

SECTION 1 POLICY & PROCEDURES

The following information describes the warranty policy and procedures that must be followed for processing all warranty claims pertaining to WESTERN® snowplows and ice control equipment. This policy is extended only to authorized WESTERN distributors. Western Products reserves the right at any time to change any or all of the policy and procedures or the labor rates. These changes become effective immediately and will supersede any previous notices regarding policy.

1.1 Warranty Coverage

Snowplows and Ice Control Equipment

Western Products warrants each WESTERN snowplow or ice control equipment, for a period of two (2) years after the date of purchase by the original user, to be free from defects in material and workmanship. Western Products warrants Suburbanite™ snowplows, accessories, service parts and components purchased separately, for a period of one (1) year after the date of purchase by the original user, to be free from defects in material and workmanship. The warranty period of a service part that replaced an original part of a snowplow or spreader under warranty will be limited to the remainder of the original part warranty.

Western Products warrants the WESTERN walk-behind spreaders (models WB-100B and WB-160D), for a period of two (2) years after the date of purchase by the original user, to be free from defects in material and/or workmanship.

To obtain coverage under warranty, the product must be returned to an authorized Western Products distributor. (See Sections 1.4–1.8.) Those parts may be requested to be returned to Western Products.

If within the warranty periods any part is proven to Western Products's satisfaction to be defective, that part will be repaired, replaced or credited to the distributor by Western Products, or repaired or replaced for the owner by the distributor. (See Appendices B through H for WESTERN Commercial and Consumer Limited Warranty Sheets.) Warranty

claims shall be processed and paid according to state and federal laws and regulations.

The owner of the product must present proof of purchase to a WESTERN distributor to verify the purchase date.

1.2 Warranty Limitations

The foregoing warranty has limitations and shall not apply to the following:

- A. Repair of parts that are not furnished or approved by Western Products, or damage caused by use of such parts.
- B. Parts/components that are transferred from one vehicle to another.
- C. Unauthorized alterations and modifications to the equipment that would cause product failure.
- D. Failures resulting from user subjecting equipment to conditions other than normal use or service.
- E. Failures resulting from operations other than described in the Owner's Manual.
- F. Repairs resulting from improperly installing, servicing or modifying components, or from not complying with WESTERN Installation Instructions and procedures, Mechanic's Guide, Service Bulletins or any other literature pertaining to servicing the product.
- G. Standard product maintenance such as but not limited to:
 - retightening fasteners
 - refilling fluids
 - periodic adjustments
 - cleaning/tightening/greasing electrical connections
 - lubrication of pivot points
 - repairs to finish
- H. Wear item parts replaced due to the normal operating conditions such as but not limited to:
 - wear shoes
 - cutting edges
 - base angle
 - blade guides
 - pins

- I. Parts replaced due to corrosion or contamination caused by improper maintenance or storage of equipment.
- J. Damaged finish due to shipping, handling, storage and/or wear due to use.
- K. Repairs or parts replaced due to incorrectly troubleshooting the initial issue.
- L. Repairs performed on the product by other than the distributor.
- M. Repairs or damage not resulting from defective material and/or workmanship.
- N. Repairs or damage to motor vehicle and/or frame of vehicle as a result of installing snowplow or ice control equipment to the vehicle.
- O. Indirect cost incurred by user while WESTERN® equipment is being repaired during warranty period such as but not limited to:
 - lost time
 - miscellaneous charges not directly related to the product defect
 - equipment rental
 - transportation charges
- P. Spreader engine warranty is covered by its manufacturer's warranty.
- D. Parts visually defective at installation are not covered by labor warranty.
- E. Labor allowance for the replacement of parts will be credited only to parts proven, to Western Products' satisfaction, to be defective.
- F. A warranty claim for labor only must include a copy of the proof of purchase and a completed warranty claim form. The proof of purchase must include the complete serial number(s), as applicable.
- G. Approval of labor allowance is determined by the WESTERN Technical Service Department. This department reserves the right to reject any labor claims that do not conform with the warranty policy and procedures set forth in this manual.
- H. No labor credit is given if repair or part replacement is performed by the end-user.
- I. Labor times shall not be stacked when a repair requires the removal of a number of parts.

1.3 Labor

- A. Labor credit allowance is available to the distributor for each part determined by Western Products to be warrantable. The allowance is based on the established distributor shop labor rate documented at Western Products, and computed in accordance with the current labor flat-rate times. (See Section 2.3.)
- B. Distributor labor rates indicating the current shop labor rate must be reported to Western Products on Shop Labor Rate Forms. (See Appendix A.) Distributors may have one update to their shop labor rate at any time during a calendar year.
- C. All claims submitted prior to the request for a shop labor rate update will be processed at the older labor rate.

1.4 Returned Parts

- A. **Do not send parts back unless specifically requested.**
- B. **All parts returned to Western Products for warranty evaluation are to be sent prepaid with a completed Warranty/Product Return Form and Proof of Purchase for product sold to an end user.** Pictures, in place of hard goods, are acceptable only when authorized by WESTERN Technical Service.

Pictures must be clear and part shown must be clean (free of all dirt, sand, salt, snow, etc.). Photos may be mailed to Western Products, Attention Tech. Service. Final pictures shall be attached to online RMAs. Digital pictures may be emailed to warranty@westernplows.com.

Parts that are photographed must be retained by the distributor until disposal of parts is authorized by Western Products.

- C. Credit for faulty parts will be issued to the distributor at net price if Western Products determines that the parts are faulty. All warranted hydraulic components and controls should be rebuilt by the distributor. Hydraulic units and cylinders are not to be returned to Western Products without prior approval from a Technical Service representative.
- D. Warranty approval will be determined by WESTERN® Technical Service. If a claim is rejected, the labor allowance will also be rejected.
- E. **Distributors requesting that a warranty-denied part be returned must do so within ten (10) working days of denial notification.** All warranty-denied parts will be returned collect to the distributor by United Parcel Service (UPS), if suitable. Warranty-denied parts requiring common carrier shipment will be sent freight collect. If disposition is still undetermined after ten (10) working days, the parts will be scrapped.
- F. Pack returned parts carefully to avoid damage in transit. **(No foam peanuts or shredded paper.)**
- G. Damage to parts in shipping: Title of goods is transferred to the customer at the time the carrier signs a Bill of Lading. The carrier acts as the customer's agent and assumes all responsibility. Claims for damaged freight should be filed with the carrier.
- H. New parts or kits returned to Western Products should not have labels applied to the box or part. A copy of the original invoice must accompany the part or kit.
- I. **All hydraulic components, including units and cylinders, must be completely emptied of hydraulic fluid and ports must be plugged before being returned.**

1.5 Distributor Responsibility

- A. All warranty repairs will be performed by an authorized distributor or associate distributor.
- B. All warranty repair parts shall be genuine factory OEM parts.

- C. All claims for reimbursement of warranty repairs must include **a copy of the bill of sale and claim form, and be processed through an authorized distributor.** It is the responsibility of the authorized distributor to follow warranty policies and procedures, regardless of where the product was purchased. Parts requested by Western Products to be returned for evaluation are shipped prepaid.
- D. Cost for parts identified as "factory defective" will be reimbursed to the distributor at Net Price, and labor allowance shall not exceed the authorized distributor's shop labor rate computed with the current labor flat rates.
- E. The distributor is expected to reimburse the associate distributor upon receiving credit from Western Products.

1.6 Repairs vs. Replacement

- A. The distributor is expected to choose the most cost-effective procedure when performing repairs. Western Products reserves the right to limit the labor allowance for the repair if the repair exceeds the replacement cost of the genuine factory OEM part.

1.7 Warranty Procedure

Warranty reimbursement is an important process for Western Products, our distributors, and our mutual customers. To provide prompt quality service to our customers, it is imperative that the following guidelines and procedures be adhered to.

The online RMA process should be used for all warranty requests, if possible. The online RMA Manual and Video Training Module are available in the Dealer Area at www.westernplows.com.

- A. To initiate a warranty claim, contact WESTERN Technical Service online (under Warranty RMA in the Dealer Area at www.westernplows.com) to **obtain a Returned Material Authorization (RMA) number within ten (10) working days of the job being performed.** An assigned number will remain active for a period of 45 days from the date the RMA was requested/opened.

Failure to return requested parts and submit forms within 45 days will result in closing of the warranty claim, which cannot be reopened.
