



DAVIMAC® GROUP

DAVIMAC

AGROWFLOW®
Prosperity through Soil Care.

VIMCOR

DEALER MANUAL

2019, version 2.6

Welcome to the team!

Thank you for deciding to stock our range of agricultural machinery. We are extremely pleased to welcome you and look forward to working together. We are committed to providing you with the best possible opportunities within our company to help you succeed.

Davimac has been a proud Australian manufacturer of farm equipment for over thirty years. We pride ourselves on the exceptional workmanship of our products, and we're confident that our range will suit the needs of your clients.

This handbook will help you get started as a dealer. It outlines our commitment to you, as well as detailing where you can find information to support your business and sales process. We hope this marks the beginning of a long and mutually beneficial relationship.

If you have any questions please don't hesitate to call.

Once again, welcome! We look forward to helping you serve the agricultural industry of Australia.

Sincerely

A handwritten signature in blue ink, appearing to read 'SMcNab', written in a cursive style.

Shannon McNab

Director

CONTACTS

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Davimac

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DEALER WEB PORTAL LOGIN

Access each brand's dealer portal via the dealer login button on each website. Your username and password will be issued to you when you become a dealer. Please make a note of them and save them securely.

Please note the Agrowplow online parts store runs on a different system to the Agrowplow dealer login, so these logins may differ.

To use your dealer discount on parts, please use the following discount when prompted on the checkout page.

Dealer parts discount code: dealer

Please contact us if you need assistance accessing your account.

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COMPANY PROFILE

Davimac Group has been a mainstay of Australian agriculture for almost four decades. Since its humble origins in a shed west of Molong NSW, the company has since grown to encompass three brands, a range of specialist agricultural equipment, and a team of skilled professionals dedicated to producing machines capable of helping farmers grow their yield potential.

Davimac began in 1982 with founder David McNab producing chaser bins for the local market. Steady growth and demand allowed the fledgeling company to relocate to a bigger facility in 1989. In 2001 David's son Shannon began training as a fitter and machinist and soon afterwards David handed over the reins of the company to the next generation.

Shannon oversaw Davimac expand its product offering, developing innovative new methods for seed bed preparation and cultivation. In 2013 Davimac acquired Agrowplow, a soil-conscious company dedicated to developing products for sustainable agriculture. The acquisition proved to be a good fit, as Agrowplow's dedication to sustainable farming married well with Davimac's focus on innovation.

Vimcor Track Systems was started in 2016 to fill a niche in the agriculture market, allowing farmers to purchase tracks that can be easily transferred between agricultural machines, allowing them to increase floatation and reduce compaction across a range of implements without having to undergo expensive retrofitting operations.

Davimac Group is a success story of Australian agricultural manufacturing. Our dealer network spans the country and beyond and our manufacturing facility trains and employs numerous people in regional NSW. Davimac, Agrowplow, and Vimcor products are a common sight in dealers' yards and farm paddocks across Australia and are praised for their innovative design, rugged construction, and reliable operation.

We know that primary producers are the lifeblood of our communities. We take pride in the machines that we produce, knowing that our work supports these integral members of society to build sustainable, profitable farming enterprises and grow bigger, healthier crops.

Our Brands

		
<p>Rugged and reliable chaser bins ranging from 18 to 35 ton capacities, and with single axle, tandem axle, or tracked undercarriages in CTF widths to minimise compaction.</p>	<p>The Agrowplow range offers deep ripping on a clean frame with a range of shank options. The Agrowdrill range offers direct drill tillage and seed bed preparation with a focus on zero-till operations and maximising germination.</p>	<p>Vimcor Track Systems offer a unique way of minimising compaction and maximising floatation of farm machinery. Vimcor transfer tracks can be easily swapped between machines to ensure versatility and efficiency year-round.</p>

DISCLAIMER

Davimac Group Pty. Ltd. reserves the right to make changes to its product range or documentation where necessary. These changes will be reflected in the documentation hosted on our websites and accessed through the dealer portals. It is expected that dealers keep up to date with these changes. We will notify dealers via email when significant changes occur.

Davimac Group Pty. Ltd. will not be responsible for any damage or consequential loss arising out of misinterpretation or failure to follow recommended procedures, nor will it be liable for any damage caused by or arising out of modification or misuse of its product.

The dealer has a responsibility to protect themselves and others by observing all safety information and by ensuring all operators are well acquainted with this information and are trained in the correct use of the machine and utilising safe work practices.

All dealers must review this document and the attached Terms of Trade. By becoming a dealer you expressly acknowledge and agree that you have read and understood this document and the Terms of Trade and that you unreservedly and unconditionally agree to be bound by this document and the Terms of Trade.

TERMS OF TRADE

Davimac Group values our distributors and takes pride in strengthening our business relationship. The Terms of Trade document explains the requirements and expectations of both Davimac Group and of our distributors to ensure a successful and beneficial working relationship. The Terms of Trade will be issued upon becoming a Davimac Group dealer. Trading between Davimac Group and its dealers won't commence until each page is understood and initialled. You can find a copy of the Terms of Trade document on our website in the dealer portal or contact Davimac Group to receive a copy.

Becoming a dealer for the Davimac Group does not mean the new dealership is automatically able to represent all the Davimac, Agrowplow, and Vimcor brands. Dealerships are invited to contribute to our dealer network with specific brands for specific regions. Communicate with your sales representative to negotiate which brands may be represented by your dealership in your area.

MACHINE SALES

Pricing

Dealers are encouraged to use the quoting software, accessed through the dealer portal, to ensure current pricing. The current price list may also be downloaded from the dealer portal. Prices are subject to change. Dealers are expected to keep up to date with the current retail price. Individual machines may be updated without warning. Significant changes to our pricing will be communicated by email.

Dealer Discount Structure

Davimac Group have a two-tier system for dealer discounts: **stocking dealers** and **non-stocking dealers**. Stocking dealers have access to a greater discount on machine orders and longer interest free periods in exchange for maintaining stock of our machines at their dealership locations.

We encourage all our dealers to sign up to the Stocking Dealer structure as it offers greater financial benefits for your dealership, as well as ensuring your customers can physically inspect machines themselves which dramatically increases machine sales.

Stocking Dealers	Non-Stocking Dealers
<ul style="list-style-type: none">• 22% machine discount• 25% spare parts discount (excludes sale prices)• 90 days interest-free terms• Maintain stock on hand equal to 25% of sales from the previous year• Rebates for completion of Safe Use Instruction and Pre-Delivery Inspection checks• Account credits and use of art assets to support approved marketing campaigns.	<ul style="list-style-type: none">• 17% machine discount• 25% spare parts discount (excludes sale prices)• 30 days interest-free terms• Rebates for completion of Safe Use Instruction and Pre-Delivery Inspection checks• Account credits and use of art assets to support approved marketing campaigns.

Payment Terms

All orders must be paid for before machines are dispatched from our facilities. Spare parts orders are subject to standard 30-day payment terms.

SUI/PDI Payment

The Safe Use Instruction (SUI) & Pre-Delivery Inspection (PDI) payment is offered to dealers upon the completion of the Pre-Delivery Inspection and Safe Use Instruction documents (see [Safe Use Instruction &](#)

[Pre-Delivery Inspection Reports](#)). The payment amount depends on the machine being sold and is documented in the relevant price list.

Quoting

New machine sales start with a quote. The best way to do this is to use our quoting software, available to all dealers, located through the dealer portal on our website (see [Dealer Portal](#)).

Ordering

New machines should be ordered via purchase order that includes

- The letterhead or other official insignia of the requesting business
- A purchase order number
- The name and SKU for each item being ordered, including optional equipment
- Requested delivery date
- Special freight arrangements

Orders may be submitted via email or by post as per the options listed under [Contacts](#). We encourage dealers to contact us prior to ordering to discuss indicative production times. We are happy to assist in organising freight should you require it. Any changes to orders after they have been submitted will incur a 5% charge to the dealer.

Delivery

We expect a dealer representative to be available when machines are delivered. The representative will be responsible for carrying out the PDI and the SUI. This is one of the most important parts of being a dealer. You are the point of contact for the customer and should address or resolve any issues or concerns that the customer may have. You should fully understand the intended use of the machine and explain any limitations the machine may have or cautions that the customer should undertake (see [Safe Use Instruction & Pre-Delivery Inspection Reports](#)).

Unloading of Machines and Goods

Unloading of machines/goods is the dealer's responsibility. The dealer must ensure that unloading for machines/goods is done in a safe manner. Any damage due to unloading is the dealer's responsibility.

Other Machines Sales

Davimac Group reserves the right to sell second-hand, prototype, and used machines direct to customers. Sales of these machines will take place at a price set by Davimac Group's choosing and without respect to the local dealer of the sales region. Davimac Group will not sell new machines from our current range into dealer areas unless the customer specifically states they will not participate in the sale through the local dealer.

SAFE USE INSTRUCTION & PRE-DELIVERY INSPECTION REPORTS

Completion of the SUI and PDI documents is mandatory for every machine sale. Dealers must collect completed documents as part of the sales process of every machine and return them to the Davimac Group.

Each completed report must detail:

1. The intended purpose of the machine
2. The safety controls that have been used to reduce or eliminate identified hazards
3. A warning of the existence of hazards remaining in the machine and an explanation as to why the hazard remains
4. Limitations to the use and application of the machine resulting from any remaining hazards as recorded on the SUI Report
5. Further operator training that may be required

Special Note:

Dealers are responsible by law to determine that machines are suitable and properly equipped for the application they know or should reasonably have known the machine will be used for. This implies that the dealer must enquire what the machine is to be used for, and a further review of safety controls must be carried out, in view of the specific application the machine to this intended purpose.

At the time and point of delivery, the dealer or authorized salesperson must present the SUI & PDI documents to the purchaser as a record of the setup process. This should be the result of a face to face setup.

Once the intended purpose is confirmed, use each item of the SUI as the record of instruction given to the purchaser including:

- Safety controls that minimise the hazards present in the environment
- Safe operating procedures for the proper use of the machine
- Controls on how the machine should be used, according to the intended application, that prevent or mitigate safety hazards
- Any additional training the operator may require to use the machine safely

The purchaser and dealer must sign the completed SUI as evidence that information and training have been provided and that the purchaser now has the responsibility to train all other operators. It is the responsibility of the purchaser to ensure all other operators are trained.

SPARE PARTS

Pricing

Spare parts are listed on our online store at the current retail price excluding GST. Prices are subject to change. Dealers are expected to keep up to date with the current retail price and match the online price. Individual line items may be updated without warning.

Any large-scale changes to price will be announced by email. Contact us directly regarding items not found on the online store which are listed in old spare parts books.

Discounts

- Ordinary spare parts orders come with a 25% dealer discount. These orders can be made via the online shop or via standard purchase order.
- Stock parts orders over \$5,000.00 per branch come with a 30% dealer discount.
- Web orders placed by a customer in your area come with a 15% discount.
- Spare part orders of items currently on special receive a 15% discount.

Stocking

As a dealer, you will be expected to stock our original equipment manufacturer (OEM) parts. The best way to do this is to know your customers and their machines. As you gain a better understanding of your customer base you will know what to stock to become a reliable dealer.

Ordering

Machine parts, options, and accessories may be ordered by submitting a purchase order, or via our online store (see [Online Parts Store](#)).

Purchase orders should include:

- The letterhead or other official insignia of the requesting business
- A purchase order number
- The name, SKU, and quantity required
- Requested delivery date
- Specific freight requests

Orders may be submitted via email or by post as per the options listed under [Contacts](#).

Returning Parts

All returned parts must be returned with a Parts Return Form. This can be sourced from our website. Parts must be in new condition and suitable for resale. A 10% restocking fee applies.

ONLINE PARTS STORE

The online parts store gives dealers and our customers access to a range of Davimac and Agrowplow parts. For dealers, this should be used as your parts price guide and is also a good reference point for parts enquiries.

Orders may be placed by dealers using the dealer discount code to receive a dealer discount on parts. To access the online store visit shop.agrowplow.com.au. Log in to create a new account in the name of your company. Use the dealer discount code in the discount section before you finalise your order to receive your dealer discount.

Please note that for privacy and security reasons Davimac Group does not keep a record of dealer passwords. Lost or forgotten passwords can be reset using the Forgot Your Password? link on the parts store login page or by contacting us.

Parts Store Sale Prices

Davimac Group will periodically run sales on spare parts. Please be aware that sale pricing does not stack with dealer discounts unless otherwise explicitly stated.

Dealer parts discount code: dealer

DEALER WEB PORTAL

The Dealer Portal is a dealer only section on the Davimac or Agrowplow websites. This is where you can access operators manuals, parts manuals, sales and warranty forms, and marketing support material.

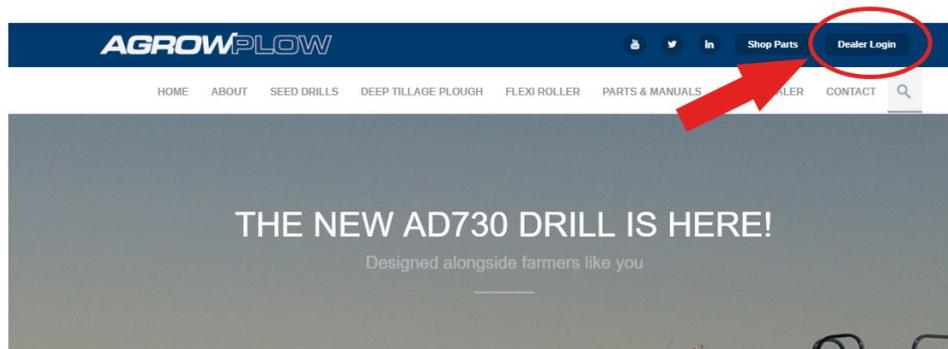
To access this area:

1. Go to **davimac.com.au/home** or **agrowplow.com.au**
2. Select Dealer Login icon on the top black bar
3. Log in with the username and password provided. Please contact us if you no longer have your logins.

Please note that this username and password is different from the logins use for the parts store. For privacy and security reasons Davimac Group does not keep a record of passwords. Lost or forgotten passwords can be reset by contacting Davimac Group.

The dealer portal provides dealers with access to secured information, which includes:

- Up to date versions of this dealer document
- Online dealer quoting
- Risk Assessment examples
- Warranty claim form
- Price Lists
- Terms of Trade



MARKETING

Davimac Group regularly runs advertising campaigns in various markets to help drive brand recognition. Dealers may wish to utilise local advertising networks to further drive brand recognition, as well as building a link between our products and your own business.

We encourage our dealers to run advertising campaigns in broadcast, print, digital, and social media. Our marketing department is available to provide support for the development, design, and distribution of advertising campaigns. We are happy to cover up to 50% of the costs associated with creating and running such a campaign.

Davimac Group expects our dealers to, at minimum, display some form of exterior or interior signage for the brands offered at that dealership, as well as maintaining a stock of marketing material such as product booklets and brochures. Please contact us to discuss the specific format, materials, and dimensions required for signage at your dealership, and to order sales material.

COMMUNICATION

Davimac Group communicates with its dealers through the following email domains:

@davimac.com.au

@agrowplow.com

@vimcor.com.au

We use these emails to advise our dealers of changes to price books and manuals, sales events, marketing opportunities, and product updates.

Please ensure these addresses are added to your email whitelist to ensure you do not miss important information.

Davimac Group respects the privacy of our dealers and does not share your information with third parties except for the purposes of expediting our communications with you, by prior consent, and where required by law.

Don't Miss Important Information!

We regularly send important information regarding pricing updates, sales offers, and product information via email. Ensure you and your teams don't miss important updates by adding our email domains to your email whitelist.

WARRANTY POLICY

Davimac Group Pty Ltd warrants authorised dealers, who in turn, warrants to the original purchaser, that each new product, part, or accessory will be free from defects in material and workmanship for twelve months after delivery and installation by an authorised Davimac Group dealer, according to the Davimac Group Pty Ltd terms of conditions.

During this warranty period, the authorised dealer shall repair or replace, at Davimac Group's option, without charge for parts and labour, any part of the Davimac, Agrowplow, or Vimcor product which fails during normal use and operation due to defects in material or workmanship. See the Terms of Trade document for the full terms of the warranty policy.

Warranty Exclusions

Components and conditions not covered by warranty include:

Abuse

Failure resulting from neglect, improper operation, lack of required maintenance, or continued use of machine after the discovery of a defect which results in greater damage to the unit.

Environmental Conditions and Application

Deteriorated or failed components such as hydraulic hoses, seals, valves or connections damaged by corrosive materials, dirt, sand, excessive heat or moisture.

Normal Wear

Normal wear and consumable items such as oils and lubricants, nuts, bolts, washers, grease caps, spanners, jacks, bearing housings, axles, poppet valves or seal kits for hydraulic cylinders, seals, points, discs, axles, tyres, machine adjustment and periodic service. These are considered to be normal wear items and are not warranted.

Maintenance

Component failure caused by non-performance of scheduled maintenance such as correct lubrication and maintenance, tightening or replacement of bolts, nuts, fittings, shields and covers.

Damage

Damage or machine failure caused by carelessness, accidents, improper the operation, inappropriate transportation or storage of the machine, parts or attachments.

Alterations

Any unauthorised alteration, modification, attachments or unauthorised repairs to the Davimac product, parts or attachments. Written approval must be obtained from Davimac Pty Ltd for any such items to maintain the warranty.

Non-Genuine Parts

Use of parts other than Davimac or Agrowplow parts for repair of warranted parts will automatically negate any warranty. Warranted components must be replaced with genuine Davimac or Agrowplow repair parts.

Unauthorized Repairs

Repairs by an unauthorised agent will automatically forfeit any warranty. Warranty repairs must be carried out by an authorised Davimac Group dealer only, and only after Davimac Group's authorisation has been obtained.

Tyres, Hydraulics, and Castings

These items are covered by their respective manufacturer's warranty. Claims for faults relating to these components must follow Davimac's normal claim procedures.

Replacement Parts & Service Work

The labour or expenses involved in any of the following replacements or service tasks are the responsibility of the owner. Davimac Group and its dealers are not responsible or liable for any such expenses.

1. Replacement of faulty tyres or shanks.
2. Soil opener replacement.
3. Metering roller adjustment or replacement.
4. Any bearing replacement.
5. Adjustments (refer to user manual).
6. Drive shaft adjustment or replacement.
7. Periodic service work.

Warranty Terms

Non-Recoverable Costs

Dealers are expected to absorb the cost of mileage and travelling time as part of servicing their sales region. Dealers are also responsible for providing certain services to the customer (such as minor repairs and adjustments to the equipment etc.) free of charge. This type of service is essential for establishing an ongoing relationship with the customer.

Service Standards

Davimac Group reserves the right to reject claims (either fully or in part) that are the result of a sub-standard pre-delivery or servicing. All servicing on implements covered by the Davimac Group warranty must be performed by suitably qualified personnel and to Davimac Group standards.

Diagnostic Time

Warranty does not cover the time required to diagnose a warranty problem. Diagnostic time is affected greatly by the training and expertise of the technician employed to do the job. With proper training of service personnel, diagnostic time should be at a minimum. Davimac Group expects that dealers will assign a well-trained and proficient technician to handle warranty repairs.

Transportation & Insurance Costs

Warranty does not cover transportation or insurance costs for its products or other equipment needing repair or replacement of warranted components. Nor does it cover any freight or insurance costs in obtaining new

parts or returning old parts to Davimac for inspection purposes.

Clean-up Time

The Davimac Group does not pay for cleaning the products, parts, accessories or work area before or after the warranty repair. Clean-up time is affected primarily by the application or conditions in which the unit is operated and maintained. Since clean-up time can be so variable, cleaning time should be considered a customer expense.

Warranty Claim Procedure

The warranty claim procedure has 4 steps:

1. Inform Davimac Group of the warranty claim
2. Agree on a plan of action which Davimac Group approves
3. Resolve the issue with supplied spare parts and pre-approved work
4. Reimbursement and resolution

It is critical that we understand the reason and cause for a claim. It is also critical that the Davimac Group Pty Ltd approves the work and resolution process before work starts. Follow this procedure to avoid questions or rejection of warranty work, resulting in work being done at dealer cost.

1. Inform Davimac/Agrowplow of the warranty claim

When you become aware of a failure immediately inspect the machine and make an initial diagnosis of the problem. On the same day send an email to either contact@davimac.com.au or contact@agrowplow.com using the appropriate warranty claim form located on the dealer web portal, addressing each of the areas raised. Be sure to include:

- Photos of whole machine and detail photos of the claimed issue.
- Description of issue and the work being done at the time the fault occurred.
- Working hours/hectares with the machines use.
- Parts needing replacement using Spare Parts Listing.

2. Agree on a plan of action

Davimac Group will review warranty registration and consider the machines warranty period. Davimac Group reserves the right to inspect and decide whether material or workmanship was at fault or whether abuse or accident voids the machine warranty. Davimac Group may request parts be returned for further inspection.

Please note we cannot guarantee acceptance of the claim at this stage.

Davimac Group will notify the dealer regarding each part of the claim and whether Davimac Group accepts, partially accepts, or rejects the claim. Davimac Group will suggest a plan of action including who will supply parts, from where, at what cost, expected working time, and who is approved to do the work.

- Davimac Group uses standard repair time schedules as a guide when allocating reimbursement for labour. We make allowances for conditions, the availability of special tools and the skill level of the service staff.
- Davimac Group may issue parts for warranty claims.
- Parts used from Davimac Group stock will be reimbursed at the cost that we could supply them to the dealer.
- Parts manufactured by third-party suppliers (e.g. vari-boxes, phasing cylinders, tyres, & tubes), will be charged to the dealer until they have been inspected by the manufacturer. The final decision as to warranty on these items will be made by the manufacturer.
- Davimac Group will not reimburse work that could have been carried out at the dealer's workshop.

All warranty claims must be approved by Davimac Group prior to rectifying the identified issue.

3. Resolve the issue with supplied spare parts as per plan

Perform the approved work with the approved spare parts at the approved site. Contact Davimac Group immediately regarding any change to the approved plan. Consider any deviation from the plan to be at dealer cost. Davimac Group understands that repair work does not always go to plan, however, Davimac Group does not commit to covering increased costs brought on at dealer discretion.

4. Reimbursement and resolution

When you have returned all damaged or faulty parts and supplied all necessary information and documentation, you will be advised of the outcome of your claim within 14 days. Include all invoiced costs from suppliers.

It is Davimac Group's policy to credit the value of warranty work to the dealer's account. The dealer must:

1. Return any damaged or faulty parts which have been requested
2. Use the Warranty Reimbursement Email Template, accessible on the Dealer Portal, to document your costs
3. Send the completed claim via email or fax together with any supporting documents i.e. invoices etc. to Davimac Pty Ltd

You will receive a credit by the end of the month following the correct submission of your claim.

4.1 Warranty Rate

Warranty labour is reimbursed at the following rates. All rates are exclusive of GST.

- \$100 per hour labour
- \$100 per hour travel, one-way only.

CANCELLATION

Refer to Terms of Trade.

DEALER ACKNOWLEDGEMENT

I have read and understood this document and agree to the terms set out herein. I understand that a breach of the requirements as stated above may result in termination of trade with Davimac Group and/or legal action.

NAME	
BUSINESS	
POSITION	
EMAIL	
DATE	
SIGNATURE	

OFFICE USE ONLY

RECEIVED		ENTERED	
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