

## 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 here 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.

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Ethridge, Tennessee  
38456 USA

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## 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 \$115 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/ LIGHT MATERIAL	HEAVY DUTY, QUIK FILL, EXTRA HEAVY DUTY, SEVERE SERVICE TRENCHING BUCKET	HIGH TIP LIGHT MATERIAL/ WOOD CHIP BUCKET	STRAIGHT FIZED, MANUAL ANGLING, & SCARIFIER MOUNT DOZER BLADE	GENERAL PURPOSE BUCKET,LIGHT MATERIAL BUCKETS	HIGH SPEED ONE 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 BUCKET	LIGHT MATERIAL/ WOOD CHIP BUCKET	UNIVERSAL PLOW HARNESS	4900 SERIES PLOWS		
HEAVY DUTY TRENCHING BUCKET	SEVERE SERVICE HYDRAULIC ANGLING DITCHING BUCKET	HEAVY DUTY ROCK & SKELETON ROCK BUCKET	FRONT MOUNT SCARIFIER, FRONT MOUNT SCARIFIER HEAD			
	HYDRAULIC ANGLING DITCHING/CLEAN UP BUCKET	PALLET & SHIPPING CONTAINER FORKS	SERIES 2&3 WINDROW ELIMINATOR			
	INTEGRATED THUMB TRENCHING BUCKET	HYDRAULIC ADJUSTABLE FORKS				
	CONTRACTOR GRAPPLE	SIDE DUMP BUCKET				
	SNOW BLADE	FERTILIZER BUCKET				
	PIPE GRAPPLE	BOXER BUCKET				
	LEVELING BLADE	CAR BODY FORK				
	HYDRAULIC ROTATING DITCHING BUCKET	LOG & LUMBER FORK, SAW LOG GRAPPLE				
	HYDRAULIC ANGLING CHUCK BLADE	PIPE GRAPPLE, MAT GRAPPLE				
	GRAB BUCKET 1&2	CRANE BOOM				
	LAND CLEARING, BRUSH CLEARING RAKE	SNOW PUSHER				
	DITCHING BUCKET, QUIK FILL, CLEAN UP BUCKET	GRAVEL SCOOP				
	DIRECT LINK, HEAVY DUTY DIRECT LINK, PROGRESSIVE LINK THUMB					
	MECHANICAL CONVERTABLE WEDGE LOCK					

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

TABLE 2					
BACKHOE	EXCAVATOR	LOADER	MOTOR GRADER	TELE-HANDLER	MINI EXCAVATOR
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 GRAPPLES	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			
ROLLER	TANDEM TRUCK	AGG BOX	ADT	DOZER	SKIDSTEER
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>					

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