

# 1 Year Unlimited Hour Warranty Policy

## Scope

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The following **HydraulicWorks products** are covered by this warranty policy

- **Construction and forestry HydraulicWorks components** including hydraulic cylinders, hydraulic pumps, travel motors, final drives and swing components.

## Policy

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At Viking West, we take pride in the quality and reliability of our products.

To demonstrate our commitment, all **HydraulicWorks products**, as defined above, are backed by a **limited Warranty** guaranteeing they will be free from defects in materials and workmanship for a period of **one (1) year**, subject to the terms and conditions outlined below.

The warranty period begins **90 days after the product is delivered to the dealer or upon sale to the end user**, whichever occurs first.

If a product covered under this warranty is found to be defective in materials or workmanship, or fails to meet the stated design specifications, **Viking West's responsibility is limited** to either:

- **Repairing** the defective item, or
- **Replacing** it with a part that meets the original specifications.

The decision to repair or replace the item rests solely at Viking West's discretion.

## Limitations

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Viking West shall not, under any circumstances, be held liable for any **special, indirect, or consequential damages** incurred by the purchaser or end user of a Viking West product. This includes, but is not limited to:

- **Loss of profit or revenue**
- **Loss of use**
- **Equipment downtime**
- **Cost of substitute products**
- **Damage to related equipment or attachments**

Such damages are expressly excluded from warranty coverage, regardless of the cause.

Additionally, the Viking West Warranty does not cover the following:

- **Products that have been improperly installed or improperly used**
- **Misuse of product**, as determined solely by Viking West
- **Products not manufactured or sold by Viking West**
- **Unauthorized alterations or repairs** performed without prior approval from a Viking West representative
- **Damage resulting from improper storage** or exposure to environmental conditions
- **Cost related to shop supplies, environmental fees, travel time, or equipment downtime**
- **Consumable or non-durable items**, such as wear parts and other components expected to degrade over time through normal use

## Claims

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If you believe there is a defect in a Viking West product, please follow the steps below to initiate a warranty claim:

### 1. Notify Viking West Immediately

Submit a completed warranty claim form as soon as possible. You can do this in one of the following ways:

- Online: Visit [www.viking-west.com](http://www.viking-west.com) → Support → Warranty
- Email: [support@viking-west.com](mailto:support@viking-west.com)
- Phone: 1-604-381-0929 or toll-free at 1-866-855-6607

### 2. Obtain Approval Before Proceeding

All repairs or product replacements must be discussed and approved by an authorized Viking West representative.

- If any work has already been performed, you may be required to provide supporting documents such as work orders or invoices.
- Unauthorized repairs may void the warranty.

### 3. Complete Approved Repairs

Once approved, Viking West will direct repairs to be completed by a Viking West dealer or designated repair facility.

- All work must be performed at a pre-approved labour rate.

### 4. Retain defective Items for 30 Days

Keep all defective products or parts for at least 30 days after submitting your claim.

- If required, Viking West will issue a Return Material Authorization (RMA) number and provide instructions for returning the items.

## Compensation

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For defects covered by your Viking West warranty, compensation will be provided as follows:

- **Defective Parts**  
Any part determined to be defective will, at Viking West's discretion, be **repaired, replaced, or credited** at dealer net value.
- **Approved Repairs**  
For repair work performed by an **authorized Viking West dealer**, Viking West will issue **a labour credit directly to the dealer**.
  - All repairs times and labour rates must be **pre-approved** by Viking West.
  - Any reimbursement will be **capped** at the approved time and rate
- **Maximum Reimbursement**  
Total compensation under this warranty will **not exceed the dealer net value of the original product**.

For further assistance or to discuss a specific claim, please contact us at:

☎ 1-604-381-0929

☎ Toll-Free: 1-855-500-6607

✉ [Support@viking-west.com](mailto:Support@viking-west.com)