



WARRANTY

GROUND ENGAGING TOOLS WORLDWIDE

This means that all parts will be inspected for defect of part. An investigation of the defect is undertaken before a warranty is passed. Do your suppliers have the correct systems in place to handle warranty claims as effectively and professionally as we do?

Titan refers to the company name and the approved distributor

Titan or any of its subsidiaries warrants the following Ground Engaging Tools (and every major component thereof) sold by it, against breakage. This warranty is applicable after the expiration of any parts warranty to:

- Tips and adapters used on buckets, rippers and scrapers;
- End bits and router bits;
- Side cutters and sidebar protectors;
- Uni-tooth components;
- HD Mining System components;
- Mechanically-attached adapter systems and wear plates;
- Lip Protection System components;
- Base edge assemblies, bolt-on flap plate or half arrow segments and cutting edges **(Except high carbon motor grader cutting edges)**;
- Ripper shank protectors and multi-piece ripper protectors;
- Scarifier tips;
- Compactor feet;
- Landfill compactor tips and chopper blades ;
- Bolt-on wear plates and sole plates;
- Loader bucket cutting edge corner components;
- Grader Bit and Mining Bit adapters;
- Grader bit, Mining Bt assemblies and tungsten carbide motor grader cutting edges (except for carbide element); and
- Domite wear products.

This warranty also covers the parent material of the Ground Engaging Tools covered if Titan-sourced Abrasion-Resistant Material (ARM) has been applied by a Titan dealer.

This warranty is subject to the following:

WARRANTY PERIOD

The warranty period is not limited by the time and is applicable throughout the *useful life* of the Ground Engaging Tools covered.



TITAN RESPONSIBILITIES

If a breakage occurs during normal operation, Titan will, during normal working hours and at a place of business of a Titan dealer or other source approved by Titan:

- Provide (at Titan's choice) new or Titan-approved repaired parts or assembled components needed to correct the defect.

Note: Items replaced under this warranty become the property of Titan.

USER RESPONSIBILITIES

The user is responsible for:

- Labour (including welding) and hardware costs associated with removal and installation;
- Parts shipping charges in excess of those which are usual and customary;
- Local taxes, if applicable; and
- Giving timely notice of a warrantable failure and promptly making the product available for repair.

LIMITATIONS

Titan is not responsible for failures resulting from:

- Any use or installation which Titan judges improper;
- Breakage of Ground Engaging Tools due to worn mating components or those that have been hardfaced or improperly welded;
- Attachment of competitive parts to Titan components;
- Cracks in the ARM weld and chipping of hard particles out of the weld. This is not considered "breakage" under the terms of this warranty; and
- Abuse, neglect and/or improper repair.

CLAIM PROCEDURES

- Titan must be notified by the customer of a Warranty request via the phone, fax or e-mail. The invoice, number, part number and customer's order number is required before a Titan sales representative will respond by forwarding a Warranty Form to the customer who will be responsible to submit all information requested with any support documentation as stated in the form's instructions. **Failure to do this will result in the rejection of the claim.**
- When the required information is received a Claim Number will be assigned and the Quality Control Dept. will review the Warranty request.
- If it is determined by Titan Technical Support that more information is required or any other parts or damaged components are needed to properly evaluate the failure, the customer will be notified. Failure to cooperate or produce needed materials for further analysis of a claim may void the claim due to lack of information and/or required parts requested. Titan reserves the right to examine every part subject to the claim under this Warranty. Titan also reserves the right to ask a customer to return parts to an Authorized Distributor or Titan Location for Warranty evaluation.
- If required, Titan will request the customer to send the parts back to our premises for inspection. The customer will be solely responsible for shipping charges and Titan will not accept any collect shipments. Titan will not accept any merchandise that is returned to Titan in used condition. Only parts under Warranty that are suspected to have failed are allowed to be returned in used condition with our prior authorization. Titan Warranty will be void if returned merchandise is damaged due to improper packaging or neglect. Coverage will also be void if any third party delivering such merchandise has damaged the product.
- If Titan determines that the part is subject to the warranty, all settlements will be made by Titan or its Authorized Distributor. If a Warranty Claim is denied all products submitted for examination to Titan will be kept for 30 days after denial date and then discarded.

Claims under this warranty should be submitted to a place of business of a Titan dealer or other source approved by Titan.