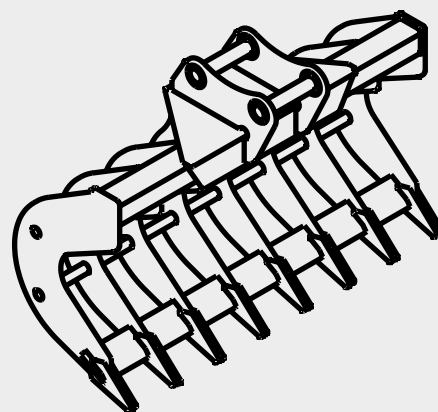
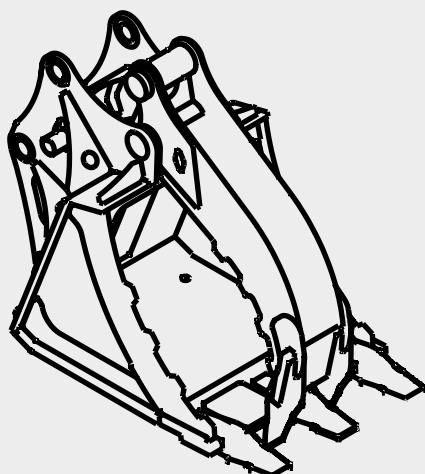
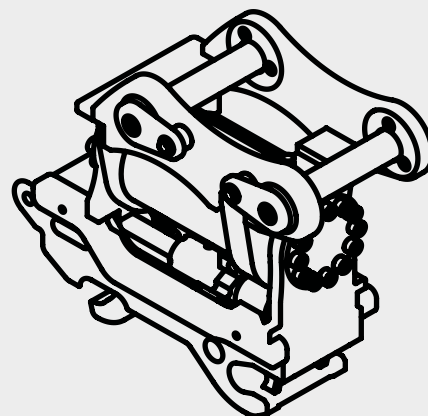
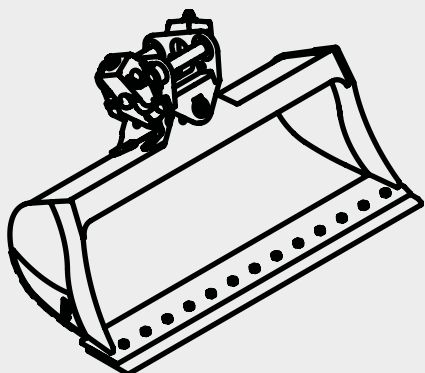


A2 Equipment Warranty Policy



3 YEAR
WARRANTY

ATTACH23
EQUIPMENT

A2 Equipment Warranty Policy

Attach2 Equipment warrants all attachments manufactured by Attach2 Equipment to be free from defects in Material and Workmanship that is outside Attach2 Specification on the date of manufacture. NOTE: This warranty does not apply to any item that is warranted directly to the end user by its manufacturer.

Warranty Period

- The Attach2 3/1/1 warranty period is specific to the below periods
 - Main Chassis/Structure to be free from material and manufacturing defects and are covered for a period of 3 years or 3000 machine hours (which ever comes first).
 - Hydraulic components including hydraulic actuators and cylinders are to be free from material and manufacturing defects and are covered for a period of 1 year or 1500 hours (which ever comes first)
 - Wear parts and components are to be free from material and manufacturing defects and are covered for a period of 1 year or 1500 hours (which ever comes first).
- In order to qualify for the full three year warranty, customers must submit a warranty registration form which can be found at the back of this warranty book or on our website. Should a warranty registration form upon purchase not be submitted, the 12 month or 1500 hours only warranty period will apply on Main Chassis/Structure.
- This policy does not cover machinery parts or accessories that are warranted directly to the end user by third party manufacturers, for example hydraulic cylinders, hoses, valves, or any other portions of hydraulic kits used in A2 products but not manufactured directly by it. Failure to follow A2's or the third-party manufacturer's recommendations for oil pressure and flow ratings on hydraulic components will invalidate all warranty claims relating to both the attachment and the hydraulic components of the attachments.
- Attach2 shall not be responsible for any problems associated with hose fittings, damage or malfunction after installation regardless of cause.
- This policy does not extend to those attachments or parts that have been altered or repaired by others without the express written authorization of A2 and purchase order. Nor does it apply to any A2 products or parts, which in A2's opinion, have been subjected to or adversely affected by operator misuse, inappropriate application, accident, negligence, improper installation, improper maintenance or improper storage.
- A2 accepts no responsibility whatsoever for the suitability or otherwise of the carrier machine or other equipment to which a A2 attachment may be mounted upon or fitted to.
- A2 shall not be held liable for injury or damage caused to any person, place or machine by reason of the installation, use or mechanical failure of any A2 product/attachment.
- General product wear and tear or pins and bushings wear and tear are not eligible for warranty claims.
- A2 specifically disclaims any implied warranty of Merchantable Quality and/or any implied warranties of fitness for a particular purpose.
- A2 shall not be liable for any incidental or consequential loss, damages or expenses, arising directly or indirectly from the product or parts, whether such claim is based upon breach of contract, breach of warranty, negligence, strict liability in tort or any other legal theory. Without limiting the generality of the foregoing, A2 specifically disclaims any damages relating to (i) lost profits, business, revenue or goodwill; (ii) any expense or loss incurred for labour, supplies, substitute machinery or rental; or (iii) any other type of damage to property or economic loss.

Attach2 Equipment's Responsibilities

If a defect in material or workmanship is found during the warranty period, Attach2 Equipment will, during normal hours and at a place of business of an Attach2 Equipment dealer or another authorized source:

- Provide (at Attach2 Equipment's discretion) a new, remanufactured or Attach2 Equipment approved replacement parts to correct the defect.
- Provide labour at the approved warranty rate needed to correct the defect.

Please see “appendix I” for rates and break down of items covered.

Customer Responsibilities:

The party who installs any Attach2 Equipment attachment on a machine is responsible for:

- Adjusting rollback and dump stops so that they contact the machine as prescribed by the machine OEM and ensuring the attachment clears the machine in all positions.
- Adjusting pressure settings both on the machine and on the attachment to ensure normal operation of the attachment and machine combination.
- Pressure testing all hydraulic connections and tightening where necessary.
- Checking and tightening all fasteners and pin locks once the attachment has been tested.
- Ensuring that a warranty activation as provided is filled in and sent back to Attach2 Equipment.
- Preventative maintenance and upkeep of attachment. Following recommendations as specified in A2 Product Manuals.
- The costs associated with transporting the attachment.
- Labour costs, except as stated under “Attach2 Equipment Responsibilities”.
- Local taxes, if applicable.
- Parts shipping charges and or freight.
- Travel time
- Premiums charged for overtime Labour
- Costs to investigate complaints unless the problem is caused by a defect in Attach2 Equipment’s material or workmanship; subject to “Attach2 Equipment Responsibilities” above.
- Any costs resulting from failure to give Attach2 Equipment timely notice of a warrantable failure and promptly making the product available for repair.

Limitations

Attach2 Equipment is not responsible for failures resulting from:

- Normal wear or tear and breakages which is to all Components and specifically mentioned for wearing parts such as but not limited to:
 - Ground Engaging Tools – Cutting Edge, Bucket Wraps, Teeth, Adapters
 - Chassis and Wearing Components – Bruising on Coupler Chassis, Pins, Bush & Bearing wear, Spring Tensions
 - Hydraulic – Hosing, Actuators, Hydraulic Cylinders
- Any use which Attach2 Equipment judges improper resulting in Damage such as but not limited to:
 - Attachment chassis or main structure breakages if has been built to A2 design and quality specifications
- Accessories, items, and parts not sold by Attach2 Equipment
- Abuse, neglect, accident, changes to the product not authorized by Attach2 Equipment, and/or improper repair
- User’s unreasonable delay in making the machine available after being notified of a potential product problem.
- Any repair conducted by unauthorized dealers or service providers
- Premature corrosion from salt water, fertilisers or any other corrosive substances

Miscellaneous

All notices given under or pursuant to this agreement shall be in writing and sent to:

New Zealand

Attach2 Equipment
PO Box 905
Masterton 5810
nzsupport@attach2.com

Australia

Attach2 PTY LTD
18 Success St
Acacia Ridge
Brisbane QLD, 4110
ausupport@attach2.com

No terms or conditions, other than those stated herein and no agreement or understanding, oral or written, which in any way purports to modify this warranty, shall be binding on Attach2 Equipment, unless approved in writing by an officer of the company.

Procedure

When a failure occurs, you must notify the Attach2 Equipment Support Department immediately to obtain authorization to carry out repair.

- Recommended repairs are to be discussed and agreed to by Attach2 Equipment.
- An estimate of repair hours and costs must be established.
- Repair parts will be ordered by customer purchase order at this time. Parts will be invoiced by Attach2 Equipment and reimbursed under the terms of this warranty policy if applicable.

Damaged Parts>Returns

- All damaged parts must be held for inspection or be returned prepaid to Attach2 Equipment unless directed otherwise by Attach2 Equipment.
- Damaged parts become property of Attach2 Equipment. Regardless of claim results.
- All parts returns must be authorized by Attach2 Equipment Parts Department prior to shipping.
- Parts returned will be subject to 25% restocking fee, unless notified otherwise.

Warranty Claim

Your warranty claim must contain the following information (Page 11):

- Company Name
- Primary Contact
- First Name & Last Name
- Title of Primary Contact
- Address
- City
- Zip Code
- Country
- Primary Contact Telephone
- Primary Contact Email
- Attach2 Product Model/Code
- Attach2 Product Serial Number
- Proof of Purchase and Date of Purchase
- Attach2 Product Description
- Attach2 Product Hours of Use
- Excavator Make, Model and serial number
- Excavator Hours of Use
- Date of Initial Problem or Failure

Please Note: Warranty coverage will not apply if claims are received after 30 days of initial failure or non-conformance.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

REMEDIES UNDER THIS WARRANTY ARE LIMITED TO THE PROVISION OF MATERIAL AND LABOUR, AS SPECIFIED HEREIN. ATTACH2 EQUIPMENT IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES

Appendix I

This appendix is intended for use as a user's guide or aid while completing a warranty request or claim and as a record of the current agreed warranty Labour rate payable. It is difficult to list all items, if you cannot find an item it should be assumed it is not covered.

Items covered by Attach2 Equipment: (Unless agreed otherwise)

- Attach2 Equipment parts to correct defect.
- Labour required correcting the defect at the authorized warranty rate (see below) within an acceptable time.
- Brokerage and or duties charged on replacement parts.
- Charges for authorized outside Labour and materials at cost. Copy of the invoice is required.

Items NOT covered by Attach2 Equipment: (Unless agreed otherwise)

- Premiums charged for overtime Labour.
- Travel time.
- Parts shipping charges and or freight.
- Adjustments to hydraulic flows or pressures.
- Adjustments to rollback or dump stops.
- Normal wear and tear. Bucket teeth, Cutting edges and Consumables.
- Shop supplies.
- Environmental or disposal charges.
- After 1 year no labour is warranted or covered, the product will need to be returned to Attach2 Equipment for repairs.

Limited Warranty Protection Registration

Form for Attach2

Please complete and send this form to **Attach2 Equipment** within 30 days of your purchase of the Product by email or mail to: **Attach2 NZ:** 11 Norman Ave, Masterton 5791 New Zealand or nzsupport@attach2.com, or **Attach2 AU:** 18 Success Street, Acacia Ridge, Brisbane, QLD 4110 or ausupport@attach2.com Except where inconsistent with statutory rights, if the Product is not registered within 30 days from the date of purchase, the **Attach2** Limited 3 year warranty will not apply. Please retain a copy of the completed Registration Form for your records.

You may register up to eight Products at a time on each Registration Form. Please contact us if you have questions on how to complete and submit the Registration Form.

You may also fill these forms out online on our website – go to www.attach2.com.

Purchase Information

Company Name

Type of Business

Primary Contact First Name

Primary Contact Last Name

Title of Primary Contact

Address Line1

Address Line2

City

Zip Code

Country

Telephone

e-mail

Signature of Primary Contact
(or duly representative)

Date

Purchaser/Company Name _____

Attach2 Product Information #1

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Attach2 Product Information #2

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Purchaser/Company Name _____

Attach2 Product Information #3

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Attach2 Product Information #4

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Purchaser/Company Name _____

Attach2 Product Information #5

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Attach2 Product Information #6

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Purchaser/Company Name _____

Attach2 Product Information #7

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Attach2 Product Information #8

Name of Dealer Where Purchased _____

Date of Purchase of Attach2 Product _____

Copy of Purchase Receipt _____

Mail or e-mail with registration form

Attach2 Product Model/Code _____

Attach2 Product Description _____

Attach2 Product Serial Number _____

Excavator Make & Model
(Attach2 Product Utilized with) _____

Excavator Hours of Use _____

Photo of Excavator Clock _____

Mail or e-mail with registration form

Attach2 Product Primary Use _____

Attach2 Product Primary Location _____

Attach2 Equipment Limited Warranty Claim Form

We regret that you are having difficulty with your **Attach2** Product, please be assured that we will address your concerns as soon as possible. Cease using the **Product** immediately if you believe that it is not functioning as intended. To make a Warranty Claim please contact us:

Attach2 NZ: nzsupport@attach2.com, 0800 100 683 / +64 6 929 7592

Attach2 AU: ausupport@attach2.com, 1800 095 689 / +61 7 3557 2654

Claims must be made as soon as possible but no more than 30 days after you first become aware of the problem with the Product. You will need to provide **Attach2** with the following:

Company Name

Primary Contact

First Name & Last Name

Title of Primary Contact

Address Line1

Address Line2

City

Zip Code

Country

Primary Contact Telephone

Primary Contact Email

Attach2 Product Model/Code

Attach2 Product Serial Number

Proof of Purchase and
Date of Purchase

Attach2 Product Description

Attach2 Product Hours of Use

Excavator Make, Model & Serial number

Excavator Hours of Use

Date of Initial Problem or Failure

Reason for Claim/Description of
Problem

Signature of Primary Contact

Date



ATTACH2 EQUIPMENT

PO Box 905
Masterton, 5840
New Zealand
T: +64 6 929 7592
E: nzsales@attach2.com
www.attach2.com
FREEPHONE 0800 100 683

ATTACH2 PTY LTD - AU

18 Success St,
Acacia Ridge, QLD 4110
Australia
T: +61 7 3557 2654
E: ausales@attach2.com
www.attach2.com
FREEPHONE: 1800 095 689

**MAKING
IT EASY!**