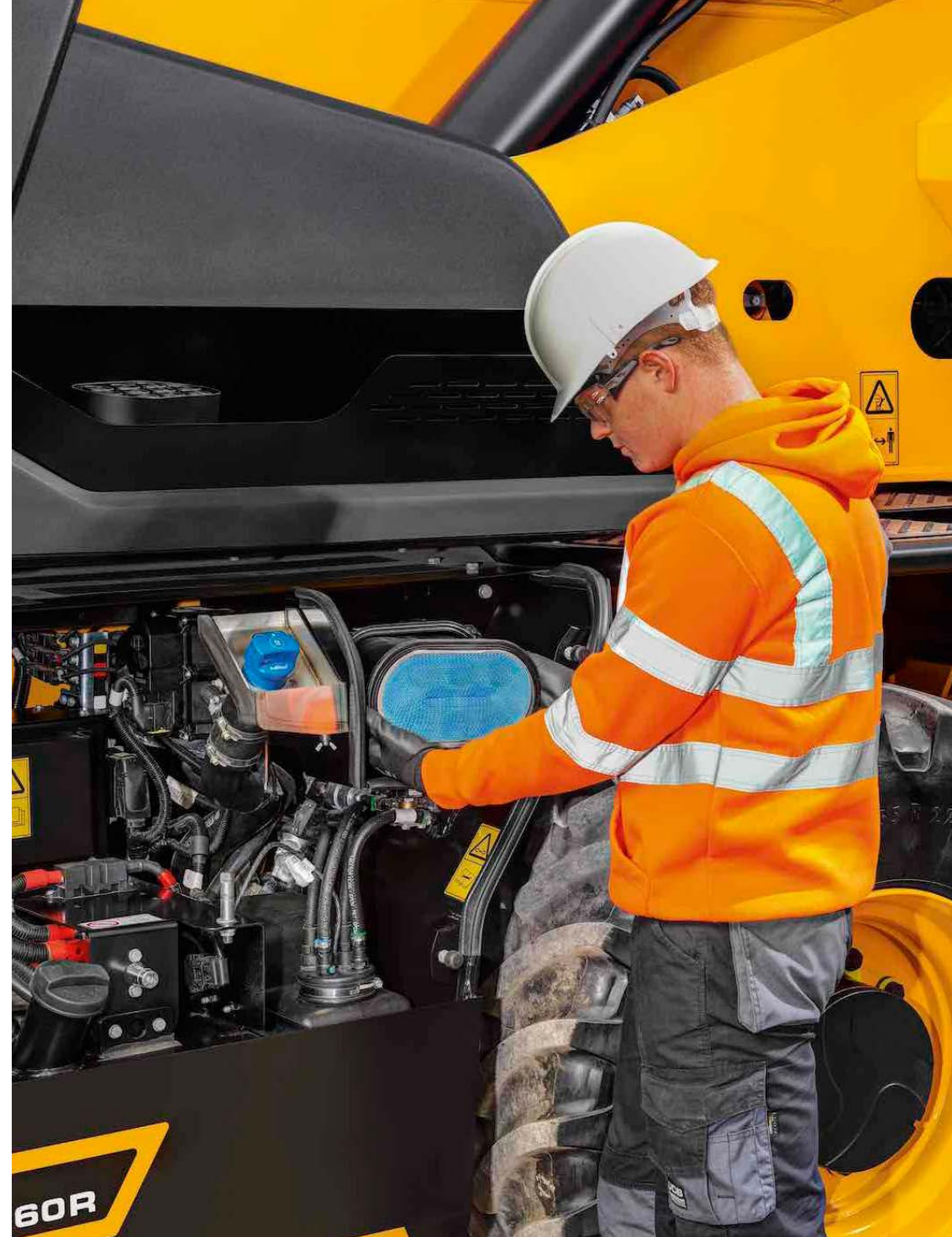
- All lubricated parts i.e. boom chains, pins and bushes (except in articulation joints) and lubricating hoses and fittings
- <sup>1</sup>Batteries and chargers
- Bodywork (cosmetic panels, fenders and coverings), body seals, cosmetic finishes, paintwork, trim, upholstery or weather strips
- Diesel particulate filters (DPF)
- <sup>1</sup>Electrical software updates or reprogramming
- <sup>2</sup>JCB Attachments
- Faults resulting from the use of contaminated fuel or inappropriate fuel for the vehicle
- Glass
- Gradual reduction in operating performance (wear and tear) consistent with the age and hours of the machine. Components that may be subject to wear include, but are not limited to, brake discs and frictional materials, suspension and steering components, clutch pressure plates, bearings and frictional material
- Ground engaging tools i.e. bucket teeth, blades and cutting edge parts
- Hinges and strikers
- Hydraulic line quick connect/disconnect components
- Machine control and guidance systems unless factory fitted
- Maintenance items – Such as adjustments, v belts, filters and elements, fuse, wiper blades, lamps, bulbs and non- LED lights
- Miscellaneous costs – Transport of machines, replacement machine hire and consumable items



- Parts/kits not ordered with the machine and installed aftermarket are not covered (these parts will be covered by any applicable parts warranty)
- Radios
- Beacons
- Recharging of air conditioning unit
- Service brake components - External brake components that are accessible without disassembly of a Powertrain component are not covered (i.e. brake linkage and control valves). Wear items, including but not limited to, discs, plates, and linings, either internal or external
- Service items - Such as coolant, oils, additives and fluids
- Tyres and rubber tracks
- Undercarriage components - Including sprockets, drive wheels, track and track belt assemblies, track rollers and idlers
- Automatic lubrication systems

<sup>1</sup>For Electric Machines, Batteries are covered by their manufacturers warranty

<sup>2</sup> Attachment Mounting Frame / Carriage are covered, see Section 2 Covered Components - Frames and Linkages / JCB Attachments on a Pothole Pro machine are covered



#### **4. WHAT CIRCUMSTANCES ARE NOT COVERED BY YOUR JCB MACHINE CARE COMPREHENSIVE COVER**

JCB Machine Care Comprehensive Cover does not extend to failures, defects or damage to the JCB machine attributable to any other reason except as set out in Clause 1, including:

- 4.1. wear and tear and You acknowledge that parts of the JCB machine are by their nature subject to deterioration through wear and tear (particularly ground engaging parts) and such deterioration is outside the scope of JCB Machine Care Comprehensive Cover;
- 4.2. abuse; accident; neglect; misuse; collision;
- 4.3. chemical corrosion and physical or mechanical erosion;
- 4.4. any modifications or adjustments required to meet a change in law;
- 4.5. any modifications or adjustments to the JCB machine not approved by JCB and not carried out by an JCB authorised Dealer;
- 4.6. any component failure, damage or losses resulting from the use of solid or semi solid tyres unless original factory fit;
- 4.7. any component failure, damage or losses resulting from the use of non-approved attachments;
- 4.8. solid or semi solid tyres unless original factory fit;
- 4.9. damage or failures resulting from external elements (eg, corrosion, fire, freezing, frost or snow);
- 4.10. a failure to properly use, maintain and service the JCB machine in accordance with the Operator's Handbook, including without limitation any failure to regenerate the Diesel Particulate Filter (DPF) when indicated on the machine dashboard for the length required. This includes any failures to the DPF where machine operation prevents automatic regeneration. Any breakdowns or deratings of the machine caused by the use of poor quality DEF (Diesel Exhaust Fluid) or failure to top up DEF. This also includes any defects caused by material being wrapped around or stuck in machine components or filters;

- 4.11. improper use of application, including without limitation any application or operation other than stated for the machine in accordance with Clause 6 (Applications & Environment) for any operation where the machine in question is deemed inappropriate for, including missing or removed safety and protection equipment. This also includes operating the machine exceeding the recommended weight, moving loads over unreasonable distances with the boom extended or at height;
- 4.12. the JCB machine not being used for an extended period (which means any period exceeding twelve (12) weeks);
- 4.13. continued use of the JCB machine where a known problem exists; or
- 4.14. incorrect use of fuel or contamination of fuel and hydraulic systems.

#### **5. CONDITIONS YOU MUST FULFIL FOR THE JCB MACHINE CARE COMPREHENSIVE COVER TO APPLY**

Our obligations to You pursuant to JCB Machine Care Comprehensive Cover are conditional on You fulfilling the qualifying conditions set out in this section at all times during the JCB Machine Care Comprehensive Cover Period. Any failure to fulfil these qualifying conditions will mean the JCB machine will no longer have the protection of JCB Machine Care Comprehensive Cover, however You will still be obliged to pay the Charges.

To qualify for JCB Machine Care Comprehensive Cover You must:

- 5.1. take out JCB Machine Care Comprehensive Cover within twelve (12) months of the Retail Date;
- 5.2. pay the Charges to Us in accordance with the JCB Machine Care Comprehensive Cover Contract Form;
- 5.3. ensure that the JCB machine is at all times used, operated, maintained and serviced properly in accordance with the Operator's Handbook and any other recommendations or instructions which may be given to You by Us or JCB Service or the manufacturer or otherwise communicated to You through the JCB Dealer network;
- 5.4. ensure that the JCB machine is serviced by Us or any other authorised JCB Dealer. Servicing must be carried out in accordance with the schedule and conditions specified in the Operator's Handbook;

- 5.5. use only genuine JCB Parts, Fluids and Lubricants with the JCB machine;
- 5.6. properly protect the JCB machine against damage by frost by using a suitable anti-freeze product or additives;
- 5.7. ensure that the hour meter is functional on the JCB machine;
- 5.8. ensure that JCB LiveLink is activated where a LiveLink terminal is fitted to the JCB machine and that You notify Us immediately if there is any malfunction;
- 5.9. ensure that the hour meter or any LiveLink terminal fitted to the JCB machine is not tampered or interfered with;
- 5.10. ensure that the JCB machine is only operated by authorised and suitably trained operatives;
- 5.11. ensure that the information You have provided to Us in the JCB Machine Care Comprehensive Cover Contract Form about Your intended usage of the JCB Machine is complete, accurate and up to date and that You comply with Your obligations pursuant to Clause 6 (Applications & Environment); and
- 5.12. follow the process set out in Clause 8 (What to do if Your machine develops a fault) if the JCB machine exhibits a fault or a possible fault.

## 6. APPLICATIONS & ENVIRONMENT

It is important that You explain clearly to Us the intended application of the JCB machine, its intended operating environment and country of operation. This will ensure that we can provide appropriate guidance in relation to relevant limitations on the JCB machine's capacity and capabilities in that environment. We will instruct You on the proper lubrication, general care and operation of the JCB machine in the intended operating environment. This may include, but not limited to, the fitment of correct accessories (such as air filtration in dusty conditions and corrosion protection in salty atmospheres) applicable for the working environment.

If there is a change in the application, country of operation or the operating conditions of the JCB machine then You must immediately notify this to Us in writing.

It is important for You to understand that JCB Machine Care Comprehensive Cover may not be available for all applications, countries of operation or operating environments. In addition the Charges applicable for JCB Machine Care Comprehensive Cover vary depending on the application, country of operation and operating environment in which the JCB machine is used. As such We reserve the right to terminate JCB Machine Care Comprehensive Cover, levy additional charges and/or impose special conditions where the application, country of operation or operating environment of the JCB machine changes during the JCB Machine Care Comprehensive Cover Cover Period or if the application, country of operation or operating environment was incorrectly advised initially by You.





## 7. OUR LIABILITY TO YOU UNDER JCB MACHINE CARE COMPREHENSIVE COVER

- 7.1. It is important that You understand that the extent of Our JCB Machine Care Comprehensive Cover commitment to You is expressly set out in Clause 1 (What is Covered by Your JCB Machine Care Comprehensive Cover) above.
- 7.2. It is Our responsibility to pay the costs of repair or replacement of the Covered Components of the JCB machine (other than the Excluded Components) within the scope of JCB Machine Care Comprehensive Cover. You are responsible for all other costs arising in connection with Your use of the JCB machine, including the costs of servicing and maintaining the JCB machine and meeting all of the qualifying conditions for JCB Machine Care Comprehensive Cover set out in Clause 2 (Qualifying Conditions).
- 7.3. Nothing in this Contract shall limit or exclude Our liability to You for:
- 7.3.1. death or personal injury resulting from Our negligence;
- 7.3.2. fraud or fraudulent misrepresentation; or
- 7.3.3. any other act or omission, liability for which may not be limited under applicable law.
- 7.4. Subject to Clause 7.3, We shall have no duty, obligation or liability to You, under or in connection with this Contract, whether in contract or tort (including negligence) or restitution, for:
- 7.4.1. any indirect or consequential loss or damage;
- 7.4.2. costs relating to provision of a replacement machine or the transport of a replacement/ customer machine, unless otherwise agreed in writing;
- 7.4.3. loss of or damage to other equipment or property;
- 7.4.4. incurring of liability for loss or damage of any nature whatsoever suffered by third parties (including in each case incidental and punitive damages);

7.4.5. damage constituting wasted time or expenditure;

7.4.6. liability by way of indemnity or contribution; or

7.4.7. any loss of actual or anticipated profit, interest, revenue, savings, contract or business or damage to goodwill, even if We are advised in advance of the possibility of any such losses or damages.

- 7.5. Nothing in this Contract shall affect Your rights pursuant to the standard warranty which came with the JCB machine when You purchased it.



## 8. WHAT TO DO IF YOUR MACHINE DEVELOPS A FAULT

If a problem with the Covered Components of the JCB machine occurs:

**DO NOT continue to use Your JCB machine. This may aggravate the problem and cause greater damage, for which JCB will not be liable.**

You must report this to Us as soon as is reasonably possible, providing the following information:

- 8.1. company name/trading title;
- 8.2. machine model and serial number;
- 8.3. hours recorded;
- 8.4. machine location;
- 8.5. JCB Machine Care Comprehensive Cover Contract Number; and
- 8.6. a description of the problem.

Our contact details are set out for You in the JCB Machine Care Comprehensive Cover Contract Form.

We will work with You to determine the cause of the problem and You must provide Us (or another authorised JCB Dealer notified to You by Us) with full and unrestricted access to the JCB machine to enable the cause of the problem to be diagnosed and where necessary to carry out any required repair work on the JCB machine pursuant to JCB Machine Care Comprehensive Cover.

Where necessary, We will refer to JCB Service for their guidance in determining the cause of the problem. In the event of any dispute between You and Us about the cause of the problem the expert diagnosis made by JCB Service, which will be given in good faith, shall be accepted by You and Us.

We (or another authorised JCB Dealer notified to You by Us) will carry out any repair work required pursuant to JCB Machine Care Comprehensive Cover. All parts that have been removed and replaced pursuant to JCB Machine Care Comprehensive Cover shall become the property of the replacing JCB Dealer.

## 9. WORKING HOURS OF THE JCB MACHINE

The number of hours for which the JCB machine is used will be measured by the hour meter or JCB LiveLink (where a LiveLink terminal is fitted).

If the hour meter and JCB LiveLink fail then the number of hours usage will be calculated according to the interval and rate of work between the two previous services and/or routine inspections carried out by Us (or another authorised JCB Dealer).

## 10. APPLICATION FOR TRANSFER OF THE JCB MACHINE CARE COMPREHENSIVE COVER

If You decide to sell the JCB machine during the JCB Machine Care Comprehensive Cover Cover Period You only are permitted to transfer JCB Machine Care Comprehensive Cover if You take the following action:

- if You are selling to an authorised JCB Dealer then you only need to pass this completed handbook to them;
- if You are selling to any other person then You must contact Us to obtain Our clearance to the transfer of JCB Machine Care Comprehensive Cover to the proposed new owner such clearance being at Our discretion. To facilitate the transfer of JCB Machine Care Comprehensive Cover to the new owner You must provide Us with the new owners full details (including name, address, telephone number and where applicable an e-mail address), the intended date of the transfer of JCB Machine Care Comprehensive Cover and inform Us of the intended application, country of operation and operating environment in which the new owner intends to use the JCB machine. Once You have received Our written clearance to this transfer then You only need to pass to the new owner this complete handbook together with the written clearance of the transfer attached and to it and the transfer of JCB Machine Care Comprehensive Cover will be complete to the new owner.

## 11. GOVERNING LAW & JURISDICTION

The Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with English law.

The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Contract or its subject matter or formation (including non-contractual disputes or claims).

## 12. GLOSSARY OF DEFINED TERMS

In these terms and conditions the following definitions shall apply:

- 12.1. **“Covered Components”** means those parts of the JCB machine covered by the JCB Machine Care Comprehensive Cover as stated in Clause 2 (Covered Components);
- 12.2. **“Charges”** means the charges payable by You for JCB Machine Care Comprehensive Cover as stated in the JCB Machine Care Comprehensive Cover Contract Form;
- 12.3. **“Excluded Components”** means those parts of the JCB machine which are not covered by the JCB Machine Care Comprehensive Cover as stated in Clause 3 (Excluded Components);
- 12.4. **“JCB LiveLink”** means JCB’s official telematics service which is a two way machine data messaging and position location reporting service consisting of over the air transmission of data over a cellular digital network to and from LiveLink terminals;
- 12.5. **“JCB machine”** means Your JCB machine specified in the JCB Machine Care Comprehensive Cover Contract Form;
- 12.6. **“JCB Machine Care Comprehensive Cover Contract Form”** means the contract form for JCB Machine Care Comprehensive Cover as set out in Section 3 of this handbook;

- 12.7. **“JCB Machine Care Comprehensive Cover Cover Period”** means the hourly coverage from new (ie, from zero clock hours) which You have selected as set out in the JCB Machine Care Comprehensive Cover Contract Form, up to a maximum of five (5) years from the Retail Date or such other alternative agreed maximum period from the Retail Date which is authorised and agreed by JCB Service in writing and then stated on the JCB Machine Care Comprehensive Cover Contract Form;
- 12.8. **“JCB Service”** means JCB Service (company number 0564955) whose registered office is Lakeside Works, Rocester, Uttoxeter, Staffordshire ST14 5JP;
- 12.9. **“Retail Date”** means the date on which the JCB machine is first retailed from new as stated in the JCB Machine Care Comprehensive Cover Contract Form;
- 12.10. **“We” / “Us” / “Our”** means the authorised JCB Dealer as set out in the JCB Machine Care Comprehensive Cover Contract Form; and
- 12.11. **“You” / “Your”** means the customer identified in the JCB Machine Care Comprehensive Cover Contract Form or any new owner of the JCB Machine who this customer may validly transfer this Contract to in accordance with Clause 10 (Application for Transfer).



Please complete this form with your dealer and, once signed, both you and the dealer should retain a copy for your own records.

Customer Details

Trading Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Country \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_

Dealer Details

Dealer Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Position/Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Country \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Mobile \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_

Machine Details

Model	Serial number	Retail date	Term in years	Max machine hours	Single payment of

Arduous Applications

- ☐ Operation in facilities handling waste from households and businesses, as well as construction and demolition waste
- ☐ Operation in waste transfer facilities for non-hazardous waste
- ☐ Processing of non-hazardous solid waste (e.g. garbage), which includes mixed recoverable materials, from households and businesses
- ☐ Operation in facilities where mixed recoverable materials such as paper, plastics ,etc. are sorted into distinct categories
- ☐ Processing of metal and non-metal waste and scrap (i.e. crushing, cleaning and sorting of glass, reclaiming of rubber such as used tyres to produce secondary raw material)
- ☐ Energy recovery resulting from waste incineration processes i.e. activities involving the treatment and disposal of organic waste (green waste, food waste, food-soiled paper, non-hazardous wood waste, green waste, and landscape and pruning waste)
- ☐ Operation in landfills for the disposal of non-hazardous waste
- ☐ Forestry and logging
- ☐ Military
- ☐ Extreme cold environments (below -20°C)
- ☐ Extreme hot environments (above 46°C), e.g. foundry, incineration
- ☐ Corrosive chemical environments e.g. salt, lime and fertiliser

AT ALL TIMES THROUGHOUT THE JCB MACHINE CARE COVER PERIOD THE JCB MACHINE MUST BE SERVICED IN ACCORDANCE WITH THE INTERVALS DETAILED IN THE OPERATOR’S HANDBOOK AND SUCH WORK MUST BE CARRIED OUT BY AN AUTHORISED JCB DEALER TO REMAIN VALID.

By signing this contract you agree to have read and understood the terms and conditions and be bound by this contract.

Tick if you would like to receive information about our products and any special offers by post ☐, by email ☐, by telephone ☐ or by text message ☐.

Acknowledgement of Contract

Customer Signature	Print Name	Date
_____	_____	_____
Dealer Signature	Print Name	Date
_____	_____	_____

**JCB Service, Waterloo Park, Beamhurst,  
Uttoxeter, Staffordshire ST14 5PA**

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