

Warranty Policy for EMEA

2025

This document defines the warranty policies and procedures for EMEA for all hardware products (Products) produced by Dover Fueling Solutions (DFS) in Europe, and forms part of our terms and conditions for goods sold. Hardware products is defined as dispenser, system, and ATG products as well as spare parts. Software products are excluded.

This warranty policy is valid for products ordered from July 2018 and onwards supplied from our manufacturing facilities in Europe.

Warranty coverage

DFS will during the agreed warranty period replace defective parts free of charge, including freight of such parts to the customers main location unless otherwise agreed. Any associated local labour and travel costs are not covered under warranty.

All warranty issues must be reported directly to DFS through a [JIRA GCCR Ticket](#).

DFS shall not be liable for any indirect or consequential damages due to a defect on a product.

All instructions in the Products user & installation manual must be followed to maintain warranty coverage.

Warranty coverage do not apply to delivered Products that have not been paid in full.

DFS may request parts to be returned to one of our European sites or to a supplier, in which case it is the responsibility of the customer to cover the cost for freight and handling of such returns.

Standard warranty period

DFS offer the following standard warranty period:

Product	Warranty	Warranty Period
Dispenser	Standard	12 months from installation or 18 months from shipment*
	Corrosion	12 months from installation or 18 months from shipment*
Outdoor Payment Terminal	Standard	12 months from installation or 18 months from shipment*
	Corrosion	12 months from installation or 18 months from shipment*
Systems	Standard	12 months from installation or 18 months from shipment*
ATG	Standard	24 months from installation or 27 months from shipment*
Spare Parts	Standard	6 months from shipment

* Whichever expiry date comes first

Warranty on parts

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DFS manufacturing units will at its discretion supply new, repaired, or rebuilt parts to replace warranted parts, which are found to be defective. Only validated parts of the highest quality will be issued for work that is to be carried out under warranty.

Warranty coverage includes all components and parts in the Products except third-party items, consumables and items that are subject to wear and tear.

Parts that are damaged due to impacts with other objects, or damaged due to misuse or improper handling are not covered under warranty.

Warranty on painted parts

Warranty coverage includes defects on the paintwork on exterior panels of our Products if out of specification. Warranty coverage also includes corrosion on exterior panels if the Product is installed in a corrosive environment suitable to the product specification. See Annex 1: Corrosion Protection.

Parts that are scratched, scraped, or damaged due to vandalism, impacts with other objects, or improper cleaning or handling will not be covered under warranty.

Decals

Warranty coverage includes colour-fade resistance and adhesion of decals, which are produced and applied according to the specification of DFS manufacturing units. Third-party decals or decals made from materials recommended by the customer are not covered under warranty.

Decals that are scratched or damaged due to vandalism, impacts with other objects, or improper cleaning or handling will not be covered under warranty.

Corrosion

Warranty coverage includes protection against surface corrosion on exterior panels, if the corrosion is the result of a manufacturing defect, and if the corroded area exceeds a diameter of 2cm, or if corrosion is appearing more than once on a single surface of the same panel.

Exterior panels include:

- Painted parts, e.g. hydraulic doors, electrical head, and payment panels, hose handling side panel, hose handling top panel and base frame
- Aluminium panels and extrusions
- Plastic panels

Corrosion on surfaces caused by scratches or damage due to vandalism, impacts with other objects, improper cleaning or handling, or general misuse will not be covered under warranty.

Warranty will be void if the product has been installed in a corrosion environment classified above the product specification, as defined in the BS EN ISO 12944-2 and BS EN ISO 9223 standards. See Annex 1: Corrosion Protection for further details.

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Wear and tear items, consumables & third-party items

Warranty coverage do not include items subject to wear and tear. Such wear and tear items are those specified for replacement or adjustment during scheduled maintenance.

Wear and tear items:

The items listed below have either a limited life in the field or are subject to damage from standard operational wear. These items are not covered under warranty:

- Belts (e.g. v-belt)
- Hanging hardware (hoses, nozzles, break-away couplings, swivels, sight-glasses)
- Fuses

Consumables:

The items listed below are considered consumables and are not covered under warranty:

- Fuel filters
- Light-bulbs, lamps, and LEDs
- Batteries
- Printer paper
- Printer ink, printer ribbons or similar items

Third-party items:

- Components not specified by DFS, or not supplied by DFS are not covered under warranty.
- Damage caused by defective or ineffective packaging not supplied by DFS is not covered under warranty.

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Maintenance parts

Some items have a limited operational life span and require regular preventative checks and maintenance throughout the life span. Such checks and maintenance should be covered during regular service activities as defined in the Products user manual.

These items include but are not limited to:

- Meters, motors, hydraulics and filter-pot seals (e.g. o-ring)
- Power supplies and pumping units

Defects as a result of improper maintenance or lack of preventative checks and maintenance voids the warranty coverage of such parts.

Exclusions

DFS is not responsible for any repair or part replacement required as a direct result of damage caused by the following:

- Transport damage, in cases where the delivery is under the liability of the customer as defined by Incoterms, including improper strapping in the truck
- Unsuitable storage of the Product prior to installation
- Installation of the Product in an unsuitable environment
- Failure to properly maintain the Product in accordance with the instructions in the Products user manual and service manual, including unsuitable handling of parts during installation and service, and use of non-OEM parts
- Improper repairs using methods or materials that have not been approved by DFS.
- Maintenance carried out by personnel that has not been trained and certified by DFS
- Failure to properly maintain paint and bodywork by minimize fuel spills and oil residues, or lack of regular cleaning in accordance with the Product user manual, including use of unsuitable cleaning agents or methods (abrasives or harsh detergents should not be used at any time)
- Failure to act in a timely manner upon any paint or corrosion damage to the body of the Product identified during regular service maintenance, including stone chips and scratches
- Measure check of fuel meters, meter recalibration and W&M cost
- Neglect or any misuse of the Product, including improper use of the Product, abuse, vandalism, robbery, operator error, or accident damage including damage from customer drive-off
- Normal wear and tear from standard use of the Product
- Printer issues related to use of non-specified paper or other consumables, and repairs caused by improper paper loading, including related paper jam
- Problems related to third-party POS or control equipment
- Problems related to fuel quality, including seasonal switch in fuel specifications
- Problems related relating to fuel contamination (For example: presence of water), including in additives.
- Unauthorized modifications of the Product or its components
- Electrical issues, including wiring and other infrastructure issues, as well as power fluctuation, power outage or power surge
- Force Majeure situations, including damage from extreme weather, flood, and lighting strikes
- In additive dispensers, the use of an alternative or modified fuel additive that is not approved by Dover Fueling Solutions.

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Extended warranty & warranty coverage deviation

For commercial purposes the warranty period can, subject to an additional fee, be extended to the maximum listed below:

Product	Warranty	Allowed maximum extension
Dispenser	Standard	Additional 12 months to maximum of 24 months
	Corrosion	Up to maximum 60 months
Outdoor Payment Terminal	Standard	None
	Corrosion	Up to maximum 60 months
Systems	Standard	None
ATG	Standard	Up to maximum 36 months
Spare Parts	Standard	Additional 6 months to maximum of 12 months

Any warranty extension increases the value of the Product value and the price of the Product should increase correspondingly.

Warranty Deviation

Warranty terms should only cover the materials and conditions listed in this document.

If, for commercial purposes, any alternative terms may be considered, these need to be agreed with the Quality Manager of the relevant DFS manufacturing units prior to any commercial discussions with customers.

Any deviation, for a specific customer, in warranty coverage including extended warranty period must be reported to the Quality Manager of the relevant DFS manufacturing for registration prior to the commencement of the customer sale or contract. Failure to register such deviations will void any claims prior to registration related to such deviations.

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Warranty procedure

Warranty claims need to be submitted by the customer using the web-application JIRA provided by DFS. Distributors, or customers must contact their Regional Sales Manager to obtain access. After access-approval the web-application link, user access credentials and training material will be provided.

Reporting a warranty claim

A warranty claim has to be reported within 4 weeks after it came to the Product owners attention. Any claims under extended warranty agreement must be covered by a signed customer contract. No claims will be honored unless a signed agreement is in place. Documented evidence will be required prior to the claim being processed.

When entering warranty claims it is important that all relevant fields are filled with the correct information and – when relevant – include supporting pictures or video. If insufficient information is entered, the claim will be placed on hold until more details have been provided. Claims will be routed to the relevant DFS manufacturing units for processing.

Warranty claim validation

For claim validation DFS will check whether the Product is still within its warranty period and terms for the customer. Furthermore the defective Product might need to be investigated to determine whether certain warranty exclusions apply. Such investigation can be done by requesting the return of the defective part, requesting an appointed representative to conduct the investigation locally or remote investigation (e.g. through remote access).

Return of defective parts

DFS will at its discretion decide whether defective parts need to be returned for investigation. If so, this will be requested via the web-application. Unless otherwise specified in the claim ticket, defective parts need to be returned to below addresses:

DFS-Dundee	DFS ProGauge	DFS-Bladel
Dover Fueling Solutions Unit 3 Baker Road West Pitkerro Industrial Estate DD53RT, Dundee Scotland	Dover Fueling Solutions Italia Via Privata Giulio Natta n. 6 20823 Lentate sul Seveso (MB) Italy	DFS-Netherlands Industrieweg 5 5531AD, Bladel The Netherlands

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When requested, defective parts need to be received by Dover Fueling Solutions within 60 days of the request-date. If defective parts have not arrived within this time period, any parts shipped for replacement will be invoiced (including the cost of shipment).

Dover Fueling Solutions or the original part supplier will inspect and test the part if needed.

- If items are insufficiently packed and as a result damaged these items will be refused and no warranty coverage will apply. Packaging needs to provide sufficient protection from physical damage as well as static discharge (for electronics). Any parts shipped for replacement would be invoiced (including the cost of shipment).
- If the parts are found to be in working order or not the original parts installed in the product, any parts shipped for replacement will be invoiced (including the cost of shipment).

Approved or rejected claims

Feedback will be provided via the web-application on the status of the claim.

If all is well, the warranty claim will be approved. Approved claims will be satisfied with a new or repaired replacement part. Shipment details of the replacements will be provided via the web-application. DFS will not accept requests for credit. If warranty coverage applies, replacement part is shipped at no cost (including transport cost).

If the claim is rejected the customer will also be notified via the web-application (including the reason for the rejection).

Emergency warranty parts

It is the expectation of DFS that our customers maintain sufficient stock of parts to support the Products in their market. No express transportation charges will be paid by DFS for parts.

If in doubt contact the Quality Manager at the respective DFS manufacturing units for further details and, or guidance.

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Annex 1: Corrosion Protection

This document supports the warranty policy for EMEA with specific details about corrosion protection.

Our products are impacted by potential corrosion depending on the environment the product is installed in. This is referred to as the corrosive environment, which defines the environment in which our product will be installed and operating.

There are many variables within each corrosive environment, which combined, determine how corrosive the environment is, and therefore the types of material and paint needed to protect against corrosion.

The ISO 12944 standard classifies different corrosive environments, based on the climate (weather, temperature, humidity), and the atmosphere (gases, aerosols, particles) that will surround the product.

Classified as C1 to C5 to define the corrosive environment, where the environment is more and more corrosive as the digit increases towards C5, which means that our products are more and more likely to develop corrosion without suitable corrosion protection.

Corrosion Category Class	C1	C2	C3	C4	C5
	Very low	Low	Medium	High	Very high
Type of area		Atmospheres with low level of pollution. Mostly rural areas	Urban and industrial atmospheres, moderate sulphur dioxide pollution	Industrial areas and coastal areas with moderate salinity	Coastal areas with high salinity located near the waterline of the sea
Common description	Inland: Green	Inland; Bit polluted	Inland/Highway; Dirty & polluted	Industry/Coastal; Dirty & polluted	Industry: High humidity & pollution
					Less than 500m distance to the sea
			Some industrial areas with high humidity		Less than 2000m to the sea in tropical (hot, humid) climate

Our standard products are designed, assembled, and painted with corrosion protection according to a defined corrosion category class, either as our standard specification or with optional additional protection if specified in the configuration of the product.

It is important that we align expectation of corrosion protection with our distributors and end-customers. Installation of DFS products in a corrosive environment, which is more corrosive than the matching corrosive environment classification of configured products, will void the warranty.

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In line with this, see extract of the DFS EMEA warranty policy for corrosion protection:

Exterior panels include:

- Painted parts; e.g. hydraulic doors, electrical head and payment panels, hose handling side panel, hose handling top panel and base frame
- Aluminium panels and extrusions
- Plastic panels

Corrosion on surfaces caused by scratches or damage due to impacts with other objects or improper cleaning, handling or misuse will not be covered under warranty.

Warranty will be void if the product has been installed in a corrosion environment classified above the product specification, as defined in the BS EN ISO 12944-2 and BS EN ISO 9223 standards.

Below matrix defines where DFS products can be installed, in order not to void the warranty.

Corrosion Category Class	C1	C2	C3	C4	C5
Quantum 510, 410, 310, 210, 110 Manufactured before 2014 in Dundee	✓	✓	✓	✓	✗
Quantum 510M dispensers Manufactured in Dundee	✓	✓	✓	✓	✗
Quantum 510, 410, 310, 210, 110 with <u>Marina specification</u> Manufactured in Dundee	✓	✓	✓	✓	✓
Helix dispensers Manufactured before Oct-2020 in Dundee or Malmo	✓	✓	✓	✗	✗
Helix dispensers Manufactured from Oct-2020 in Dundee	✓	✓	✓	✓	✗
Helix 5000 II with <u>Marina specification</u> * manufactured in Dundee	✓	✓	✓	✓	✓
Quantum FS & Century 3 dispensers Manufactured in Dundee	✓	✓	✓	✓	✗
Quantum FS & Century 3 dispensers with <u>Marina specification</u> Manufactured in Dundee	✓	✓	✓	✓	✓
Quantum ML & Helix 6000-II, Helix 5000-II dispensers Manufactured in Dundee	✓	✓	✓	✓	✗
Quantum ML dispensers with <u>Marina specification</u> * Manufactured in Dundee	✓	✓	✓	✓	✓

*Marina specification = Marina cladding (painted or shiny stainless steel + Internal treatment)

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Products should be configured with Marina C5 specification if the products are to be installed in coastal and offshore areas with high salinity:

- *<500m from the sea*
- *<2000m from the sea in tropical (hot, humid) climate*
- *Inland installations in industrial areas with high humidity and aggressive atmospheres*

If in doubt contact your L3 correspondent, for further details and, or guidance.