



Manufacturer of Tracks, Tires and Attachments

## WARRANTY POLICY

At McLaren Industries, we strive to make the warranty claim process as efficient as possible. Please read the notes below for a general outline of our warranty policy.

When you notice the attachment is not performing properly or is experiencing issues, stop use of attachment.

\*\*\*\*\*Please refer below to warranty coverages\*\*\*\*\*

### *Warranty Policy Details for **Extreme Duty Skid Steer Grapple***

<https://www.mclarenindustries.com/us/en/attachments/extreme-duty-skid-steer-grapple/47/>

Extreme Duty Skid Steer Grapple manufactured by McLaren Industries have a 1 year warranty. Bent tines and/or bent hydraulic cylinders are not covered nor implied by warranty. For all additional coverages please see below.

### **CYLINDERS**

Defective cylinders are covered for 12 months. Disassembly of the cylinder will void the warranty. In any event of a cylinder failure, submit a warranty claim prior to disassembly or repair. Cylinders under warranty get exchanged if found to be defective. For a cylinder claim to be granted, the defective cylinder must be returned to McLaren Industries.

### **WELD POINTS**

Defective weld points are covered for 1 year and utilize a prorated refund amount pending assessment. In order to be assessed correctly please

initiate a warranty / claim process mentioned above. Our specialist will then determine the cause and amount eligible for a refund.

## **HOSES, COUPLERS, HOSE ROUTING, AND CONNECTIONS**

McLaren Industries supplies our attachments with hoses that are the proper size for most machines but because the configuration varies by manufacturer, we cannot guarantee that the hose length will be correct on every machine or for every routing. It is the responsibility of the end user to adjust the length of the hoses to fit their specific machine. It is also the responsibility of the end user to ensure the hose routing is such that the hoses will not become tangled, caught, pinched, crushed, or run over during operation. It is the end user's responsibility to ensure that the hose routing clears pinch points and allows the attachment to move properly. McLaren Industries will not cover hose or coupler damage due to poor hose routing. There are hose extenders and hose keepers available at additional cost to accommodate machines with unique requirements.

McLaren Industries supplies most of our attachments with standard couplers and some attachments the couplers are sold separately. The coupler configuration on machines can vary by manufacturer so we cannot guarantee that the standard coupler will be correct on every application. We are willing to change couplers before the attachment leaves our facility if it is noted on the order. For applications where couplers are sold separately, they will be installed before the attachment leaves our facility if it is noted on the order. McLaren Industries is not responsible for coupler sizes after the attachment has left our facility unless a different configuration was specified at the time of order. Hose leaks / hydraulic leaks must be addressed within the first 14 days for warranty repair / replacement.

## CLAIM PROCEDURE

If the attachment shows defect of damage covered by warranty terms above, please proceed with a warranty claim.

To initiate the warranty process, please take the following steps:

1. Pictures of Product defect area in detail
2. Picture of Serial Number in Detail (Each Item)
3. Picture of Overall attachment on the machine. (Each Item)
4. Picture of Product Tag if possible.
5. Please include a video of the defect (1 Minute or less)
6. Include proof of purchase (Invoice Number / Date of Purchase / Name)

All above documents should be submitted by email to undefined [CS@mclarenusa.com](mailto:CS@mclarenusa.com). Photo documentation is required for all Warranty Claims. Warranty claims cannot be provided if there is no photo or video documentation of the issues. (ALL WARRANTY CLAIMS ARE SUBJECT TO APPROVAL BY OUR SPECIALIST)

If you have any questions, or want to confirm the receipt of your claim, please call our Product Support team at toll free 1(800) 836-0040 ext. 1315 between 8am-5pm EDT.

Involving our Product Support team early in the process will save you heartache and ensure you get properly compensated for the warranty repair.

We want to resolve issues as efficiently as possible so we will cover the cost of standard LTL freight and UPS ground shipping on warranty parts and attachments sent from the plant to the dealer or end user. Next Day Air (NDA) or any other special freight services are not covered under warranty but can be arranged at the dealer and/or end user's expense.

The McLaren Warranty team is very experienced in diagnostics with common problems, and McLaren Industries will not be responsible for your time and cost prior to submitting a claim or calling us and discussing with our team.