

## OUR COMMITMENT TO YOU

Craig Manufacturing Ltd. ("CRAIG") warrants to the original end-user of an eligible product manufactured by CRAIG that, from the warranty start date until the expiry of 36 months or 6,000 hours of machine use (whichever occurs first), the product will be free from defects in design, material and workmanship. This enhanced warranty is subject to the following conditions:

- Only the CRAIG products listed in Table 1 below will qualify for the enhanced warranty.
- To take advantage of the enhanced warranty, eligible product must be registered within 6 months of shipping from a Craig facility. The warranty card must be completed and sent by the end user within 30 days of purchasing the eligible product. The warranty start date is the date that CRAIG receives the completed warranty registration form for the product from the end user. Warranty registrations received after 6 month shipping date only qualify for standard 1 year warranty and start date is the shipping date from Craig facility. The warranty registration form is available on our website ([www.craigattachments.com](http://www.craigattachments.com)) or from any CRAIG location.
- The warranty start date is the date that CRAIG receives the completed warranty registration form for the product unless the product was shipped to the dealer more than 30 days before CRAIG received the completed warranty registration form from the end-user, in which case, the warranty start date is the date the product was shipped by CRAIG to the dealer.
- The enhanced warranty is void if the product is installed on any machine other than the original carrier in respect of which the warranty was registered with CRAIG.
- The enhanced warranty is not transferable between end-users.
- If an eligible product is not duly registered or if it fails to meet the conditions for the enhanced warranty, the enhanced warranty does not apply although the product may still qualify for CRAIG's 12-month limited equipment warranty.

## COVERAGE LIMITS

The enhanced warranty coverage is subject to the following milestones:

Phase 1 - for the period from the warranty start date up to the first anniversary of the warranty start date or up to the date when 2000 hours of machine use have accrued (whichever occurs first), the enhanced warranty covers parts, labour and hydraulic components (including but not limited to cylinders, valves, hoses, etc.)

Phase 2 - for the period after Phase 1 up to the second anniversary of the warranty start date or up to the date when 4000 hours of machine use have accrued (whichever occurs first), the extended warranty covers parts and labour but not hydraulic components (including but not limited to cylinders, valves, hoses, etc.)

Phase 3 - for the period after Phase 2 up to the third anniversary of the warranty start date or up to the date when 6000 hours of machine use have accrued (whichever occurs first), the enhanced warranty covers parts and, if the customer covers freight costs to and from a CRAIG location, labour is also covered. Hydraulic components (including but not limited to cylinders, valves, hoses, etc.) are not covered during Phase 3.

- If a failure occurs during the enhanced warranty period CRAIG will make every effort to get you working again, and your claim resolved, within the shortest possible time.

## WHAT TO DO IF SOMETHING GOES WRONG

If you find yourself with a CRAIG product that's causing you a problem that you suspect may be eligible for the enhanced warranty you should:

- Call CRAIG Tech Support at 1-800-565-5007. Our experienced technicians may very well get you back working again with just a little technical guidance.
- If it looks like the call is going to need to be resolved through the warranty process, the technician will put you through to the Warranty Administrator for further help and guidance on how CRAIG will be working with you through your warranty claim.

**NOTE:** PLEASE SEEK GUIDANCE AND APPROVAL FROM THE CRAIG WARRANTY ADMINISTRATOR BEFORE ANY REPAIR IS INITIATED. FAILURE TO DO SO CAN VOID YOUR WARRANTY.

## WHAT INFORMATION IS NEEDED TO PROCESS A CLAIM?

TAKE PICTURES — As part of our goal of continuous improvement, we request that all warranty claims be accompanied by photos of the failure. These are an invaluable tool in our product improvement process. If you've done APPROVED work in your shop or hired an APPROVED sublet service to resolve the failure, make sure to attach all required supporting documentation including: work orders, sublet invoices and any other related documents requested by the Warranty Administrator.

"APPROVED" means approved by the CRAIG Warranty Administrator.

Please hold ALL defective parts for a period of 90 days after the failure. We may request that these be shipped back to our factory for inspection.\*

**NOTE:** FAILURE TO SUBMIT ALL REQUIRED INFORMATION COULD RESULT IN WARRANTY DELAY OR DENIAL. FAILURE TO COMPLY WITH CRAIG PAYMENT TERMS MAY VOID PRODUCT WARRANTY.

**HARTLAND BRANCH**  
96 McLean Avenue  
Hartland, New Brunswick  
E7P 2K5 Canada

**CAMBRIDGE BRANCH**  
315 Thompson Drive  
Cambridge, Ontario  
N1T 2B3 Canada

**BLACKFALDS BRANCH**  
88 27323 TWP Rd 394  
Lacombe County, Alberta  
T4M 0S1 Canada

**LAWRENCEBURG BRANCH**  
408 Commerce Way  
Ethridge, Tennessee  
38456 USA

**1-800-565-5007 • WWW.CRAIGATTACHMENTS.COM**

## IT'S FIXED – NOW HOW DO I GET COMPENSATED?

**PARTS** If a failure was caused by a part proven to be defective, it will be repaired, replaced or, at our option, credited back at dealer net value.

**REPAIR** If a failure has been repaired by an approved CRAIG dealer shop, a credit for the labour will be issued to that dealer at \$125 per hour or 70% of the dealer's posted in shop labour rate, whichever is less. Acceptable repair time will be determined by the CRAIG Warranty Administrator and only the hours deemed acceptable will be credited. No overtime will be reimbursed.

**LIMITED** Maximum cumulative warranty reimbursement allowed will not exceed the purchase value of the attachment. Items such as hydraulic hoses and fittings, when covered, are at a fixed rate. Call the CRAIG Warranty Administrator for details.

### BE REALISTIC, NOT EVERYTHING IS COVERED

Due to the nature of heavy construction and industrial snow removal, there are certain things that are simply expected to wear. These are powerful machines and inexperienced or careless operation will also cause failures.

#### WARRANTY CLAIMS WILL NOT BE CONSIDERED FOR

- FAILURES DUE TO WEAR, NEGLIGENCE OR MISUSE
- PAINT OR FINISH
- ITEMS NOT SUPPLIED BY CRAIG
- ALTERED ATTACHMENTS
- TRAVEL, DOWNTIME, LOSS OF PRODUCTIVITY, LOSS OF PROFIT
- PERSONAL INJURY, OR DAMAGE TO MACHINE OR PROPERTY
- ANY ADDITIONAL WARRANTY OR BENEFIT OUTSIDE THE CRAIG ENHANCED WARRANTY POLICY
- WEAR ITEMS AND CONSUMABLES
- SHOP SUPPLIES
- CARBON, FUEL OR ENVIRONMENTAL CHARGES
- EXPOSURE TO THE ELEMENTS DUE TO IMPROPER STORAGE



\*All warranty-related shipping to and from CRAIG in Phases 1 and 2 will be covered and managed by CRAIG. In Phase 3 of the enhanced warranty the freight to and from Craig is the responsibility of the customer. **All warranty freight is to be shipped standard ground freight – Additional charges may apply for expedited or air freight.**

CRAIG Products Eligible for the Enhanced 3 Year, 6000 Hour Warranty, subject to the EXCEPTIONS listed in Table 2 below.

**TABLE 1**

| BACKHOE                            | EXCAVATOR   | LOADER *  | MOTOR GRADER   | TELE-HANDLER  | TANDEM TRUCK               | DOZER            |
|------------------------------------|---|---|--|---|----------------------------|------------------|
| GENERAL PURPOSE/<br>LIGHT MATERIAL | HEAVY DUTY, QUIK<br>FILL, EXTRA HEAVY<br>DUTY, SEVERE SERVICE<br>TRENCHING BUCKET | HIGH TIP LIGHT<br>MATERIAL/ WOOD<br>CHIP BUCKET | STRAIGHT FIZED,<br>MANUAL ANGLING,<br>& SCARIFIER MOUNT<br>DOZER BLADE | GENERAL PURPOSE<br>BUCKET,LIGHT<br>MATERIAL BUCKETS | HIGH SPEED ONE<br>WAY PLOW | WOOD CHIP BLADES |
| DIRECT LINK THUMB                  | TRAPEZOID BUCKET  | MULTI-PURPOSE                                   | PLOW HARNESS   | PIPE GRAPPLE(1& 2)                                  | T5683                      | U-BLADES         |
| DITCHING BUCKETS                   | FROST BUCKET  | MULCH BUCKET                                    | PARALLEL LIFT GROUP  | PALLET FORK   |                            | BRUSH RAKE       |
| BITE BUCKETS                       | SKELETON TRENCHING<br>BUCKET  | LIGHT MATERIAL/<br>WOOD CHIP BUCKET             | UNIVERSAL PLOW<br>HARNESS  | 4900 SERIES PLOWS                                   |                            |                  |
| HEAVY DUTY<br>TRENCHING BUCKET     | SEVERE SERVICE<br>HYDRAULIC ANGLING<br>DITCHING BUCKET                            | HEAVY DUTY ROCK<br>& SKELETON ROCK<br>BUCKET    | FRONT MOUNT<br>SCARIFIER, FRONT<br>MOUNT SCARIFIER<br>HEAD             |   |                            |                  |
|                                    | HYDRAULIC ANGLING<br>DITCHING/CLEAN UP<br>BUCKET                                  | PALLET & SHIPPING<br>CONTAINER FORKS            | SERIES 2&3 WINDROW<br>ELIMINATOR                                       |   |                            |                  |
|                                    | INTEGRATED THUMB<br>TRENCHING BUCKET  | HYDRAULIC<br>ADJUSTABLE FORKS                   |  |   |                            |                  |
|                                    | CONTRACTOR<br>GRAPPLE   | SIDE DUMP BUCKET                                |  |   |                            |                  |
|                                    | SNOW BLADE  | FERTILIZER BUCKET                               |  |   |                            |                  |
|                                    | PIPE GRAPPLE  | BOXER BUCKET                                    |  |   |                            |                  |
|                                    | LEVELING BLADE  | CAR BODY FORK                                   |  |   |                            |                  |
|                                    | HYDRAULIC ROTATING<br>DITCHING BUCKET   | LOG & LUMBER FORK,<br>SAW LOG GRAPPLE           |  |   |                            |                  |
|                                    | HYDRAULIC ANGLING<br>CHUCK BLADE  | PIPE GRAPPLE, MAT<br>GRAPPLE                    |  |   |                            |                  |
|                                    | GRAB BUCKET 1&2   | CRANE BOOM                                      |  |   |                            |                  |
|                                    | LAND CLEARING,<br>BRUSH CLEARING RAKE   | SNOW PUSHER                                     |  |   |                            |                  |
|                                    | DITCHING BUCKET,<br>QUIK FILL, CLEAN UP<br>BUCKET                                 | GRAVEL SCOOP                                    |  |   |                            |                  |
|                                    | DIRECT LINK, HEAVY<br>DUTY DIRECT LINK,<br>PROGRESSIVE LINK<br>THUMB              |   |  |   |                            |                  |
|                                    | MECHANICAL<br>CONVERTABLE WEDGE<br>LOCK   |   |  |   |                            |                  |

\* See exceptions in Table 2

**EXCEPTIONS:** IN NO CASE WILL ANY OF THE FOLLOWING ATTACHMENTS OR PARTS OF ATTACHMENTS BE ELIGIBLE FOR THE ENHANCED WARRANTY:

| <b>TABLE 2</b>             |                                  |   |                           |                                 |                                     |
|----------------------------|----------------------------------|---|---------------------------|---------------------------------|-------------------------------------|
| <b>BACKHOE</b>             | <b>EXCAVATOR</b>                 | <b>LOADER *</b>                         | <b>MOTOR GRADER</b>       | <b>TELE-HANDLER</b>             | <b>MINI EXCAVATOR</b>               |
| COUPLERS – HYDRAULIC       | HYDRAULIC COUPLERS               | HYDRAULIC COUPLERS                      | HYDRAULIC KITS            | COUPLERS – MANUAL AND HYDRAULIC | COUPLERS – MANUAL AND HYDRAULIC     |
| HYDRAULIC KITS             | HYDRAULIC PIN GRABBERS           | STRYKER SERIES PLOWS                    | UNIVERSAL SNOW GATE       |                                 | HAMMER ADAPTERS                     |
|                            | ROTATING MAT GRAPPLERS           | PATROL WING                             | CUSTOM STEEL FENDERS      |                                 | ALL BUCKETS                         |
|                            | MEGA ARMOR SEVERE SERVICE BUCKET | GARBAGE CLAMP BUCKETS, FEED LOT BUCKETS | MECHANICAL TRIP SWIVEL    |                                 | HYDRAULIC ANGLING/ ROTATING BUCKETS |
|                            | AUXILIARY HYDRAULIC KITS         | HYDRAULIC KITS                          | HYDRAULIC TRIP SWIVEL 200 |                                 | RIPPERS                             |
|                            | RIPPER TOOTH                     | UTILITY FORK                            |                           |                                 |                                     |
|                            | PAVEMENT/CURB REMOVAL BUCKET     | LAND CLEARING RAKE                      |                           |                                 |                                     |
|                            | HAMMER ADAPTER                   | HANGING TIN KIT                         |                           |                                 |                                     |
|                            | HYDRAULIC/MANUAL PAD MOUNT THUMB | MANUAL/HYDRAULIC TRIP SWIVEL            |                           |                                 |                                     |
|                            | CONCRETE PULVERIZER              | ROCK FORK                               |                           |                                 |                                     |
|                            | STUMP SHEAR                      | PALLET CRUSHER                          |                           |                                 |                                     |
|                            | HYDRAULIC CONVERTABLE WEDGE LOCK | PATROL WING                             |                           |                                 |                                     |
| <b>ROLLER</b>              | <b>TANDEM TRUCK</b>              | <b>AGG BOX</b>                          | <b>ADT</b>                | <b>DOZER</b>                    | <b>SKIDSTEER</b>                    |
| PAD FOOT ROLLER SHELL KIT  | HIGH SPEED ONE WAY PLOW          | BEDDING/AGGREGATE BOX                   | BEDLINER                  |                                 | ALL SKIDSTEER ATTACHMENTS           |
|                            | 1072 ONE WAY PLOW                |   | TAIL GATES                |                                 |                                     |
|                            | 1073 ONE WAY PLOW                |   | SIDE BOARDS               |                                 |                                     |
|                            | QUIK KEY COUPLER                 |   |                           |                                 |                                     |
|                            | T5683                            |   |                           |                                 |                                     |
| <b>ALL CUSTOM PRODUCTS</b> |                                  |   |                           |                                 |                                     |

\* Loader attachments with rubber edges will not be covered under 3 year warranty.