

Technical Information

Stoll Frontlader



Managing components for warranty cases

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| Scope: | Stoll front loader, Stoll implements and Stoll accessories |
| Symptom: | various |
| Possible cause: | various |

Despite the high level of quality demanded from our products and our suppliers, individual components may still become defective.

In such instances, please observe the conditions governing our warranty policy.

Components such as hydraulic cylinders, hydraulic control units, joysticks, wiring harnesses, electrical control units and other units must not be disassembled in cases of warranty.

Disassembling or damaging a seal on these components will result in a submitted warranty claim with a defect being rejected after the incoming inspection.

The company submitting the complaint may incur further costs for the examination and return of parts that were claimed without justification.

Damage data sheets for hydraulic cylinders and hydraulic hoses for hydraulic control units are available on the website <http://www.stoll-germany.com>.

With the above-mentioned components, the damage data sheets must be attached to the complaint section ready for the collection. The claim cannot be processed without this form.

If the damage data sheet has to be subsequently requested, there will naturally be a delay in the processing time.