



WARRANTY TERMS STERN TUBE SEAL PARTS & SERVICE of CRUG LTD

11th November, 2020

This is to certify that all stern tube seal overhaul and repair services, carried out by CRUG LTD authorized / certified partners are performed to the best of our abilities.

CRUG LTD, hereafter named CRUG, warrants to the original purchaser that CRUG's overhaul or repair services of stern tube seals results in their sound performance for the period of 1 (one) calendar year, counting from day of the order confirmation.

Scope of CRUG's stern tube seal service falling under this warranty:

Proper assessment of the seal system, disassembly, cleaning, seal bonding, reassembly, alignment check of liners & seal housing, supply of CRUG supplied stern tube seal spare parts if so desired by customer.

Warranty coverage:

- In case of any shortcoming to the stern tube seal performance, = leakage, as a direct result of the overhaul or repair service carried out by CRUG or the spare parts supplied by CRUG to perform this service, CRUG guarantees to make the necessary disassembly, inspections and repairs and reassembly at its own discretion and supplies new stern tube seal spare parts of its own choice needed for the correction of the shortcoming

Conditions:

- If only spare parts are procured from CRUG but installation is not performed by an CRUG authorized / certified Service Engineer, CRUG warrants only the material and workmanship of the spare parts for a period of 1 (one) calendar year, counting from day of the order confirmation.

- In case of a supposed shortcoming, CRUG must be informed immediately and before any further action is taken by any other party.

- CRUG must always be allowed to do its own assessment of the shortcoming and provide a proper remedy at its own discretion, with spare parts of its own choice if available.

- The range and commercial value of spare parts and/or service supplied by CRUG to be re-supplied by CRUG in case of a valid warranty claim shall not exceed that of the spare parts & service supplied by CRUG initially.

- Volume of oil or water leakage must be significantly higher than the acceptable volume or consumption per maker's seal Manual.

- Leakage must not be due to extreme conditions (e.g. heavy seas, ballast condition, etc.), see makers manual.
- Issues with components related to the stern tube seal performance, that are revealed before or during service, are remedied adequately (e.g. excessive bearing clearance, misalignments, propeller damage, etc.).
- Requirements to achieve a successful overhaul result must be met, and/ or the advice of our Service Engineer must be followed.

Excluded from the foregoing guarantee are:

- Damages, shortcomings, leakage, of the stern tube seals as a result of inadequate support from shipyard, ship's crew or any other parties involved in the overhaul/ repair job. If such situations occur, purchaser, end-user or any of their representatives will be duly and timely informed.

- Damages or shortcomings, leakage of the stern tube seals caused by wear and tear, erosion or corrosion, or any misuse, abuse or improper handling by Customer or any third parties.

- Damages shortcomings, leakage caused by other ship components related to the stern tube seals but not within the scope of the overhaul service, such as cathodic protection, excessive play on the propeller shaft, bearing wear, vibrations of the propeller shaft, stern tube oil issues.

- Any consequential damages for further terms and conditions, we refer to the General Terms and Conditions that are available upon request.

- No warranty obligation will be enforceable by the Customer until the Supplier has received payment of the Order / Contract price in full.

CRUG LTD

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