



شركة مصادر الجزيرة التجارية  
Masader Al-Jazeera Trading Co.

# Tank Warranty Policy



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**Warranty Policy** for Masader Al-Jazeera Trading Co. (Closed Joint Stock Company) Tanks

- To benefit from warranty services, please bring the original purchase invoice to match the product or spare part serial number. The serial number must be present on the product to ensure the warranty period is valid.
- The warranty is valid from the date of purchase invoice.
- The warranty only covers equipment, products and spare parts sold by Masader Al-Jazeera Trading Co. (Closed Joint Stock Company).
- The warranty does not cover consumable parts, wires, wheel bearings, iron rings, coals, brakes, and other consumable products.
- Items covered by separate warranties offered by their manufacturers are not covered by the basic limited warranty, such as: tires (Nankook warranty), all spare parts for filling and discharging systems (SEIFCON warranty), lifting and brake systems (WABCO warranty), axles (BPW German warranty), electrical extension system (Philips warranty), legs (JOST warranty), and all separate warranties are available on the company's website at the link on the barcode attached below.
- The warranty does not cover items that were added or changed after the tank trailer left Masader Al-Jazeera Trading Co. (Closed Joint Stock Company) warehouses, such as accessories or protective products, or items that were changed due to customization or modification of the tank trailer.
- The warranty period may range from 3 months for spare parts for all tank operating systems to only 2 years for the tank. The warranty period for spare parts for systems varies depending on the nature of their work and the expected number of operating hours during the relevant period. (The warranty terms and conditions apply in case of a manufacturing defect).
- The product that meets the warranty terms and conditions is repaired free of charge at a Masader Al-Jazeera Trading Co. (Closed Joint Stock Company) service center or an authorized service center. The technical report issued by the Masader Al-Jazeera Trading Co. service center shall be considered the official judgement of the warranty status of the product or spare part. In case of customer objection, they can request an inspection of the product or spare part by a third party and "Masader Al-Jazeera Trading Co. shall pay the inspection fee only if an error is proven by the technical department of Masader Al-Jazeera Trading Co."
- The warranty period will be extended by an equivalent amount of time to any delay in providing the spare part, starting maintenance work, or repairing the defect that occurred to the product during the warranty period. The maximum maintenance period is 15 days for warranty-covered breakdowns. For example, if the maintenance takes 25 days, an additional 10 days will be added to the warranty.
- The customer must adhere to the periodic maintenance of the product or spare part according to the instructions in the operating manual available on the Masader Al-Jazeera website at the link on the attached barcode. The customer must read the user manual and adhere to the instructions contained therein.
- The warranty covers free maintenance and spare parts replacement in case of a manufacturing defect. This does not mean that the product will be replaced in its entirety or its value refunded.
- Masader Al-Jazeera Trading Co. may sell some products that were purchased from the local market and is the distributor for them. In such cases, the products are subject to the terms and conditions of the agent and are not covered by the Masader Al-Jazeera Trading Co. warranty without a contract with the customer.

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- By purchasing and operating the product, the customer agrees to all of the terms and conditions set forth in this warranty summary.
- The warranty is non-transferable and covers and applies only to the original purchaser of the product.
- The maximum liability of Masader Al-Jazeera Trading Co. shall not exceed the actual purchase price of the product itself minus the value of the usage during the period.
- The warranty does not cover the cost of consequential damages arising from the failure of the tank.
- Bolts must be tightened to the manufacturer's specified torque for spare parts. Belts and leather must also meet factory specifications.

The warranty shall be considered void under the following circumstances:

- Failure of the client to provide a company-stamped purchase invoice.
- Failure to comply with the operating and periodic maintenance instructions for the tank. Download link for operating and periodic maintenance instructions:  
<https://masader-j.com/wp-content/uploads/2021/9.pdf>
- If the defect or malfunction of the product is caused by misuse, non-compliance with the operating instructions specified in the manufacturer's manual, negligence, non-use, or use for a purpose other than that for which it was designed, or accidents, or acts of vandalism, or maintenance work that does not comply with the manufacturer's recommendations, or negligence in performing maintenance.
- Attempts at repair or maintenance by parties not authorized by the agent or supplier, or the use of non-original or non-manufacturer-approved spare parts or accessories, or accessories that do not meet Saudi quality specifications and that endanger the life or work of the user, will void the warranty for the product.
- Any modification to any part of the tank components that would in any way affect the tank according to the technical regulations and design drawings and is subject to the conditions, specifications and standards approved by the Saudi Standards, Metrology and Quality Authority (SASO) and Aramco will void the warranty for the tank and trailer permanently.
- The warranty does not cover transportation costs from the customer's site to our centers.
- Damage resulting from misuse, improper storage or installation, or using incorrect tools for maintenance or installation that do not conform to Masader Al-Jazeera Trading Co.'s recommendations.
- Removal of the serial number or tampering with or tearing it.
- Acts of God, including but not limited to natural disasters, fires, floods, severe weather conditions, or other human injuries and property damage.

We appreciate your trust in Masader Al-Jazeera Trading Co. (Closed Joint Stock Company) tanks.

**"Allah is the Arbiter of Success"**