



TraxPower

RUBBER TRACK

WARRANTY

CIS RUBBER TRACKS
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CIS Branded TraxPower Rubber Tracks (aka *TraxPower* Rubber Tracks) are warranted to be free from defects in material and workmanship under normal use and service for a period of twelve (12) months from **date of invoice**.

Promotional Priced CIS Branded TraxPower Rubber Tracks are warranted to be free from defects in material and workmanship under normal use and service for a period of twelve (12) months from date of invoice. They are covered by a pro-rated warranty as per follows: 100% full warranty for months 1-3, 75% warranty for months 4-7, 50% warranty for months 8-9, and 25% warranty for months 10-12. No warranty after twelve months. The percentages represent the amount, based off original purchase price, of credit that will be applied towards a replacement track. If a replacement track is not available, the credit will be applied towards customer's account.

Note: Rubber Tracks purchased from Regional Distribution Centers only carries the manufacturer's warranty. Ask CSR for details.

This warranty covers defects in materials and/or workmanship that could occur while the track is in normal working conditions and within the OEM track use recommendations. It does not cover damage

that occurs in shipment, failures that occur due to improper undercarriage maintenance and/or the use of undercarriage components that are not OEM specification, failures that result from field conditions, accident, misuse, abuse, neglect, mishandling, misapplication, faulty installation, use in demolition, scrap yards or recycling applications of any type, or normal wear.

Also, any and all additional costs involved, including but not limited to downtime, labor, service, freight, taxes and transportation costs are not covered under this warranty and are to be borne by the buyer. Therefore, CIS Rubber Tracks makes no other warranty, expressed or implied and specifically excludes any and all warranties of merchantability and fitness for a particular purpose and/or application.

OEM Service Manual Specifications and recommendations must be followed during installation. This includes an inspection of the undercarriage for the machine being fitted with new replacement tracks.

If "short pitch" rubber tracks are being installed onto a machine that was operating with "long pitch" (109 mm, 142 mm, 163mm) rubber tracks, and the undercarriage of the machine is in excess of 1000 operating hours, the sprockets and idlers **MUST** be replaced prior to installation of the tracks. Failure to do so will void any and all warranties.

If any product is found by CIS Rubber Tracks to have a defect in workmanship and/or material, the product will be replaced or a reasonable adjustment or allowance will be made against the purchase of a new and similar product, within our discretion. Furthermore, if a TraxPower rubber track is replaced under an approved warranty claim submission during the **original** track warranty period, the new (replacement) TraxPower rubber track warranty coverage will be *limited* to the following; the new (replacement) track warranty period **minus** the months of service of the **original** track.

For example: a TraxPower Rubber Track is purchased and installed. The warranty period is 12 months from date of invoice. During the 9th month, there is an issue and a warranty claim is submitted. The warranty claim is approved and a new (replacement) TraxPower rubber track is provided F.O.C.

The **warranty period** of the new (replacement) TraxPower rubber track will be 12 months *minus* 9 months (service life of original track), leaving warranty coverage of 3 months.

WARRANTY CLAIM PROCEDURE

In order to file a warranty claim, you will need to provide the following:

1. Machine hours when track was installed and when failure occurred.
2. Picture of the defected area on the track.
3. Picture of track logo stamped on the inside of the track.
4. Picture of the track serial number stamped on the inside of the track.
5. Picture of track size stamped on the inside of the track.
6. Picture of complete machine and track.

*Additional pictures may be required on warranty claims.

CIS Rubber Tracks reserves the right to qualify any claim and to discontinue and/or modify this warranty at any time, for any reason. Non-Inventory tracks sourced by CIS shall carry the warranties of the specific vendor that the tracks were purchased from. The TraxPower warranty shall not apply.