

3 Year 4000hr Prorated Warranty Policy

Scope

The following **TrackWorks steel undercarriage products** are covered by this warranty policy

- **Construction and forestry machinery steel undercarriage components** including rollers, sprockets, idlers, track chain, track groups, track pads and related fasteners.

Policy

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

To demonstrate our commitment, all **TrackWorks steel undercarriage 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 **three (3) years** or **4000 hours** of service or when components are 100% worn, whichever comes first, 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

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

Some restrictions apply:

- Undercarriage with **wide track pads or track pads outfitted with ice lugs** will have the warranty reimbursement reduced by 50%
- Undercarriage used in **forestry or other non-traditional applications** will have the warranty reimbursement reduced by 50%
- **Seizing of track link assemblies from periods of inactivity** in high moisture environments is not considered a product defect and therefore not covered by this warranty policy.

Claims

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 → Support → Warranty
- Email: 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

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**.

- **Pro-Rated Compensation**

In some cases, **maximum reimbursement may be calculated on a pro-rata basis**, depending on the level of wear or service life already received by the product.

- A **pro-rata calculation** means that the customer is responsible for the portion of the product's life already used.
- For example, if one-third of the usable wear life, or one third of the warranty period has been used, you would pay one-third of the cost of a replacement part supplied by Viking West.

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