

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 60 months, the product will be free from defects in design, material and workmanship. This snow attachment enhanced warranty is subject to the following conditions:

- Only the CRAIG products listed in Table 1 below and used exclusively in snow-removal applications will qualify for the snow attachment 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 snow attachment 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 snow attachment 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 snow attachment 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 snow attachment 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 snow attachment 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 snow attachment enhanced 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 snow attachment 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 snow attachment 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
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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

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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 SNOW ATTACHMENT 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 a CRAIG location is the responsibility of the customer. Once Phase 2 milestone has begun, all return shipping will be the responsibility of the customer.

CRAIG Products Eligible for the Snow Attachment Enhanced 5 Year Warranty, subject to the EXCEPTIONS listed in Table 2 below.

TABLE 1

BACKHOE	LOADER	MOTOR GRADER
SNOW BASKETS	SNOW BASKETS	ONE WAY PLOWS
4900 SERIES REVERSIBLES	4900 SERIES REVERSIBLES	VEE PLOWS
SNOW PUSHERS	0600 SERIES REVERSIBLES	FOLDING VEE PLOWS
	SNOW PUSHERS	HYDRAULIC ANGLE PLOWS
	EXTENDIBLE REVERSIBLES	DOZER BLADES
	FOLDING VEE	SNOW WINGS
	ONE WAY PLOWS	
	301 SERIES SNOW WINGS	
	EXTENDABLE REVERSIBLE PLOWS	
	FOLDING WING PLOWS	

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

TABLE 2		
BACKHOE	LOADER	MOTOR GRADER
HYDRAULIC KITS	HYDRAULIC KITS	HYDRAULIC KITS
	PATROL SNOW WINGS	UNDERSLUNG SNOW WINGS
	MECHANICAL TRIP	MECHANICAL TRIP
	TRIP EDGE WING MOLDBOARD	TRIP EDGE WING MOLDBOARD
	END GATES ON WING PLOWS	UNIVERSAL SNOW GATE
	MANUAL/HYDRAULIC TRIP SWIVEL	MANUAL/HYDRAULIC TRIP SWIVEL

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