



Ashland Industries, Inc.
1115 Rail Drive
P.O. Box 717
Ashland, WI 54806
877-634-4622 Toll Free
715-682-4622 Voice
715-682-9717 Fax

Warranty Policy

The Purpose of Warranty

Ashland Industries warrants each new product to be free from defects in material and workmanship. This warranty is applicable only for the normal service life expectancy of the product or components, not to exceed **one year from the date of delivery** of the new Ashland Industries product to the original purchaser, or the date the product is first put into service via a rental agreement or other means, whichever occurs first.

Dealer Responsibilities

The following responsibilities are to be performed when the dealer delivers a product to the purchaser or otherwise places it into warranty service:

- Complete the Warranty Registration Form and forward it to Ashland Industries within 30 days of the sale, rental or other use of the product. **Warranty reimbursement is contingent upon product registration.**
- Review the warranty statement and operator's manual with purchaser to assure understanding of purchaser's responsibilities as related to warranty, service, and the proper and safe operation of the product. Purchasers/Renters should be advised to have failed parts repaired or replaced immediately upon failure, as continued use will result in additional damage, excessive wear, and may result in personal injury.
- Contact Ashland Industries prior to beginning repair or replacement of failed parts to make certain that the cost of repairs is consistent with the value of the product being sold.
- Warranty requests for units in dealer's inventory may be submitted to Ashland Industries when defects are noted in products prior to the retail sale or rental of that unit.
- Provide warranty and service repairs as directed by Ashland Industries' "Service Repairs Bulletins" or other instructions.
- All warranty work must be completed within 30 days of failure. Notify Ashland Industries' warranty department if repairs will require more than 30 days after failure for an extension. No claim will be accepted for warranties that exceed this 30-day period.
- No warranty will be allowed on units delivered to the retail customer prior to the full payment of that unit to the manufacturer by the dealer.



Ashland Industries, Inc.
1115 Rail Drive
P.O. Box 717
Ashland, WI 54806
877-634-4622 Toll Free
715-682-4622 Voice
715-682-9717 Fax

- If diagnostic time is required, contact Ashland Industries Inc. prior to beginning the warranty repair for approval. Ashland Industries must approve travel time reimbursement prior to beginning the warranty repair.

Ashland Industries Responsibilities

- Reimbursement for parts used in warranty repair will be credited only when the parts are purchased from Ashland Industries Inc. Parts will be credited at dealer's net cost. No warranty will be allowed on parts that are past due.
- Dealer should use parts from their parts inventory first. In the event that parts must be shipped from Ashland Industries Inc., freight will be paid by Ashland Industries and will be shipped by the most economical means to arrive in the shortest possible time. Air, Next Day Air, Priority and other special shipment methods requested by the dealer will be at the customer's expense.
- Warranty Labor Reimbursement for labor expense to the dealer is made by payment of the established hourly shop rate.
- Repair times will be reviewed by Ashland Industries Inc. and may be adjusted to average repair time required by other dealers to make similar repairs. Labor is not paid on the warranty associated with repair parts purchased by the retail customer that are used on a product that is not currently in warranty time frame.
- Reimbursements for repairs made by an outside source (not dealer personnel) will be made for those services deemed necessary for the resolution of the warranty by Ashland Industries' warranty department. Outside repair invoices must have prior approval from Ashland Industries' service department and must be attached to the warranty claim after approval.

Other Warranty Provisions

The following guidelines are to be followed when performing warranty repairs:

- In all cases, the most economical repair should be performed unless otherwise directed. Credit will not be allowed for assemblies or groups if it is practical to make the repair with individual parts. In some cases, the assembly or group price may be less than the total of the parts and labor required to complete the repair. In those cases, an assembly or group may be used.



Ashland Industries, Inc.
1115 Rail Drive
P.O. Box 717
Ashland, WI 54806
877-634-4622 Toll Free
715-682-4622 Voice
715-682-9717 Fax

- Only those parts provided by Ashland Industries are covered under Warranty. The use of parts from other sources will not be eligible for warranty consideration.
- All parts removed during warranty repair should be held for a period of 90 days after the warranty claim has been submitted to Ashland Industries Inc. These parts can be discarded if disposition or return request hasn't been made during this period. Parts that are requested must be returned within 30 days of claim disposition. These parts will be discarded after the 30-day period.
- Ashland Industries Inc. reserves the right to deny or reverse any and all warranty claims for parts, labor or miscellaneous charges when errors are found, warranty provisions are abused, or fraudulent claims are submitted.

Warranty Reimbursement is Not Possible

- When failure falls under the "limitations" as identified in Ashland's Limited Warranty Statement.
- When Ashland Industries has requested the return of certain parts, assemblies or information and has not received the material with 30 days of date posted on return request.
- On claims, due to damage or shortage that are obviously the responsibility of dealer or the delivering carrier.
- On the entire claim when warranty policy and provisions are not followed.

All dealers will warranty their technician's work to the purchaser and will indemnify Ashland Industries Inc. from such claims.

Service Bulletins

- Service Bulletins will be issued when necessary to alert dealers of special repairs. Each bulletin will give detailed directions and procedures to complete the service.

Procedures for Completion of Warranty Form

Complete the warranty form available at www.ashlandind.com or in your dealer's yellow Ashland Sales Book. Return this form to Ashland Industries within 30 days of failure.



Ashland Industries, Inc.
1115 Rail Drive
P.O. Box 717
Ashland, WI 54806
877-634-4622 Toll Free
715-682-4622 Voice
715-682-9717 Fax

Use of Photos

- Pictures of the failure are recommended but not required. Photos should be attached to dealer's claim when their inclusion will help identify the condition of the part being repaired or replaced, and thus assisting in approval of the claim. In many cases, the use of photos may eliminate the need to return parts for evaluation. Photos will not be returned unless specifically requested. Digital photography will also be acceptable and can either be mailed or email to gmartinsen@ashlandind.com

Delayed Warranty Repairs

- Warranty repairs should be scheduled and performed as soon as possible after notifying dealer and Ashland Industries. There may be circumstances that require the use of the product for a short period of time by the retail customer, or the availability of repair parts may require the work to extend past a 30-day period. In these cases, the dealer must notify Ashland Industries in writing of the extenuating circumstance and advise that the continued use of the product will not enlarge the warranty claim. These claims will then be processed as if the product is still within the warranty period.

Denied Claim

Dealers will be notified of a denied claim in writing, and notification will state the reason for denial. A dealer has the right to appeal this claim and must do so within 30 days of notification of denial. If there has been no appeal within the 30-day period, the claim will be considered closed.

Limited Warranty Statement

Ashland Industries Inc. warrants each new product to be free from defects in material and workmanship. This warranty is applicable for products or components, not to exceed **one year from the date of delivery** of the new Ashland Industries product to the original purchaser, or the date the product is first put into service via a rental agreement or other means, whichever occurs first.

The major components of swivel hitches used on Industrial series scrapers are warranted for three consecutive months from the date of delivery of the new Ashland Industries product to the



Ashland Industries, Inc.
1115 Rail Drive
P.O. Box 717
Ashland, WI 54806
877-634-4622 Toll Free
715-682-4622 Voice
715-682-9717 Fax

purchaser, or the date the product is first put into service via a rental agreement or other means, whichever occurs first, except those components described below.

Genuine Ashland Industries Inc. replacement parts and components will be warranted for **30 days** from date of purchase, or the remainder of the original equipment warranty period, whichever is longer.

Under no circumstances will it cover any merchandise or components thereof, which in the opinion of the company, has been subjected to misuse, unauthorized modification, alterations, an accident or if repairs have been made with parts other than those obtained through Ashland Industries Inc.

Ashland Industries Inc. in no way warrants tires since their respective manufacturer warrants these items separately. Please call Ashland Industries Inc. to receive phone numbers of tire suppliers.

Ashland Industries Inc. in no way warrants wearable items such as cutting edges, front dolly wheel balls, socket halves, rollers, bushings, yoke hitch pins, hitch bushings, etc.

Our obligation under this warranty shall be limited to repairing or replacing, free of charge to the original purchaser, any part that, in our judgement, shall show evidence of such defect, provided further that such part shall be returned within 30 days from the date of failure to Ashland Industries Inc. routed through the dealer and distributor from whom the purchase was made, transportation charges prepaid. Upon warranty approval, proper credits will be reimbursed for transportation.

This warranty shall not be interpreted to render Ashland Industries Inc. liable for injury or damages of any kind or nature to person or property. This warranty does not extend to the loss revenue, extra labor cost associated with downtime, substitute machinery, rental or for any other reason.

Except as set forth above, Ashland Industries Inc. Shall have no obligation or liability of any kind on account of any of its equipment and shall not be liable for special or consequential damages.



Ashland Industries, Inc.
1115 Rail Drive
P.O. Box 717
Ashland, WI 54806
877-634-4622 Toll Free
715-682-4622 Voice
715-682-9717 Fax

Ashland Industries Inc. make no other warranty, expressed or implied, and, specifically, Ashland Industries Inc. disclaims any implied warrant or merchantability or fitness for a particular purpose. Some states or provinces do not permit limitations or exclusions of implied warranties or incidental or consequential damages, so the limitations or exclusion in this warranty may not apply.

This warranty is subject to any existing conditions of supply which may directly affect our ability to obtain materials or manufacture replacement parts.

Ashland Industries Inc. reserves the right to make improvements in design or changes in specifications at any time, without incurring any obligation to owners of units previously sold. No one is authorized to alter, modify or enlarge this warranty nor the exclusion, limitations and reservations.

Owner Registration

Be sure to complete the Owner Registration form that you received with your machine and return it to Ashland Industries within 30 days of the sale, rental or other use of your product. Warranty reimbursement is contingent upon product registration. If your product is not registered, it is NOT covered under warranty.

Ashland Industries, Inc.
Warranty Department