



Marmon Power Systems

A Berkshire Hathaway Company

POWERWINCH WARRANTY POLICY

Marmon Power Systems warrants to the FIRST retail Purchaser that the Powerwinch Product is free of defects in material and workmanship within the terms and conditions as set forth below. Marmon Power Systems' obligation under this warranty is limited to the repair or replacement, at Marmon Power Systems' option, of any defective component within the stated warranty period. THIS WARRANTY IS NOT TRANSFERABLE.

1. Duration

- a) Warranty period for parts from the date of purchase:
 - Electric Trailer Winch - 1 year
 - Electric Camper Winch - 2 years
 - Electric Windlass or Capstan - 2 years
 - Manual Winch - 5 years
 - Manual Jack - 5 years
- b) Marmon Power Systems will pay the transportation charges for return shipment to the purchaser of any product received for legitimate warranty repair.

Warranty duration is not extended by the length of time the product is not in use or the time that the purchaser is deprived the use of the product. The duration of coverage is determined by the date of the original product purchase, not the date of repairs.

2. What is Covered Under This Warranty?

Defects in the manufacturer's material and workmanship of product, purchased from an authorized reseller, under normal use, and which occur within the duration of the warranty period.

3. What is Not Covered Under This Warranty?

- a) Improper installation and/or any consequent damage or failure that results from improper installation of the product.
- b) Normal wear.
- c) Conditions that are not related to the material or workmanship of the product: including any failure that results from an accident, wind, rain, or other acts of God.
- d) Purchaser's abuse, including but not limited to neglect; failure to operate, use or maintain the product in accordance with the instructions provided with the product.
- e) Any component not sold or manufactured by Marmon Power Systems.

- f) Any failure that results from the use of another manufacturer's product with a Marmon Power Systems product that is not specifically approved by Marmon Power Systems.
- g) Any incidental, indirect, or consequential loss, damage or expense that may result from any defect, failure, or malfunction of the product.
- h) The removal or alteration of any product component or device. In the event of such removal or alteration, this warranty is void.
- i) Any expense related to delivery or pick-up of product to/from the service dealer.

4. Responsibilities of the Purchaser

IN ORDER FOR THE WARRANTY TO BE HONORED, THE PURCHASER MUST HAVE PROOF OF PURCHASE. FAILURE TO PROVIDE THE REQUIRED DOCUMENTATION MAY DELAY OR VOID ANY WARRANTY CLAIM.

- a) Retain dated proof of purchase for the product, and provide it as requested.
- b) Perform "Periodic Maintenance" as specified in Owner's Manual.
- c) Use reasonable care in maintenance, operation, use, and storage of the product in accordance with the instructions contained in the owner's manual.

THIS WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS. THE LAWS OF CERTAIN JURISDICTIONS MAY GRANT THE OWNER ADDITIONAL RIGHTS AND PRIVILEGES. Except as set forth above; Marmon Power Systems makes no warranty, whether statutory or otherwise, including without limitation, any warranty of merchantability or fitness for a particular purpose. Marmon Power Systems shall have no liability except to repair, replace or adjust defective products and parts. Marmon Power Systems specifically excludes any liability, whether in contract, tort or otherwise, for personal injury, property damage, economic or consequential losses. Marmon Power Systems has not authorized any person or company to alter the terms of this warranty.

It is Marmon Power Systems' policy and practice to continuously improve the company's products and services. Therefore, Marmon Power Systems reserves the right to make changes in design and components, without notice, whenever it is believed the quality of the product will be improved, but without incurring any obligation to incorporate such improvements in any product which has been shipped or in service.



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POWERWINCH WARRANTY PROCEDURE FOR OEMs

Warranty Requested By OEM

1. Email sales@powerwinch.com and provide the following information:
 - a. Part number
 - b. Date of purchase
 - c. Description of failure
2. Customer service will send an RMA with instructions to return or scrap.
3. Credit will be applied in accordance with warranty policy.

Warranty Requested By End User

1. Visit **powerwinch.com**
2. From the top menu bar, select **Return**, then **Service Request**.
3. Find the **Warranty Item** Drop Down Box, select the product, click **Add to Cart**.
4. Enter all requested shipping information for replacement delivery.
5. Proceed to checkout. No payment will be collected.
6. Respond to email with proof of purchase.
7. Replacement will be sent within 1 week, and usually the following business day.
 - If we require the failed product to be shipped back, we will alert the end user and provide a return label.
8. Email or phone call follow up with end user to ensure receipt and close out.

End user may opt to email (sales@powerwinch.com), or call directly (800-793-4793) if they would prefer not to proceed with warranty service online.