

**Strickland MFG, LLC**  
**Product Warranty Program**  
**Supersedes all previous written communication**

**PURPOSE**

It is the intention of Strickland MFG, LLC. to supply products to the marketplace that reflect the highest standards for materials, design and manufacture. Each original customer is entitled to receive coverage as described by the current limited warranty program for the product(s) purchased, regardless of where it (they) was (were) originally purchased. This program is intended to serve as a method to facilitate the proper communication procedures for the purpose of obtaining applicable warranty coverage for a product.

**WHAT THE LIMITED WARRANTY COVERS**

Strickland MFG, LLC. warrants that each new and unused product and/or accessory sold by it shall be free from defects in material and workmanship under normal use and service for a period of one (1) year from the original date of sale or 2000 hours, whichever comes first.

The warranty period for materials, workmanship and labor expenses shall run concurrent from the original date of purchase. No exception to this policy will be made.

The obligation under this warranty program is limited to the current, flat labor rates allowed by it and the replacement and/or repair by it or an authorized dealer designated by it, of such part or parts as shall appear upon inspection to have been defective in material and/or workmanship at the time sold, provided that the part or parts claimed to be defective are returned, in accordance with the Warranty Claims Procedure below, to the inspection point, with reasonable transportation charges prepaid by the customer. In the event that the part or parts are determined to be covered by the terms of the warranty program, Strickland MFG, LLC. will reimburse the original purchaser for reasonable transportation charges. The amount designated as reasonable transportation charges shall be at the sole discretion of Strickland MFG, LLC. Any part or parts replaced under the terms of the warranty program will retain the warranty period of the entire product. At the time of requesting warranty service, the original purchaser must present evidence of the purchase date of the part or parts submitted for warranty inspection. The warranty coverage will be nullified in cases of indirect or consequential damages (including, without limitation, loss of profit) or damages through misapplication, normal wear, etc, none of which are covered by this warranty program. Supplemental equipment damage is not covered by this warranty program. Any repairs or adjustments made to product without the express written permission of an authorized Strickland MFG, LLC. employee shall nullify product warranty in full.

This warranty program does not apply to purchased sub-assemblies including, teeth assemblies, tines (forks), cylinders, auxiliary edges and etc. Such items are covered by their respective OEM warranty.

Malicious use, use beyond the rated capacity, accident to, misuse or negligence will void this warranty program. Normal "wear and tear" is not considered a defect and will not be considered as a claim under this warranty program.

This warranty program only applies to Strickland MFG, LLC products manufactured and sold by Strickland MFG, LLC. as "new". Products sold as "used" are not warranted under this warranty program.

**ALLOWABLE FLAT LABOR RATES**

Strickland MFG, LLC. has developed an allowable flat labor rate reimbursement program for products of its manufacture. Maximum allowable time limits for each product line is established by many input factors including actual field experience. The labor reimbursement rate (which shall not exceed 70% of dealer hourly shop rate) will be reimbursed by Strickland MFG, LLC. for reasonable labor costs to perform warranty inspection and related repairs. Any exception to this program to cover costs due to extenuating circumstances must be approved by Strickland MFG, LLC. in writing **BEFORE** any work is performed. All work must be approved in writing by completing and returning the Strickland MFG, LLC form "Warranty Service Claim Form." An authorized representative of Strickland MFG, LLC. will then return this form detailing claim allowances.

The maximum allowable labor time limits are intended to apply for direct labor required during the warranty process. The program is not intended to apply to indirect costs such as overhead and pickup/delivery costs or be a source of profit. We expect our dealers to exercise good judgment when submitting labor cost reimbursements.

## **IMPORTANT**

**Install and usage of Strickland MFG, LLC hydraulic components indicates acceptance of terms below**

### **HYDRAULIC CYLINDER / HYDRAULIC COMPONENT REBUILD/INSTALL NOTICE**

We insist that only qualified hydraulic technicians should perform any repairs or rebuilds to hydraulic components of Strickland MFG, LLC attachments.

When re-building a hydraulic cylinder, the technician must carefully examine all parts of the cylinder and hydraulic lines for damage. Any scoring or marking of the cylinder parts could cause further damage to the cylinder. If replacing a seal kit on a cylinder, the cylinder should be disassembled and after disassembly, a thorough inspection of all components (head, cushioned piston, piston rod, cushioned barrel and ports) should be performed. Strickland MFG, LLC recommend the replacement of any damaged parts with new factory authorized parts.

When replacing or rebuilding any components of any hydraulic system, it is critical that the system be isolated, after any repairs are made, and fully decontaminated before machine is used. This decontamination procedure should be performed to OEM specifications. With the rebuilt hydraulic components isolated, all circuits should be actuated intermittently for about 20 minutes to flush out any dust or contamination introduced to the systems during repairs. The above recommendations are required by Strickland MFG, LLC's hydraulic component supplier(s) and unless followed Strickland MFG, LLC shall not accept any responsibility for the introduction of contaminants into machine either as a result of failure to follow decontamination procedure or as a direct result of failure of hydraulic components.

As always, the failure to follow Strickland MFG, LLC's recommendations for pressure and flow ratings on hydraulic components will invalidate all warranty relating to both the attachment and the hydraulic components of the attachment.

### **WARRANTY CLAIM PROCEDURES**

When warranty situations arise please follow the following steps:

**1.)** Upon identification of a defect covered under Strickland MFG, LLC warranty program the distributor must notify Strickland MFG, LLC warranty department before any work is done on the unit or the item is returned to Strickland MFG, LLC.

The following information will be required upon notification of the warranty department;

- a. Serial No.
- b. Description of the problem/comments pertaining to failure and the conditions leading up to it.
- c. Photographs detailing the problem.
- d. The estimated parts and labor time.
- e. Original date of purchase.

**2.)** A Warranty Authorization No. will be issued to the claim. This No. is Authorization to carry out the needed repair. This repair may involve one of the following a) repair at Strickland MFG, LLC's premises or that of an authorized dealer or repair at the customer's premises b) product replacement, c) part replacement or d) rework of some type. (In each case, to be determined by Strickland MFG, LLC in its absolute discretion)

**3.)** After receiving a Warranty Authorization No. and completing any needed repair a copy of the "Warranty Claim Form" should be filled out and returned to the Warranty Department. This form must have the authorization number listed, as well as the in service date, attachment serial no, a description of the problem or defect, and corrective action taken. There will be no warranty consideration unless a warranty authorization number is obtained prior to work being done and the number is listed on the claim form.

**4.)** On the claim form a list of any labor and material used in any repair by the customer should be itemized. Also a copy of the receipt for any such items that are used in repair and also a copy of the work order.

**5.)** Any items returned to Strickland MFG, LLC for warranty credit is to be marked with the Warranty Authorization No. Merchandise returned without authorization from Strickland MFG, LLC. will be returned to the sender freight collect. All merchandise returns must be shipped pre-paid to Strickland MFG, LLC. by the least expensive method. Merchandise shipped collect will be refused. Merchandise that has been modified from the original factory condition, disassembled or welded will not be accepted.

6.) Parts issued under warranty will be invoiced to the authorized agent credited from account only after the returned/ non returned parts have been deemed defective by Strickland MFG, LLC.

7.) Strickland MFG, LLC will make reimbursements for approved labor on warranty jobs at a rate which shall not exceed 70% of dealer hourly shop rate.

8.) Any indirect costs such as mileage and pick up/ delivery costs are the customer's responsibility.

9.) Strickland MFG, LLC. reserves the right to determine if the merchandise for warranty consideration shall be inspected in the field by its authorized representative or directly returned to the factory for inspection.

The warranty on all Strickland MFG, LLC attachments will be voided and no warranty claims will be honored **if products are modified or changed** in any manner without **prior** authorization from the Strickland MFG, LLC warranty department.

Any questions regarding the above procedures should be directed to Sean O'Reilly at [seanoreilly@stricklandus.com](mailto:seanoreilly@stricklandus.com)

**Strickland MFG, LLC Warranty Service Claim Form**  
**Effective Jan 1st, 2013**

**STRICKLAND  
CLAIM  
NUMBER**

**DEALER INFORMATION**

Claim Date (today's date) \_\_\_\_\_

Legal Company Name \_\_\_\_\_

Business Operating Name \_\_\_\_\_

Billing Address \_\_\_\_\_

Ship To Address \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_ Claim Prepared By \_\_\_\_\_

**PRODUCT INFORMATION**

Model Number \_\_\_\_\_ Product Type/Description \_\_\_\_\_

Serial Number \_\_\_\_\_ Original Invoice/Purchase Date \_\_\_\_\_ Failure Date \_\_\_\_\_

**DESCRIBE THE REASON(S) FOR THIS CLAIM IN THE AREA PROVIDED BELOW.**

**ATTACH ADDITIONAL SHEETS IF REQUIRED**

*Photographs and other supporting evidence must be attached to this claim form. Unsupported claims will not be entertained.*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**To be completed by claimant:**

<b>PART(S) TOTAL</b>	<b>\$</b> _____
<b>LABOR TIME</b>	_____ <b>HR'S</b>

*For Office use only:*

<i><b>PART(S) APPROVED</b></i>	<i><b>\$</b></i> _____	<i><b>Approved by:</b></i> _____
<i><b>LABOR APPROVED</b></i>	<i><b>\$</b></i> _____	<i><b>Inspect by:</b></i> _____
<i><b>TOTAL APPROVED</b></i>	<i><b>\$</b></i> _____	<i><b>Date:</b></i> _____