

WARRANTY GUIDE





INTRODUCTION

The purpose of this guide is to serve as a ready reference manual for Dealers to use when administering warranty on Terrain King products. It is the intent of this guide to state warranty procedures as plainly as possible so that Dealers will clearly understand what will be reimbursed by Terrain King and what expenses will not be covered by Terrain King warranty. Proper application of the information contained in this manual will increase customer satisfaction by providing clear, fair settlement of claims, and decrease Dealer net warranty expense.

Terrain King will reimburse Dealers for claims made in accordance with the information provided in this guide.

The information provided in this guide is not intended to conflict with any of the provisions of the Warranty Statement. If conflict occurs, the provisions of the Warranty Statement will prevail.

Glossary

It is to the benefit of all users of this Guide to have the same understanding of the terms used throughout this Guide. When these terms are used, they will be referring to the definitions described here.

Buyer: The end user, “User”, Owner.

Commercial Application: Any use or application of the product for hire in which User receives direct compensation from another entity for the use of the product or for services provided using the products.

Purpose of Warranty: The purpose of warranty is to ensure that the Buyer receives fair value. The warranty protects the Buyer from defective material or workmanship, protects Terrain King from unreasonable claims, and serves to help maintain the quality reputation of Terrain King.

Repair Date: The date of last labor on the repair. In the situation in which only parts are provided, it is the date of the sale of the parts.

Warranty: A pledge that something is what it is claimed to be. It can also be defined as an assurance from the seller to a buyer concerning specific areas of importance involved in the purchase.

Guide: The documentation that the Dealer uses as a guide administering warranty and as an instruction manual in obtaining reimbursement for warranty expenses. This is a Dealer document, provided by the manufacturer, and should not be of concern to buyers (end users).

Warranty Registration: All Terrain King equipment must be registered online before any warranty claims will be considered.

Warranty Repair: A repair made to a product to restore that product to the condition it was in immediately prior to the warrantable failure. The intent is that only the failed parts and parts damaged by the failure, including necessary gaskets and seals, are replaced during the warranty repair. Warranty does not cover normal wear. See “Warranty Repair Guidelines” for additional information.

Warranty Statement: A document that is provided for the buyer by the manufacturer that includes all the details concerning warranty that the buyer needs to know. The information covered in the statement includes:

- Who warrants the product.
- What is warranted.
- How long the product is warranted.
- What the manufacturer will provide as a remedy.
- The user’s responsibility.
- Limitations or conditions affecting the warranty.

TABLE OF CONTENTS

SUBJECT.....	SECTION.....	PAGE NO.
Quick Reference Chart.....	1.....	6
Warranty Administration.....	2.....	7
Terrain King Responsibilities		7
Dealer Responsibilities		7
User Responsibilities		7
Determining Cause Of Failure.....		8
Claim Submission		8
Time Allowed For Submitting The Claim		8
Claim Follow Up.....		8
Claim Settlement Procedure		8
Claimable Expenses.....	3.....	10
Parts.....		10
Labor.....		10
Field Labor.....		10
Set-Up, Assembly, Installation, And Predelivery.....		11
Labor Rates		11
Miscellaneous Expenses		11
Oil		11
Wear Items		11
Travel Time, Mileage, Hauling.....		11
Outside Repairs.....		12
Freight.....		12
Emergency Service Charges		12
Warranty Repair Guidelines.....	4.....	13
Warranty Repair		13
Repair Vs. Replacement.....		13
Approved Repair Parts.....		14
Technical Assistance		14
Preventive Repairs Initiated By The Dealer		14
Warranty Parts Handling.....	5.....	15
Parts Retention.....		15
Parts Storage		15
Warranty Parts Returns		15
Completing The Claim.....	6.....	17
Claim Settlement Codes.....	7.....	20
Factory Requested Repairs	6.....	22
New Parts Warranty	9.....	23
Cuttershaft Warranty	10.....	24
Direct Sales	11.....	25
Tractor Warranty	12.....	26

SECTION 1

QUICK REFERENCE CHART

The following chart is provided as a quick reference for Dealers to use in administering warranty. Please see the section entitled “Claimable Expenses” for further definition and explanation of each type of expense. The “X” signifies the party responsible for the expense.

When the warranty is properly administered, no net expense to the Dealer should result, unless the Dealer elects to cover some of the User’s expense.

EXPENSE TYPE	USER DEALER	Terrain King	CLAIMABLE AT/NOTES
PARTS to repair failure		X	Dealer Net
LABOR to repair failure		X	Per Terrain King Flat Rate Manual. Labor rate per dealer agreement
OVERTIME LABOR	X		
TRAVEL TIME	X		
MILEAGE/ HAULING	X		
FREIGHT to obtain parts (normal surface freight)	X	X	Terrain King covers all ground freight charges for length of warranty coverage. Premium freight will be solely at Users expense. Claimed at cost with copy of invoice attached.
FREIGHT to return parts at Terrain King’s request		X	Cost with invoice copy attached.
PREMIUM FREIGHT	X		
OIL and other consumable	X	X	Terrain King will cover all oil lost due to defect in material or workmanship. Oil contamination failures on product shipped unmounted will not be covered by Terrain King warranty. Dealer responsibility to ensure system is contaminates free prior to startup upon completion of mounting.
APPROVED OUTSIDE REPAIRS		X	Cost with invoice attached. Certain types of repairs. See “Claimable Expenses.”
MISCELLANEOUS MATERIAL		X	Cost with invoice copy attached.

These expense types are also claimable under the purchase of an extended warranty, by the original purchaser. Extended warranty purchased for noncommercial, governmental or municipal purchasers cover 1 year and commercial or industrial purchasers cover 6 months.

SECTION 2

WARRANTY ADMINISTRATION

The purpose of this section is to outline the responsibilities of all parties involved and to provide information on claim settlement procedures.

The administration of Terrain King warranty involves three parties: the Manufacturer (Terrain King), the Dealer, and the User. Each party involved has distinct responsibilities as far as warranty administration is concerned.

Terrain King Responsibilities

- Manufacture a quality product.
- Establish a warranty policy to address correction of manufacturing errors (defects in material or workmanship).
- Reimburse Dealer for warranty repairs in accordance within the established Warranty Policy.

Dealer Responsibilities

- Explain the terms of warranty to the User at the time of sale.
- Help User choose the correct product for the application.
- Provide prompt and qualified assistance (including troubleshooting and warranty administration) to the User.
- Prepare and submit warranty claims in accordance with Terrain King warranty policy and procedure.

User Responsibilities

- Operate the machine in a responsible manner for the use intended by Terrain King .
- Perform lubrication and maintenance as prescribed in the Operator's Manual.
- Provide proof of purchase date to verify warranty coverage.
- Promptly notify Dealer of warrantable failure and return product to Dealer for service.

It is in the best interest of all parties concerned that each party fully understands its responsibilities. While Terrain King warrants the product to the User, the Dealer is responsible for administering the warranty to the User. It is intended that the warranty, when properly administered, will result in no net expense to the Dealer, unless the Dealer elects to cover some of the User's expense.

The importance of thoroughly explaining the terms of the warranty to the User at the time of sale can not be over-emphasized. A good understanding of the warranty coverage is crucial to maintaining a good business relationship with the User. The User must not be allowed to believe that the warranty means "free parts and service" during the warranty period. IT IS MUCH EASIER TO EXPLAIN WARRANTY AT THE TIME OF SALE THAN IT IS AFTER THE MACHINE HAS BROKEN.

Determining Cause of Failure

Since the Dealer generally has access to more facts, can see the parts, and can observe the customer's operation, the Dealer has the responsibility to inspect the parts, gather all the facts, and determine if the failure was caused by a defect in materials or workmanship. While some failures are simple and quick, others can be difficult. The idea is to reasonably establish responsibility. As a general guide, the following questions should be answered before any commitment is made to the customer concerning warranty.

Was this failure most probably caused by:

1. Operating conditions or improper application.
2. Damage, accident, misuse, or neglect.
3. Operating techniques.
4. Lack of maintenance or adjustment.

If the answer to any of these questions is "Yes", do not submit a claim for this failure.

If you determine that the failure was most probably caused by a defect in material or workmanship, submit a claim accordingly. Include all the pertinent information that you used in arriving at your conclusion.

Claim Submission

Claims are to be prepared promptly after the repair is completed. Only one failure may be addressed on any one claim. Claims that are submitted with more than one failure will result in payment delays or disallowance. Claims should be prepared according to the instructions in the Warranty Guide section entitled "Completing the Claim".

Time Allowed for Submitting the Claim

Claims are to be received by Terrain King within 90 days from the repair date in order to be considered for full reimbursement. Reimbursement will be limited to parts only for claims received between 91 and 180 days after repair date. Claims received over 180 days (6 months) after repair date WILL NOT BE CONSIDERED.

Claim Follow Up

Since Terrain King will not be aware of claims that are not received, the Dealer must be responsible for following up on claims submitted. As a general rule, the Dealer should either receive an electronic acknowledgement via e-mail, a RMA (Return Material Authorization) or a credit memo within 30 days of submission date. If there has been no response within 30 days, the Dealer should call the Terrain King Warranty Department to verify receipt of claim.

Claim Settlement Procedure

When Terrain King receives the claim form, the claim will either be:

1. Allowed and paid per warranty guidelines.
2. Rejected and returned for additional information.
3. Accepted and parts return requested.

Claim amounts that are accepted and allowed by Terrain King will be credited to the Dealer's account.

Claims that are partially or completely disallowed for insufficient information may be resubmitted, provided that the additional information required is included. The supplemental claim should have an “A” added to the end of the original claim number for identification purposes.

It is important to note that the application for warranty is not to be confused with the granting of warranty, nor does it relieve the Dealer from paying invoices within the terms in anticipation of warranty being granted. Outstanding warranty claims will not be accepted as reason for withholding prompt payment of an account.

Terrain King will make every effort to expedite the payment of Dealer warranty claims, however, it should be understood that the speed of processing depends greatly on the information the Dealer provides on the claim.

SECTION 3

CLAIMABLE EXPENSES

This section addresses the types of expenses that are reimbursable under the Terrain King warranty and any supporting documentation required to process the claim.

The information in this section is provided so that Dealers will know in advance what will be paid by Terrain King and what should be charged to the User.

All claimable expenses listed in this section will be reimbursed provided the claim meets the other criteria found elsewhere in this guide.

Parts

Genuine Terrain King parts required to replace Terrain King parts that fail or are damaged by the warrantable failure are claimable. A Copy of the Terrain King invoice or indication of the correct Terrain King Invoice number is required. Terrain King checks parts claimed against Dealer purchase records to verify that genuine Terrain King parts are purchased. See “Warranty Repair Guidelines” for information regarding the use of non- Terrain King parts.

Parts are reimbursed at dealer net price. See “Direct Sales”.

Labor

Labor needed to repair warrantable failures is claimable according to the times published in the appropriate Terrain King Flat Rate Manual. For labor operations that are not found in the Flat Rate Manual, the Dealer should contact the Terrain King Warranty Department to discuss the repair before performing the work. The amount of labor to be covered will be agreed upon and the Dealer will be faxed or E-Mailed a copy of an authorization. A copy of the authorization sheet **MUST** accompany the claim. Troubleshooting (maximum 1 hour) and testing after repair for failures on hydraulic units that require it, are also claimable.

It is not the intent of Terrain King warranty to reimburse the Dealer for excess labor expended due to Dealer inefficiencies, such as lack of proper tooling, shop lifting equipment, or lack of experienced technicians.

Field Labor

The Terrain King Warranty Statement states that it is the User’s responsibility to return the product to the dealer to secure warranty service. As such, any additional labor made necessary due to the repair being made in the field are not claimable and are considered a User expense.

Set-up, Assembly, Installation, and Predelivery

These expenses are considered a cost of sale and should be figured into the sale price. These expenses are not claimable.

Some units are sold with universal kits or with mount kits designed to fit other tractors. These kits are sold with the understanding that modifications will be necessary. Such modifications are not claimable.

In some cases, problems are encountered with mount kits that are designed for the tractor configuration being used. If the kit was ordered specifically for the tractor and problems exist, Customer Support should be consulted before any modifications are made. If the problem is definitely in the kit, instructions will be given and claimable amounts authorized. *Claims will not be accepted for modifications made to mount kits without prior authorization.*

Modifications performed to the mowers other than those performed to the mount kit are not warrantable.

Labor Rates

Hydraulic rotary, hydraulic flail, and full line Dealers with a fully executed contract will be reimbursed at full warranty labor rate. All other Dealers will be reimbursed at \$45.00 per hour.

Full warranty labor rate is the rate at which the Dealer is normally reimbursed by its major tractor franchise for warranty labor, not to exceed retail labor rate. The rate must be on file with Terrain King Warranty Department. Claims will be paid according to the last rate on file, or, if no rate is on file, reimbursement will be at \$45.00 per hour.

Miscellaneous Expenses

Steel or other miscellaneous items necessary for the repair and not supplied by Terrain King may be claimed. Claims must list items separately and a copy of the invoice must accompany the claim to show the Dealer's acquisition cost. Such items are reimbursed at acquisition cost.

Oil

Oil contaminated by debris from a warrantable failure or otherwise made unusable by a warrantable failure is claimable. Oil lost due to leakage or contaminated from any other source is not claimable. When oil is claimed, it must be claimed at acquisition cost. An invoice indicating the cost is required for consideration of reimbursement.

Wear Items

Normal wear items which include but are not limited to filters, hoses, belts, discs, blades, blade bolts, tines, tires, seat covers, shields, guards, tires, etc. are not claimable unless they fail due to a defect in material or workmanship. Warranty does not cover wear.

Travel Time, Mileage, Hauling

The Terrain King Warranty Statement states that it is the User's responsibility to return the product to the Dealer to secure warranty service. As such, any travel or transportation related expenses are not claimable. The Dealer may elect to cover some or all these charges. In any case, travel expenses will only be claimable to Terrain King when specifically authorized by a Service Bulletin or other Factory Authorized Repair.

Outside Repairs

Repairs contracted to others such as welding or machining are claimable provided they are claimed at cost and a copy of the invoice is attached. Only specialty services such as welding, machining, and painting, etc. are claimable. When claimed, any travel expenses or overtime expenses should be separated since they are not claimable.

It is the intent that only Authorized Dealers perform the disassembly and assembly of the unit and complete the repairs. It is NOT the intent for warranty repairs to be performed by non- Terrain King dealers. Labor will not be paid on repairs performed by non- Terrain King dealers.

Freight

Normal surface freight to obtain warranty parts from Terrain King is claimable only for failures occurring during the standard warranty period. Freight to obtain warranty parts after the standard warranty period is not claimable.

Freight to return failed parts to Terrain King at Terrain King's request is claimable.

Premium freight (air or special delivery charges) are not claimable in any case.

Freight expenses claimed must be listed on the claim and invoice copies attached.

Since freight charges are not usually known or available when claiming for a repair, claims for freight to return parts at Terrain King's direction can be consolidated and claimed when convenient. The story on the claim must list each RMA number and charge separately and include copies of invoices.

WARRANTY REPAIR GUIDELINES

Warranty Repair

A warranty repair is a repair made to a product to restore that product to the condition it was in immediately prior to the warrantable failure. The intent is that only the failed parts and parts damaged by the failure, including necessary gaskets and seals, are replaced during the warranty repair. Warranty does not cover normal wear.

Repair vs. Replacement

It is the responsibility of the Dealer to make the most cost-efficient repair. In most cases, the method of repair will be obvious, however, situations do arise in which it is unclear whether to repair or replace a component. In these situations, the following criteria should be used as a guide:

If the part or component can be repaired for 60-75% (parts and labor) or less of the dealer net price of the part

AND

The repaired component can be expected to provide normal service life to the User,

THEN

Repair the part.

If BOTH of the above conditions are not met, the part or component should be REPLACED.

Terrain King Warranty Department should be called for guidance when making repairs on any major components that experience a failure at extremely low hours.

Warranty credit will be affected if the above guidelines are not followed. If the repair method used is questionable, justification should be added to the story.

Repair turnaround time is a factor in making the “repair vs. replacement” decision. If parts are not available and are not expected for an extended period, then the upper level component should be replaced. All claims must state Customer Support Rep. Name, date, and time of parts availability information given. Terrain King Warranty Department does not want to increase customer down time due to parts availability.

In any repair, the CAUSE of the failure should be identified and corrected to prevent subsequent failures.

Approved Repair Parts

Only GENUINE Terrain King replacement parts are approved for warranty repairs. Terrain King warranty will not apply to any subsequent failure of non-Terrain King parts nor to any damage resulting from the use of non- Terrain King parts.

Customer Support

Terrain King employs personnel on their staff to handle Customer Support questions. One of their functions is to provide assistance to Dealers in troubleshooting and correcting problems. The recommendations they make are based on, and are only as good as, the information received from the Dealer. **RECOMMENDATIONS MADE BY CUSTOMER SUPPORT REPRESENTATIVES DO NOT CONSTITUTE A COMMITMENT TO PAY A CLAIM.** It is not the purpose nor intent for the Customer Support staff to take responsibility for troubleshooting and repairing machines in the field. While the knowledge and experience of the representatives may prove invaluable, the responsibility for the repair remains with the Dealer.

Any procedures that the Dealer is being asked to do that are outside the bounds of normal warranty must be authorized. If in doubt, ask for an authorization. When these agreements are made, the Dealer should ask for a signed authorization to be Faxed to them. A copy of this authorization **MUST** accompany the claim in order to be paid.

Preventive Repairs Initiated by the Dealer

Warranty applies to FAILURES caused by defects in materials or workmanship. If no failure has occurred, warranty does not apply. Dealers should not take it on themselves to initiate repairs to a machine to prevent a failure they think will occur and expect to get paid on warranty. Claims for preventive repairs will be paid only when authorized by a Terrain King Service Bulletin.

Hydraulic Hose: Terrain King will allow at dealer cost hydraulic hoses replaced in the field with hoses made to Terrain King specifications by either a Parker or Gates certified hose manufacturer. Copy of hose invoice must accompany all claims. All invoices must identify hose manufacturer as certified manufacturer.

WARRANTY PARTS HANDLING

Parts Retention

All parts replaced during a warranty repair are to be retained by the Dealer. This includes both failed parts and parts damaged as a result of the failure of another part. In other words, any part that is going to be listed on a claim must be retained. Terrain King WILL NOT ISSUE CREDIT FOR PARTS THAT ARE NOT RETURNED AS REQUESTED.

Parts should be retained until the parts are requested by Terrain King or until the claim is settled, whichever occurs first.

Failures that involve cracked or broken parts that are welded and re-used should be photographed before the repair is made. The photographs should clearly show the failure and any other areas that are critical in establishing responsibility for the failure. This includes other components that could cause or contribute to the failure.

Parts Storage

Warranty parts should be cleaned and stored in a manner that will prevent any further damage. Parts should be cleaned unless cleaning would remove evidence of cause of failure. ALL HYDRAULIC PARTS MUST HAVE ALL OPENINGS CAPPED, PLUGGED, OR OTHERWISE COVERED TO PREVENT CONTAMINATION. PARTS RECEIVED WITH OPEN PORTS WILL BE DISALLOWED.

Parts should be immediately tagged after repair to ensure proper identification.

PARTS THAT ARE DAMAGED FROM EXPOSURE OR MISHANDLING WILL BE DISALLOWED.

Warranty Parts Returns

If, after receiving a claim, Terrain King deems it necessary to inspect the failed parts, a RMA (Return Material Authorization) will be sent to the Dealer. The RMA includes directions on where and how to send the parts. The procedure for returning parts is as follows:

- * If not already done, clean the parts unless cleaning destroys evidence of cause of failure.

* All parts must be tagged with RMA number and part number. THIS IS VERY IMPORTANT. NO CREDIT WILL BE ISSUED FOR PARTS THAT CANNOT BE IDENTIFIED. Please make sure your parts are properly identified before they leave your facility. While we make every reasonable effort to match parts with claims, Terrain King accepts no responsibility for parts received without proper identification.

* Package parts for return so as to prevent further damage.

* CHECK THE APPROPRIATE BLOCK ON THE RMA TO INDICATE WHETHER YOU WANT THE PARTS RETURNED OR SCRAPPED IN THE EVENT THAT THE CLAIM IS DISALLOWED. Terrain King does not store parts for claims that are disallowed. If no option is checked, the parts will be scrapped after the warranty decision is made. Return freight will be at the Dealer's expense so it is recommended that only expensive, re-usable, or rebuildable parts be returned.

* Include a copy of the RMA with the parts and ship to the designated location PREPAID. Parts shipped collect or C.O.D. will not be accepted.

* Parts must be received at Terrain King within 60 days from the date of the RMA. Claims will be disallowed if parts are not received within that time frame.

COMPLETING THE CLAIM

This section covers instructions for properly filling out the Terrain King warranty claim form.

A complete and properly filled out claim is essential for timely recovery of warranty dollars by the Dealer.

WARRANTY DECISIONS ARE BASED ON THE INFORMATION PROVIDED ON THE CLAIM FORM and from the inspection of returned parts. Claims that are incomplete or that do not adequately explain the failure and repair will result in the claim payment being delayed or completely disallowed.

A claim can address only one failure on one serial number. CLAIMS WILL NOT BE ACCEPTED THAT INCLUDE MORE THAN ONE FAILURE.

When preparing the claim, please keep in mind that the person handling the claim at Terrain King will know nothing about the failure and repair except what is provided on the claim. Information must be provided to adequately justify all items on the claim.

All warranty claims are to be submitted online from the Terrain King Web Site located on the Web at <http://www.alamocsi.com>

Please refer to the sample claim form provided for an explanation of the information required in each blank of the form.

1. **Claim Type:** Select OEM or Parts Warranty.
2. **Work Shop Order Number:** Reference number if applicable.
3. **Model Type:** Enter the model number of the Terrain King product being repaired.
4. **Serial Number:** Enter the Terrain King serial number of the product being repaired.
5. **Date Repaired:** Enter the date of last labor on the repair order.
6. **Date of Failure:** Enter the date the failure occurred.
7. **Equipment Attached to:** If the product is an implement, provide the requested information about the power source. The Dealer should verify that Terrain King recommendations are being met when determining warranty coverage when the tractor may have contributed to the failure.

- 8. Assembled by:** Check the appropriate box for the party that assembled, installed, or mounted the product. In some cases, this information is critical to the settlement of the claim.
- 9. Hours in Operation:** Enter the operating hours accumulated on the product. If the hours are not known, enter the estimated hours, followed by an “E”.
- 10. Comments & Pictures:** Use this area to describe the failure and the repair made to clearly establish responsibility and to justify the expenses being claimed. The information provided here should provide Terrain King with enough information to make a warranty decision. The information provided should include the User’s complaint, what caused the failure, any resultant damage, and what you did to repair the failure. Any items not adequately explained will be disallowed. Attach Pictures to help aid in describing the failure or repair. Supplemental claims may be submitted if additional information is provided.
- 11. Add Part Numbers:** List Part Number, Invoice Number, Quantity & Causal Part. Type “Yes”, if the part is the causal part. Select “Add” after each part number entered. If the Terrain King invoice number is not known, select “Lookup Parts” and a search screen will allow you to select the correct information.
- 12. Labor:** List the quantity of hours and minutes. The Flate Rate Job Numbers are no longer required, but can be used as a guideline when listing the labor amount. The listed labor rate is the current labor rate the dealer has on file with Terrain King.
- 13. Additional Amounts:** List any Claimable Freight Charges.
- 14. Additional Claimable Expenses:** List any claimable expenses.
- 15. Status:** Please provide your current e-mail address. All warranty correspondence will be sent to this address. The update status box provides you with the current status of your warranty application.

New - Newly submitted warranty claim

Open - Warranty Administrator is working on warranty claim

Waiting on Parts - A request has been made to return part for inspection

Waiting on Info - A request has been made for more information to complete warranty claim

Processed - Warranty Claim has been approved

Rejected awaiting correction - A warranty claim has been rejected, pending needed corrections

Closed - Closed warranty claim

Invoiced - A warranty claim has been credited

Rejected - A warranty claim has been rejected

WARRANTY : **ADD/EDIT**

* Required Information

WARRANTY INFO

Application Number:

Dealer Account Number:

Dealer Name:

Date Submitted:

Claim Type: ① *

Work Shop Order: ②

MACHINE INFORMATION

Model Type: ③ *

Repair Date: ⑤ * 05/24/2010

Serial Number: ④ *

Failure Date: ⑥ * 05/24/2010

ATTACHED TO

⑦ Tractor Other Make: Year: Hp: ⑧ Assembly By: ⑨ Hours:

COMMENTS AND PICTURES ⑩

Dealer: *

Pictures:

Add Part Numbers ⑪

PART NUMBER	INVOICE NUMBER	QUANTITY	CAUSAL PART
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="ADD"/>	<input type="button" value="LOOKUP PARTS"/>		

Labor Rate ⑫

	RATE	HOURS	MINUTES	AMOUNT
Service Labor:	\$45	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Amounts ⑬

	AMOUNT
Freight:	<input type="text"/>

Additional Claimable Expenses ⑭

DESCRIPTION	AMOUNT
<input type="text"/>	<input type="text"/>

STATUS ⑮

Email: *
Warranty Status:

Items on Claim

ACTION	PART NUMBER	INVOICE NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	CAUSAL PART	RETURN PART

SECTION 7

CLAIM SETTLEMENT CODES

This section addresses the method Terrain King uses to communicate information to the Dealer concerning the disposition of the claim.

Terrain King may utilize a list of codes that print descriptions on the credit memo. These codes are put on the memo when there is a difference between what is claimed and what is paid. The descriptions are designed to communicate to the Dealer why the claim was not paid as expected and what action (if any) is required to secure payment. These descriptions will be printed on the credit memo, so the warranty coordinator at the dealership should make arrangements to see these memos to reconcile warranty claims.

Terrain King may also utilize a paper method of notifying Dealers of claim disposition.

Since the description is limited by space, a list of the descriptions and any additional explanation is provided here. Some are self-explanatory and no additional explanation is required.

OIL NOT COVERED PER WARRANTY POLICY: See Section 3, “Claimable Expenses”

TRAVEL NOT COVERED PER WARRANTY POLICY - It is the User’s responsibility to return the product to the Dealer for warranty service.

MILEAGE NOT COVERED PER WARRANTY POLICY

AIR FREIGHT NOT COVERED BY WARRANTY

PARTS NOT RETURNED AS REQUESTED: This means that Terrain King requested the return of the parts and either the parts were not returned within the time frame allowed or that the wrong parts were returned.

CLAIM LABOR PER FLAT RATE MANUAL: Labor was not broken down and claimed in accordance with Flat Rate Manual.

INSPECTION INDICATES REPAIR NOT WARRANTY: This means that Terrain King has inspected the parts returned and does not see where a defect in Terrain King material or workmanship caused the failure or that Terrain King was responsible for the failure. If additional information exists that would clarify Terrain King's responsibility, a supplemental claim may be submitted.

REQUIRES ADDITIONAL EXPLANATION: This means that Terrain King does not have enough information to base a warranty decision on. This does not mean that Terrain King will not pay the claim. It means that the claim can not be paid until sufficient information is provided to establish Terrain King's responsibility or to justify expenses claimed.

PLEASE CORRECT AND RESUBMIT CLAIM: This will be used in conjunction with other descriptions to communicate what needs to be corrected before a claim can be processed.

HYDRAULIC PARTS NOT CAPPED OR PLUGGED: See "Warranty Parts Handling"

PARTS SHIPPING NOT COVERED BY WARRANTY: See Section 3, "Claimable Expenses".

WARRANTY PERIOD EXPIRED: The failure occurred outside the warranty period.

LABOR ADJUSTED TO FLAT RATE MANUAL: Labor was paid in accordance with Flat Rate Manual.

LETTER TO FOLLOW: A written letter will be coming to explain disposition of claim.

ALLOWED AS POLICY ADJUSTMENT: This means that the claim was partially or completely paid even though something on the claim exceeded normal warranty guidelines.

FACTORY REQUESTED REPAIRS

Occasionally Terrain King may discover a situation that requires that certain products be repaired before failure. When appropriate for the situation, Terrain King will issue a “Service Bulletin”.

The **Service Bulletin** authorizes certain repairs to be made and includes claim allowances, claiming instructions, products to be repaired, and instructions on how to complete the rework. Prepare and submit claims according to instructions provided in the bulletin.

Another form of factory communication is the “Technical Information Bulletin” (TIB). This should not be confused with the Service Bulletin. **The Technical Information Bulletin does not authorize payment for any repairs.** The only instance in which a Technical Information Bulletin can be used with a claim is when the product fails within the warranty period and the failure is covered in the bulletin. The purpose of the TIB is to disseminate technical information concerning repairs, procedures, etc.

Both Service Bulletins and Technical Information Bulletins are proprietary information for the use of Terrain King Dealers only and are not to be reproduced for, distributed to, or otherwise made available to anyone outside Terrain King and the Terrain King Dealer organization.

NEW PARTS WARRANTY

This section addresses warranty procedures for new genuine Terrain King parts sold as replacement parts.

Terrain King warrants new replacement parts against defects in materials or workmanship for 90 days from the **date of sale** of the part.

Administration

Unless otherwise noted in this section, policies and procedures stated elsewhere in this manual apply.

Claimable Expenses

Parts: New parts warranty covers only the purchased part that failed. In the event there are other parts damaged by the failure of a new replacement part, consult Terrain King Warranty Department for guidance.

All Claims for parts must include a reference to an invoice to be considered.

Labor: Labor is claimable only to salvage a part or component in lieu of replacement of the part or component. See “Warranty Repair Guidelines, Repair vs. Replacement”. Labor to remove and install the part is not claimable.

Oil: Oil is not claimable.

Completing the Claim

8. **Hours in Operation:** Enter the number of hours that the part that failed operated.

9. **Date of Delivery to Owner:** Enter the date of sale of the part. All claims for new parts warranties must include a copy of the sales invoice to the User for the part being claimed.

SECTION 10

CUTTERSHAFT WARRANTY

This section addresses the handling of warranty requests for flail mowers that concern cuttershaft balancing or vibration.

Cuttershafts, as are other parts of the mower, are warranted against defects in materials or workmanship. There is the possibility that the cuttershaft can be damaged or bent during shipping. Out-of-balance cuttershafts can cause extreme damage to the rest of the machine due to vibration. Any out-of-balance situation on the cuttershaft that exists from the factory will be noticeable immediately. While it is not impossible, it is extremely unlikely that a warrantable out-of-balance condition will develop later if it is not present when the machine is first delivered. To prevent any misunderstandings, it is very important that cuttershaft warranty be handled according to the guidelines in this section.

Every flail mower should be run with knives installed, tested for vibration, and documented before delivery to the User. A cuttershaft that is out of balance will not get better, only worse. Any mower that is vibrating before delivery must have the cause determined and corrected before the unit is put into service. There are only a few things that can cause a new cuttershaft to be out-of-balance, but there are many things, most of which are caused by operation or damage, that can cause a used shaft to be out-of-balance. For these reasons, it will be much more difficult to get reimbursed for an out-of-balance claim on a used cuttershaft than on a new one.

Test for vibration at rated cuttershaft speed with knives attached. Cuttershafts are balanced to run smoothly at the “Cuttershaft Speed” as described in the Operator’s Manual. Cuttershafts are designed to operate at the rated PTO RPM. Operation of the flail mower at speeds lower than specified can actually cause the shaft to bend. Improper cuttershaft speed can be caused by the operator running the engine at too low a speed or from the ground speed being too fast for the cutting conditions, causing the shaft to slow down.

SECTION 11

DIRECT SALES

This section concerns the handling of warranty issues on machines that are sold directly to Users by Terrain King or through tractor manufacturers, for which the servicing Dealer does not receive a portion of the sale.

Terrain King Dealers are obligated to provide warranty service on machines in their service territory when requested to do so by the User. Special provisions apply concerning Dealer reimbursement when repairs are made on direct sold machines. These provisions are provided to the servicing dealer by the Terrain King Sales department at the time of sale. The Terrain King Territory Sales Manager should be consulted in regard to service compensation at the time of sale.

All other warranty procedures detailed in this guide apply.

TRACTOR WARRANTY

This section addresses warranty procedures and reimbursement for tractors purchased through Terrain King.

Responsibility: Terrain King makes no warranty, express or implied, with respect to the tractor.

Methods of Repair: Warrantable repairs required on the tractor must be referred to the respective tractor manufacture dealer for proper Warranty Compensation

Repair Guidelines and Procedures: Warranty Policies and Procedures of the Tractor Manufacturer apply in all cases.

Claim Procedures:

Authorized Tractor Dealers. Warranty repairs performed by authorized dealer for the Manufacturer involved should normally be claimed by the authorized dealer directly to the Tractor Manufacturer.

Others. Labor required to remove the Terrain King product from the tractor to facilitate the repair of the tractor should be filed with the tractor manufacturer. In some cases, the authorized Terrain King dealer will be required to perform this labor or to inspect the work once completed by the tractor manufacturer's dealer. Terrain King will not cover any of these incurred expenses. Tractor defects in material or workmanship is in no circumstance a defect in material or workmanship on the part of Terrain King.

Reimbursement: Terrain King will not make up for any differences between the dealer claim and credited amounts from the tractor manufacturer.

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