



MOTORCYCLE WARRANTY INFORMATION

Honda Motorcycle Warranty

As exclusive international supplier of Honda motor cycles to the UN and Aid & Development sector, KJAER & KJAER A/S is responsible for handling, supporting and managing any potential guarantee and warranty incident. KJAER & KJAER do so in dialogue with your office and/or project recipient to ensure maximum efficiency and least possible inconvenience and delay.

Honda Motorcycle Warranty Coverage

KJAER & KJAER warrants for a designated period of time or specific mileage that we will cover the cost of repair or replacement of any part, which proves to be defective in materials or workmanship.

Honda Motorcycle Warranty Period

The warranty period begins on the date of delivery in accordance to the INCOTERM 2010 specified on the sales invoice.

The Honda warranty of 1 year or 12.000 km, whichever comes first, covers components on the motorcycle and the repair cost to those components if the failure is due to manufacturer defect or workmanship.

Key Maintenance Fundamentals

Keeping your motorcycle well-maintained is absolutely essential to your safety and to protect your investment, obtain maximum performance and avoid breakdowns. To ensure safety, follow these key maintenance fundamentals (*details are in the Owner's Manual received with the motorcycle*):

- ▶ The drive chain must be inspected and lubricated regularly.
- ▶ Perform a pre-ride inspection and make sure that any problem you find is corrected.
- ▶ Always use Honda Genuine Parts or their equivalents to ensure reliability and safety.
- ▶ Check the engine oil level regularly.
- ▶ Regularly visually inspect tyres.
- ▶ Clean the battery terminals if they become dirty or corroded.

What is not covered by the New Motorcycle Warranty

Following items are excluded:

- ▶ Any accessories or equipment installed outside the motorcycle supply agreement.
- ▶ Any costs of replacement parts that are expected to wear out, be replaced or deteriorate over a given period of time. Replacement parts could be items such as tyres, light bulbs, spark plugs, brake shoes/ pads, filters, batteries, as well as suspension parts.
- ▶ Damages or failures resulting from:
 - Incorrect operation of the motorcycle.
 - Accident, theft or fire.
 - Lack of proper maintenance and care, as well as improper repairs or use of non-genuine spare parts.
 - Use of improper or contaminated fuel, fluids and lubricants.

What you must do:

To apply the Warranty you are required to bring your motorcycle to your regular service provider and send us the following documentation:

- ▶ A technical report describing the motorcycle and incident details. (*Technical report template can be requested from info@kjaer.com*)
- ▶ A detailed repair estimate including all labour and parts costs.

In addition to the above, KJAER & KJAER may require additional information to be submitted to evaluate the actual incident. Therefore, you are expected to provide the following additional information upon request:

- ▶ Detailed pictures of the incident.
- ▶ A detailed technical statement from your service provider on the actual incident; the reason and the proposed countermeasure.
- ▶ Other incident information required to secure a correct warranty evaluation.
- ▶ In the event of a warranty claim kindly contact KJAER & KJAER warranty department for guidance and immediate assistance:
KJAER & KJAER A/S | Tel: +45 62 221 111 | Fax: +45 62 224 422 | Email: info@kjaer.com | Website: www.kjaer.com

What we will do:

Approved warranty services will be made at no cost to the motorcycle user/owner.

- ▶ Labour costs will be transferred to the customer or directly to the service provider as agreed.
- ▶ Parts costs will be transferred to the customer or directly to the service provider as agreed; unless we choose to provide the parts free of charge.
- ▶ KJAER & KJAER reserves the right to reject claims for excessive labour and parts costs.