

WARRANTY **POLICY**

An improved warranty designed to make it easy and ensure our customers keep working faster.

Version 6.0 / 2024



3
YEAR
WARRANTY
ENHANCED.

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An improved warranty
designed to make it easy
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Our team have been working hard on product development and have implemented new technologies into some of our core products. As a result of this we believe the warranty should match these improvements so we have made it easy with a new warranty policy that covers 3 years on hydraulic components.



**3 YEAR WARRANTY FROM MATERIAL
AND WORKMANSHIP DEFECTS.**

(or 3,000 hours, whichever comes first)

*Applies to all new Attach2 attachments that are purchased within Australasia.
Excludes clearance products and certain items like consumables.*

Warranty Policy

We want your experience with our products to be nothing short of exceptional. If you ever encounter any challenges with our products, please contact your dedicated support team.

WARRANTY PERIOD

Our warranty period reflects our confidence in the durability and reliability of our products, underscoring our commitment to your investment in quality machinery.

As such, Attach2 offers a 3-year or 3000 hours (whichever comes first) limited warranty on all our products. Of course, not all damage to our products is covered by this warranty and should be read in conjunction with our Terms and Conditions. For your convenience, we have created a quick guide on what is and isn't covered below.

This warranty policy covers product sold and/or dispatched from Attach2 after the date of 1st of June 2024.

OUR COMMITMENT TO YOU

We take immense pride in assuring that our product is crafted with precision and care. Our warranty promises that, throughout the Warranty Period, our product will perform to the highest industry standards, if used in accordance with the guidelines in our product manuals.

Should any issue arise due to defective workmanship or materials, rest assured – we're here for you. We will swiftly repair or replace the product, utilising brand new or re-manufactured parts.

At Attach2, our guiding principle is straightforward: if something isn't right and we're aware of it, we'll be upfront and offer our full support without hesitation.

This approach is ingrained in our DNA, shaped by three generations of experience in the Earthmoving industry.

Our expertise extends beyond attachments; we also have extensive knowledge in excavator operations and ownership.

BE REALISTIC, NOT EVERYTHING IS COVERED

Whilst we stand by our product, it's important to know that certain exclusions apply, such as improper use, accidental damage, or cosmetic wear.

Our technicians assess all warranty claims to determine what is ultimately applicable, but for your convenience, these exclusions have been outlined in the quick reference table to the right.

It's important to note that incorrect use of the product is an automatic exclusion, don't worry though our technicians are experts in their field and can discern when the product has been used correctly.

REPAIRS

Let's chat about repairs. We prefer handling them ourselves, but if that's not possible, we've got a bunch of reliable service providers who can step in. If, as a last resort, a third party has to do the job, we just need a quick sign-off on their quote before they get to work, making sure it fits our expectations.

If a repair is needed, we've got your back. Any replaced parts and workmanship are covered by our warranty for the remaining period, or a minimum of 3 months.

Our warranty is only for new products. If you're eyeing off second-hand gear, you've had your chance to check it out. If you're okay with it, it's a "take it as it is" deal. There is no warranty on quality or suitability.

Just to be crystal clear, we're not on the hook for any loss or damage caused by the equipment, its bits, or anything else in the mix. That includes things like lost profits, business, revenue, goodwill, consequential loss, downtime, other property damage and other such things.

PRODUCT REGISTRATION

Registration is not just a formality; it's a commitment to providing you with the best support. Registering your product ensures smoother claims processing and provides a handy record for insurance purposes, should this be required.

Register your product here
NZ: www.attach2.com/nz/warranty
AU: www.attach2.com/au/warranty

How Do I Make A Claim?

STEP 1:

Option A - Let us help you:
Contact our support team at 0800 100 683 (NZ), 1800 095 689 (AU), or via email at sales@attach2.com.

Please provide detailed information including the machine make and model, attachment serial number, and a description of the issue.

Option B - Self-service:
Visit our website as below to make a claim. You will be prompted to provide the machine make and model, attachment serial number, and a description of the issue.

NZ: www.attach2.com/nz/warranty
AU: www.attach2.com/au/warranty

STEP 2:

Our Attach2 Aftersales team will promptly communicate with you to assist in diagnosing the issue. In some cases, immediate resolution may be possible, and we will do our best to confirm whether the issue is covered under warranty at this stage.

STEP 3:

We will determine the most effective resolution for the issue, taking into account factors such as timing, repair or replacement options, and cost. Our priority is to ensure minimal downtime and optimal functionality of your machine.

STEP 4:

The agreed-upon resolution method will be implemented. Our preference is for Attach2 Technicians to handle the resolution, although in some cases, an OEM technician or approved third-party technician may be involved, subject to Attach2 approval.

STEP 5:

Upon completion of the resolution process, the cost of repair, application, or warranty coverage (or rejection) will be determined, and the case will be officially closed.

NOTE: In the event that a structural component fails, use of the product must cease immediately to prevent further damage to the remaining parts.

We are committed to providing efficient and effective support throughout the warranty process to ensure your satisfaction and the continued performance of your equipment.

YOUR PERSONAL INFORMATION AND PRIVACY

Your privacy matters. Your personal information is used exclusively for your benefit – enhancing customer service, administering warranties, and crafting even better products. We may share it with related companies, ensuring that every step aligns with your interests.

Your consent to receiving direct marketing materials is entirely in your hands, and you can opt-out anytime.

Thank you for being part of the Attach2 team. Your trust fuels our commitment to delivering reliable products and outstanding service.

Best Regards,
The Attach2 Team

Warranty Policy

Primary Symptom	Attach2 will Provide Coverage:	Attach2 will not Provide Coverage:
Hydraulic Oil Leak/ Failure	Where hydraulic seals have been damaged as a result of weld process or assembly process	- Where loose fittings are evident (This is checked at the Pre Delivery inspection for the machine fitment, and is also part of the regular maintenance checks) - Where Actuator rear hub fasteners are loose (This is checked at the Pre Delivery Inspection for the machine fitment, and is also part of the regular maintenance checks) - Where evidence of foreign contamination is found - Where seals have deformed / melted as a result of oil temperature exceeding 100 degrees - Where there is evidence of either high/excess pressures or high/excess flow rates outside of the specified values (Please refer to user manual)
	Where there is evidence of seals incorrectly assembled	
Weld Failure	Where there is evidence of porosity	Where the weld and fillets meets Attach2 engineering design and procedure standards
	Where there is evidence of cold lap or a lack of penetration	
	Where the weld fillet is less than Attach2 engineering design and procedure standards	
Fastener Failure	Where the fastener is incorrectly torqued during the assembly process	- Where any breakage occurs after 1000 hours of operation - Where a loose fastener is found after 100 hours of operation - If the fastener is as per the Attach2 engineering design specification - If Fastener Checks have not been undertake as per the requirements in the Operators Manual
	Where a defect in the fastener is evident	
Hydraulic Hose or Fitting Failure	Where the fitting specifications are outside of Attach2 engineering design standards	- Where the fitting is supplied and/or installed outside of Attach2 - Where problems associated with Hydraulic hose or fittings are evident after attachment installation, regardless of cause. (This is checked at the pre-delivery inspection for the machine fitment, and is also part of the regular maintenance checks) - Where there are signs of external force or impact
Hydraulic Hose or Fitting Failure	Where the fitting specifications are outside of Attach2 engineering design standards	- Where the fitting is supplied and/or installed outside of Attach2 - Where problems associated with Hydraulic hose or fittings are evident after attachment installation, regardless of cause. (This is checked at the pre-delivery inspection for the machine fitment, and is also part of the regular maintenance checks) - Where there are signs of external force or impact
Bucket Tooth or Adaptor Failure (GET)	Where there is clear evidence of a casting defect	- Where there is evidence of post manufacturing heat - Where there is evidence of force in a direction contrary to OEM design
	Where the material properties are outside of Attach2 engineering design standards	
Premature Wear (Pins and Bushes)	Where there is evidence of such wear beyond Attach2's engineering design standards	- Where there is evidence of a lack of lubrication or a lack of maintenance - Where incorrect pins/pin centers are evident - Where use of an incompatible attachment is evident
Product Fitment/ Attachments	Where the product varies from the order confirmation or invoice	- Where the use of a manual pulveriser (leverage type) or an attachment that is specified for a larger machine is evident - Where the product was supplied according to the order confirmation or invoice
Damaged Goods on Receipt	Where Attach2's freight provider is used	Where the customer has used their own freight provider
Product not taking Grease	Where evidence of the product not taking grease has been provided to Attach2 during the Pre Delivery Inspection	- Where evidence of the product not taking grease is found after the Pre Delivery Inspection - Where an auto greasing system has been fitted to the attachment
Hydraulic Contamination	Where the origin of the contaminant is clearly identifiable as being from an Attach2 part	Where the attachment has been plumbed or connected outside of Attach2's recommended hydraulic standards
Cylinder Failure	Where the cylinder has not been manufactured to Attach2's engineering design standards	- Where the cylinder is damaged as a result of pressure spikes or contamination - Where there are signs of external force or impact - Where the hydraulic oil pressure exceeds the specifications
Material Failure	Where the material does not meet Attach2's engineering design specification standards	Where there are indications of misuse or improper application beyond the intended design and marketing of the product



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