

WARN PWS Direct Winch Warranty / Repair Procedures

Items Typically Covered by WARN Direct Warranty & Service Network

Limited lifetime warranty

- * All RT/XT winch kits – 1,500lbs up to 4,000lbs capacity.
- * Components covered under the limited lifetime warranty:
 - o Winch assembly and all internal components.
- * Components NOT covered under the limited lifetime warranty:
 - o Wire rope assembly, synthetic rope assembly, hook assembly, labeling, finish.

Limited one year warranty

- * All electrical components.

Important Points and Notes:

- * All WARN winch warranty claims must go through Warn Industries.
- * Warranty only applies to the original purchaser of the product.
- * Customer MUST provide written proof of purchase for warranty repairs to be authorized.
- * Warranty does not cover removal, re-installation of the WARN product and shipment of the product to the WARN authorized service center.
- * Warranty does not cover damage by accident, abuse, misuse, collision, overloading, modification, misapplication, improper application, improper installation or improper service.

Always Diagnose the Problem, call WARN Customer Service – WARN can diagnose simple electrical issues like loose wiring, switch issues or contactor issues. If the dealer chooses to replace the electrical part at their labor expense we can send the part free of charge. If it is a claim on a winch WARN customer service will instruct the dealer/consumer to contact the nearest Authorized WARN Service Center. The dealer/consumer can then send the winch to the service center. Removal & re-installation of the winch and freight costs to the service center are the customer's responsibility.

Call a WARN Authorized Service Center

- * The dealer can contact a service center direct to arrange to have winches repaired either under warranty (if applicable) or to repair a winch that is out of the warranty period. R & R and freight costs are the customer's responsibility.
- * The dealer can contact a Service Center to order parts to repair winches at the customer's expense if the dealer chooses to do the work themselves.

Warn Customer Service/Technical Support

- * 1-800-543-9276, (select option 2, then option 2 again) 7:00am to 4:00pm PST.
- * cs@warn.com

Warn Authorized Service Centers

- * <http://www.warn.com/corporate/authservicecenters.shtml>

Warranty procedures for the consumer and dealer:

Consumer:

1. Consumer should contact Warn Industries or an authorized WARN service center to discuss the concern with their WARN product to determine if it is a warrantable repair.
 - a. WARN customer service 1-800-543-9276 or go to www.warn.com to locate the closest WARN authorized service center.
 - b. Consumer (at the direction of Warn Industries) can request parts and perform the repair.
 - c. Consumer can contact a service center for further information.
2. Consumer removes the winch and/or component in question and pays to ship to the WARN authorized service center.
3. Service center receives the product, diagnoses the failure and if determined to be a warrantable repair, performs the repair and ships the product back to the consumer at no charge.
 - a. If determined NOT to be a warrantable repair the service center will contact the consumer directly to discuss their options.

Dealer:

1. The dealer can direct the consumer to follow the procedure above.
2. If the dealer chooses to assist the consumer then the following procedure should be followed.
3. Inspect the vehicle in question to verify the consumer's complaint.
4. Contact Warn Industries or an authorized WARN service center to review the concern with the WARN product to determine if it is a warrantable repair.
 - a. WARN customer service at 1-800-543-9276 or go to www.warn.com to locate the closest Warn authorized service center.
5. If the covered repair is determined to be an electrical component WARN can send the part to the dealer and they can install for the customer (**labor to install not part of the warranty**).
6. If the covered repair is determined to be within the winch itself then it will need to be sent to the nearest authorized service center (postage paid by consumer) for the repair to be performed.
 - a. The service center will repair and send back at no charge.
 - b. Dealer or consumer will then need to re-install the winch onto the vehicle (**labor to install not part of the warranty**).



WARN® ATV WINCH

LIMITED LIFETIME WARRANTY FOR MECHANICAL COMPONENTS LIMITED ONE (1) YEAR WARRANTY FOR ELECTRICAL COMPONENTS

Warn Industries, Inc. (WARN) warrants to the original purchaser that (a) the mechanical components of the "WARN" ATV Winch will be free of defects in material and workmanship for the lifetime of the winch, and (b) the electrical components will be free of defects in material and workmanship for a period of one (1) year from the original date of purchase. This Warranty applies only to the original purchaser of the winch. To obtain any warranty service, you must provide WARN with proof of purchase and date of purchase acceptable to WARN, such as a copy of your purchase receipt. This warranty does not cover the removal or reinstallation of the winch. WARN will, at its option, repair, replace or refund the purchase price of a defective winch or component, provided you return the defective winch or component during the warranty period, transportation charges prepaid, to Warn Industries' Service Department or a Factory Authorized Service Center. Attach your name, address, telephone number, a description of the problem, and a copy of your receipt and original bill of sale bearing the WARN serial number of the defective winch and date of purchase.

This warranty does not apply (i) to frish and wire rope and synthetic rope, or (ii) if the winch has been damaged by accident, abuse, misuse, collision, overloading, modification, misapplication, improper installation, or improper service. This warranty is void if any WARN serial number has been removed or defaced. Commercial or industrial use or application, or any hoisting application of the winch voids the warranty.

THE WARRANTY SET FORTH ABOVE IS THE ONLY WARRANTY. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

ANY IMPLIED WARRANTY WHICH BY LAW MAY NOT BE EXCLUDED IS LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF ORIGINAL RETAIL PURCHASE OF THE PRODUCT.

No WARN dealer agent or employee is authorized to make any modification, extension or addition to this warranty.

WARN SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, DOWNTIME OR LOSS OF USE) UNDER ANY LEGAL THEORY, EVEN IF WARN WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion of implied warranties or the exclusion or limitation of liability for incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

WARN reserves the right to change Product design without notice. In situations in which WARN has changed a Product design, WARN shall have no obligation to upgrade or otherwise modify previously manufactured Products.

Warranty inquiries within the U.S.A. and Canada should be directed to the address below or visit www.warn.com for a complete list of WARN Authorized Service Centers.

For warranty inquiries outside the U.S.A. and Canada, contact your local dealer/distributor.

For countries not covered by a local dealer/distributor, please contact us at www.warn.com.

WARN INDUSTRIES, INC
Customer Service Department
42900 SE Cape Road
Clackamas, OR 97015
1-800-543-WARN (1-800-543-9279)
www.warn.com

Products Covered By This Warranty
ATV Winch Products

Products Not Covered By This Warranty
Finish and wire rope for ATV Winch Products
Synthetic Rope

WARN® is a registered trademark of Warn Industries, Inc.

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