



立派集团
RIPPA GROUP

Regulations on the Management of Warranty Claims

—Service Business Unit

2026

User Guidelines

I. Please read carefully

Thank you very much for purchasing our mini excavator. Please carefully read and comply with all contents of the "Three Guarantees Certificate" before using the excavator to avoid personal injury or property damage, and to ensure the excavator brings you the best benefits and extends its service life.

life.

II. How to submit service requests

If our company's mini excavators experience product quality issues during the warranty period, you can...

Call our after-sales service hotline directly to make your service request.

Please provide the following information when submitting your report:

1. Vehicle identification number of the purchased product, and a brief description of the location and nature of the malfunction.
2. Under what circumstances did the failure occur, and what operations were performed before the failure occurred?
3. When technicians contact you after a malfunction occurs, please be sure to truthfully inform them of the situation before the malfunction occurred so that technicians can make a preliminary judgment on the cause of the malfunction and the damaged parts, so as to avoid further damage to the equipment due to incorrect judgment. If customers deliberately conceal the cause of the malfunction or refuse to cooperate with technicians in troubleshooting because they are worried that the manufacturer will not provide warranty service, technicians have the right to refuse after-sales service.

III. Regulations for Warranty Claim Service, Old Parts Recycling, and Parts Delivery

1. All old parts replaced under warranty will be recycled. After receiving the new replacement parts, the old parts must be returned to the manufacturer for processing in the after-sales system. Otherwise, the next after-sales parts cannot be shipped. The manufacturer will not be liable for any after-sales service issues caused by failure to return the old parts.
2. For valuable parts, we offer a three-guarantee policy. When the manufacturer ships the goods in advance, the customer will be required to pay a deposit. The deposit will be refunded after the old parts are returned. We ask for your understanding and cooperation.
3. If you refuse to pay the deposit, you can return the damaged parts first, and send new parts after receiving the damaged parts. IV. After-sales service quality supervision and evaluation system and complaint handling.

You have the right to supervise the service quality of the service personnel, file complaints, and complete the after-sales process.

Please provide feedback on the quality of our services so that we can understand your needs and continuously improve.

Service quality, protecting your consumer rights.

V. Required service vouchers

The "Three Guarantees Service Certificate" given to you when you purchase the device is an important document for you to obtain valid three guarantees service.

Please request a service voucher when purchasing your vehicle. The service voucher must not be altered, missing pages, forged, or lent to others.

Please keep this safe; otherwise, it will affect your rights.

Three Guarantees Service Commitment

I. Scope of warranty claims service:

All mini excavators manufactured by our company are covered by the warranty service period, in accordance with the requirements of the instruction manual.

Under normal maintenance and use, problems may arise due to defects in product design, manufacturing, or debugging.

All machine parts damaged that are determined to be the responsibility of the manufacturer will be covered by the three guarantees service.

II. Warranty Claim Instructions for the Whole Machine:

1. Factory's warranty policy for distributors:

Serial Number	Machine category deadline: Machine production date	
1	OEM	Full machine warranty: 1 year/1000 hours
2	ECO	Full machine warranty: 2 years/2000 hours
3	PRO	Full machine warranty: 3 years/3000 hours
4	other	Full machine warranty: 1 year/1000 hours
Remark	Warranty start date: calculated from the date of manufacture as indicated on the machine's nameplate.	

2. Warranty provisions for end users by dealers:

Serial Number	Machine category duration: from the date of customer purchase	
1	OEM	Full machine warranty: 1 year/1000 hours
2	ECO	Full machine warranty: 1 year/1000 hours
3	PRO	Full machine warranty: 2 years/2000 hours
4	other	Full machine warranty: 1 year/1000 hours
Remark	Purchase time and start date shall be based on whichever comes first.	
	Warranty start date: calculated from the date of purchase by the end user (the date the invoice is issued).	

III. Warranty Period (excluding parts covered by the vehicle warranty)

Four wheels and belt	Track rollers and carrier rollers experienced issues such as broken screws, damaged bearings, and cracked wheel bodies within one year.			
	Guide wheel	1 year	Broken screws, damaged bearings, cracked wheel body, oil leaks, oil leaks from check valves.	Human error during disassembly caused the check valve to fail.
	drive wheel	1 year	Cracking, keyway, missing gear teeth	
	steel tracks	1 year	Broken shaft, broken pin, broken strip	Damage caused by improper inspection
	The rubber track broke after 6 months due to internal steel wire breakage, inner rubber delamination and missing teeth, and the outer rubber being cut by a foreign object, resulting in breakage and missing teeth.			
Rotary component	slewing bearing 1 year		Grinding teeth, locking	Lack of lubrication leads to wear
	Rotary motor 1 year		Oil leak, not turning, toothed teeth, flange breakage, keyway cut.	Unauthorized welding and soldering errors caused internal electrical seizure, resulting in damaged seals and oil leakage.
	Central rotary joint experienced oil leakage, pinholes, seizing, and flange breakage within one year.			Unauthorized welding and soldering errors caused internal electrical seizure, resulting in damaged seals and oil leakage.
Hydraulic components	One year warranty for all vehicle oil pipes and connectors		Pipe bursts, abrasions, poor crimping, pinholes, cracks causing oil leaks, and seal failures.	External impact caused breakage and oil leakage
	The vehicle's hydraulic cylinders experienced pressure loss, oil leakage, pinholes, breakage, and weld failure within one year.			External impact caused damage to the piston rod, resulting in seal failure and oil leakage; lifting and crushing caused the cylinder to bend; unauthorized welding and incorrect soldering caused damage to the internal discharge piston rod, resulting in seal failure and oil leakage.
	multi-way valve	1 year	Oil leaks, pinholes, valve core jamming, malfunctions	Operate easily damaged parts such as ball heads, pins, and bases.
	Oil source valve	1 year	Oil leaks, pinholes, valve core jamming, malfunctions	The electromagnetic coil has a 6-month warranty period; the malfunction occurred due to failure to change the hydraulic oil as required by maintenance guidelines.
	Solenoid valve	1 year	Oil leaks, pinholes, valve core jamming, malfunctions	The electromagnetic coil has a 6-month warranty period. The malfunction occurred due to failure to replace the hydraulic oil and hydraulic components according to maintenance requirements.
	Overflow valve	1 year	Oil leaks, pinholes, valve core jamming, malfunctions	
	Pilot handle, foot valve, bulldozer valve	1 year	Oil leaks, pinholes, valve core jamming, malfunctions	The handle is broken and the leather case is damaged.
	1 year for the walking motor		Oil leaks, pinholes, valve core jamming, malfunctions	Failure to replace hydraulic oil and hydraulic components according to maintenance requirements led to malfunction.
	hydraulic pump	1 year	Oil leak, cleaning, insufficient pressure	Failure to replace hydraulic oil and hydraulic components according to maintenance requirements led to malfunction.
engine	Equipped with hydraulic oil tank and diesel tank.	Poor welding over one year led to oil leaks and seepage.		Damage caused by loosening and failure to tighten in time
	Starter motor 6 months		Teeth-like markings, severed head	Failure to follow the operating instructions and maintaining a 15-second interval between each ignition attempt resulted in overheating and damage.
	Shock-absorbing pads 6 months			

	Engine with diesel tank	6 months	Wear and tear, oil leakage	Unauthorized modifications, welding, and splicing led to oil seepage and leakage.
	Electronic diesel pump, actuator ECU, rotary Speed sensor	6 months	Broken wire, burnt out	Damage caused by dry burning due to lack of oil.
	Fan blades	1 year	Loose leaf breakage	Damage to the leaf-spreading water tank caused by a foreign object falling in
	Connecting rod, piston, crank Shaft, flywheel	1 year	Connecting rod and crankshaft breakage, piston shattering, flywheel Tooth	Low antifreeze or low engine oil
	Water pump and oil pump	1 year	Leakage, jamming	Frozen
	body	1 year	Cracks and oil leaks	Frozen and cracked
	6 months for silencers		Welding failure, breakage	
	cylinder	6 months	fracture	Cylinder scoring (high temperature, damaged air filter, foreign objects entering)
	Crankshaft bearings and connecting rod bearings: 6 months		fracture	Lava (low oil or ineffective oil)
Mechanical structural components	Linkages and remote controls, 1 year		fracture	Breakage due to improper use
	boom stick 1 year		weld breakage	Breakage due to improper use
	Bucket	1 year	weld breakage	Normal wear and tear is not covered by the warranty.
	Bucktooth	1 year		Bucket teeth are not covered by the warranty.
	bulldozer blade	1 year	weld breakage	
	Upper and lower plates, boom support shelf	1 year	weld breakage	
Electrical components	Main power switch 6 months		Poor conductivity	
	6 months for the ignition lock			Rusting and poor contact caused by rainwater ingress
	Relay 6 months		Poor contact	Rusting and poor contact caused by rainwater ingress
	Insurance film			Insurance films are not covered by the three guarantees.
	Wiring harness assembly 6 months			Short circuits and burnouts caused by unauthorized wiring, etc.
	Instruments, speedometers, pointers Sign lights, headlights	6 months	Display error	Damage caused by water ingress is not covered by warranty.
	Oil level sensor 6 months		Failure	
	Speed sensor 6 months		Disconnection, failure	Unauthorized disassembly and assembly resulted in end face wear.
	Water temperature sensor 6 months		Disconnection, failure	
	Oil pressure sensor instrument	6 months	Disconnection, failure	
	Battery	6 months	Bulging, not charging	Unable to activate due to prolonged power failure.

Other components	Throttle cable 1 year		Heat-protecting layer failure	Rusting from water damage
	1-year engine shutdown cable		Heat-protecting layer failure	Rusting from water damage
	bulldozer blade string line 1 year		Heat-protecting layer failure	Rusting from water damage
	Water-based and oil-based products, 1 year		Leaking water, leaking oil	Improper use of antifreeze can lead to corrosion and leaks.
	Pin	6 months	fracture,	Unlubricated and worn, deformed by disassembly and hammering.
	Seats	3 months	Deformation, weld breakage, fracture	Wear and tear, leather damage, deformation from human impact, opening Welding, fracture
	Couplings, nylon discs 1 year		Teeth, unfastening	

All of the above warranty items are based on the premise that the cause is not due to human error. Causes of failure due to human error are excluded.

The fault is not covered by the three guarantees.

Note:

1. The above warranty period for parts only applies to malfunctions caused by defects in the parts themselves.

If a faulty component causes other components to malfunction, the warranty period for the faulty component will apply; for components beyond the warranty period...

For each item, a fee will be charged.

2. The warranty period for parts not listed shall be in accordance with the warranty period for similar or related parts.

IV. Principles of Warranty Claim Service

1. Repair is the primary approach; repair what can be repaired. If the repaired item does not meet the usage requirements, it can be replaced.

Components or assemblies.

2. After-sales repair methods include the following:

• Service station on-site repair

• Send replacement parts with video guidance for replacement and repair.

• The customer finds a repairman to compensate for the repair costs.

• Major after-sales repairs

part	Three Guarantees Contents	Three Guarantees	
		On-site repair and delivery	
Engine failure	High-pressure oil pump failure, oil pump failure, water pump failure, thermostat failure	•	
	Engine body leaking oil or water, engine body damaged, cylinder head gasket damaged.	•	
	Crankshaft breakage, valve breakage, connecting rod breakage, piston ring breakage, crankshaft splintering. flywheel teeth	•	

	Generator body damaged	ÿ	
	Actuator failure, pull switch failure, ECU failure		ÿ
	Damaged muffler, damaged air filter bracket, damaged drain plug, engine oil leaking out. Box damage, air guide cover		ÿ
	Oil pressure sensor damaged, coolant temperature sensor damaged, speed sensor damaged		ÿ
	Starter motor, electric diesel pump, regulator damaged.		ÿ
	Fan blades, belt, and fuel injector stuck.		ÿ
Mechanical failure	Central turn damaged	ÿ	
	Slewing bearing damaged	ÿ	
	Multi-way valve body malfunction	ÿ	
	Lower telescopic cylinder damaged	ÿ	
	Upper plate fracture, lower plate fracture	ÿ	
	Linkage and telescopic rod breakage		ÿ
	Boom, stick, and bucket are experiencing weld defects and breakage.		ÿ
Four wheels and belt	Damaged track rollers and sprockets, broken screws, damaged bearings, and cracked wheel bodies.		ÿ
	The guide wheel is cracked or damaged; the screws are broken; the bearing is damaged; the wheel body is cracked; it is one-way. Valve oil leakage		ÿ
	Drive wheel cracked, damaged, with keyway and missing teeth.		ÿ
	Steel track with broken axle pins and broken track plates		ÿ
	The rubber track has broken internal steel wires and missing teeth on the inner side.		ÿ
Rotary component	Slewing bearing tooth breakage and seizure	ÿ	
	Rotary motor issues include oil leakage, failure to rotate, tooth wear, flange breakage, and key breakage.		ÿ
	Central rotary joint oil leakage, pinholes, seizure, flange breakage	ÿ	
Hydraulic components	Oil pipe joints on the entire vehicle are prone to bursting, wear, poor crimping, pinholes, cracks, and oil leaks. Seal failure		ÿ
	The vehicle's hydraulic cylinders suffer from depressurization, oil leakage, pinholes, broken ends, and weld defects.		ÿ
	Multi-way valve oil leakage, pinholes, valve core jamming, functional failure	ÿ	
	Oil source valve leakage, pinholes, valve core jamming, functional failure		ÿ
	Solenoid valve oil leakage, pinholes, valve core jamming, malfunction		ÿ
	Overflow valve leakage, pinholes, valve core jamming, malfunction		ÿ
	Pilot handle, foot valve, bulldozer valve oil leaks, pinholes, stuck valve core, and other issues. Fault		ÿ

	Oil leaks, pinholes, and malfunctions in the travel motor		ÿ
	Hydraulic pump oil leakage, backflow, insufficient pressure	ÿ	ÿ
Electrical components	Poor conductivity of the main power switch		ÿ
	Electric gate lock		ÿ
	poor relay contact		ÿ
	Wiring harness assembly		ÿ
	The instrument panel, speedometer, indicator lights, and headlights are malfunctioning.		ÿ
	Battery bulging, not charging		ÿ
Other components	The throttle cable's protective layer melted and failed.		ÿ
	The protective layer on the flameout pull cord melted and failed.		ÿ
	The protective layer on the bulldozer blade's pull wire melted and failed.		ÿ
	Water tank and fuel tank are leaking water or oil.		ÿ
	Pin breakage		ÿ
	Seat deformation, weld failure, and breakage		ÿ
	Coupling teeth, release,		ÿ

Note: The warranty policy for parts not listed below shall be implemented in accordance with the warranty policy for similar parts.

We will not be liable for any costs, including lost work time and project losses, caused by the malfunction.

V. The following situations occurring within the warranty period are not covered by the warranty.

1. After the user has accepted the vehicle upon purchase, any issues arising from its use, maintenance, upkeep, adjustment, or repair shall be addressed accordingly.

Improper handling can lead to premature wear and tear and malfunctions.

2. Malfunctions caused by unauthorized modification, adjustment, or disassembly of parts or components not specified in the instruction manual.

3. Products without a warranty certificate or proof that the purchased product is within the warranty period.

4. Damage caused by loss, collision, or scratches of parts during use.

5. Faults caused by users replacing defective parts themselves.

6. Failure to preserve the damaged condition after a malfunction, failure to stop the machine promptly, and failure to contact the factory for troubleshooting before continuing operations.

Damage caused by use.

7. Damage caused by failure to follow the operating procedures in the instruction manual or by improper operation.

8. Damage caused by force majeure.

9. Damage caused by prolonged walking or improper towing.

10. Malfunctions caused by not using genuine Lipai brand parts

11. Failure to perform timely maintenance in accordance with the maintenance specifications and standards required by the Lipai brand.

Appendix 1: Detailed Rules for Dealer Claims Settlement Management

Appendix 2: Example of Submitting Warranty Information for Parts under the Three Guarantees Claim

Attachment 1:

Detailed Rules for Dealer Claims Settlement Management

Definition: Settlement Batch -- The start and end time period for each batch is from the first day of each month based on the repair date (or maintenance date) to the last day of the month.

The next day.

Part 1: Requirements for Claim Supporting Documents

1. Faulty parts: Pack and ship as required. Except for auxiliary materials and specially permitted non-returnable parts, all others must be returned in one go.

See "Packaging and Shipping Specifications for Faulty Parts" for details;

2. Claim Information Submission:

(1) Uploading of claim information: The dealer is responsible for determining the warranty claim for parts failure of users in the authorized area.

Report, handle repairs, supply parts, and promptly coordinate with factory personnel to accurately fill in faulty part information as required.

Information such as fault mode, main material, associated parts, and names of replacement/removed parts should be included to standardize fault descriptions and inspection procedures.

Fill in the information after reviewing the analysis results;

(2) The dealer is responsible for the collection, storage and safekeeping of spare parts for warranty claims by users in the authorized area;

3. Claim batch declarations from service stations with no returned or non-returned claim documents.

For warranty claims involving dealers where parts are returned without a claim or are not returned, timely communication with the factory's service department is essential.

The relevant fault information will be reported by the staff of the service department, and after verification, the claim settlement will be carried out in accordance with the claim requirements.

4. Packaging and shipping specifications for faulty parts

(1) Faulty parts should be packaged separately according to the names of the parts for which a warranty claim is required in this instance. Unused parts should be packaged separately.

Mixing is not allowed. Multiple parts with the same part number and name from the same claim batch can be packaged together.

Faulty parts should be properly sealed, bundled, or boxed according to their type and size.

(2) For used parts claimed by customers after the dealership provides service, two returns to the factory are required per year. Return time

It refers to June and December of each year.

(3) A claim voucher label shall be affixed or hung on the outside of the faulty part's packaging. The claim voucher label template is as follows: Dealer Code/Name:

Machine Code: Machine Name:

Machine Model:
Repair Process:
Machine Production
Date: Machine Car
Date: Repair Date: Claim Type:
Replaced Part Code: Replaced
Part Name: Replaced
Part Code: Replaced
Part Name: Part Quantity:

Claim number:

Packaging label number:

Part Two: Requirements for Settlement Declaration and Shipment of Claim Documents

1. Claims Submission and Return

For product warranty claims involving authorized users within their designated regions, distributors need to address the issues raised by customers.

Provide timely feedback on relevant incident details within 12 hours, and submit relevant materials according to the factory's standards. Claim information.

Any products found to be non-compliant or contain falsified information will be returned by the factory, which reserves the right to refuse warranty claims and will result in customer complaints and related issues.

The loss shall be borne by the distributor.

2. Settlement declaration cycle

Domestic agents and other partners must submit declarations based on the amount claimed. The declaration period and requirements are as follows: Total cost of

warranty claims for parts; cumulative cost ¥ 10,000 RMB; settlement is only	possible upon reaching this threshold. Overseas agents
and other partners must submit declarations based on the amount claimed.	The declaration period and requirements are as follows:

The total cost of parts claimed under warranty is

y3000 USD.

Settlement can only be made

if the application period meets the requirements.

3. Claim documents and shipping address for spare parts

Delivery address: No. 39, Guang'an Road, Liuhan Street, Jining City, Shandong Province, China

Receiving Unit: Service Division, Shandong Lipai Machinery Group Co., Ltd.

Delivery phone number: 0537-2339712

Part Three: Regulations and Requirements for Settlement of Warranty Claims 1. In

accordance with the State Administration of Taxation's deployment of electronic invoice reform, Chinese distributors are required to switch to using electronic invoices for all transactions.

All-electric electronic invoices are required; overseas distributors do not currently provide receipts related to fees.

2. Precautions:

(1) Types of electronic invoices for settlement of claims by Chinese dealers: fuel cost, service fee, advertising fee, maintenance

Repair costs and parts costs; VAT invoices shall be issued according to the batch amount claimed for each batch.

(2) For invoices for warranty claims from dealers, please upload them within 7 days of receiving the settlement notice. Please upload an electronic version.

Send the source file (OFD or PDF format) to the Service Management Department of Lipai Group Service Division;

(3) If the claimed parts are lost or the invoice amount is insufficient, the settlement shall be based on the actual amount of the returned claimed parts or the invoice amount.

Calculate the claim amount.

3. Warranty claim service hotline: 0537-2339712

Appendix II

Example of submitting warranty information for parts under warranty claim

After-sales service repair request example

售后服务报修示例

整机信息 Machine information		
Model 机型	Factory serial number nameplate 出厂编号铭牌	Engine number plate 发动机号铭牌
R350		
Detailed description of machine failure (can attach pictures and videos) 机器故障详述 (可附图片、视频)		

Please provide the corresponding component code according to the parts catalog that comes with the machine

请根据机器随附的零件目录提供相应的部件代码

Accessories requirements 配件需求		
Accessory name/problem point 配件名称/问题点	Photos of the fault point 故障 问题点照片	Faulty parts label/steel stamp number 故障配件标签/钢印号
Boom cylinder/oil leakage 动臂油缸/漏油		

注：尊贵的客户您好，以上是我们 RIPPA 集团公司保修需要您提供的信息，为了更快捷的为您解决问题，您提供的信息越详细我们解决起来越快捷，谢谢您的配合。Note: Hello valued customer, the above is the information that our RIPPA Group Company needs you to provide for warranty. In order to solve the problem for you more quickly, the more detailed information you provide, the faster we can solve it. Thank you for your cooperation.