



# CONSTRUCTION TRACKS CLAIMS PROCEDURES

Including CTL, MEX, PAD's, MTL, OTT, Steel OTT, CAR, RHV, PAV

10-2022

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## Claim Process

1. If a customer complaint is received, the first thing that should be done is track must be confirmed to have been sold by the dealer receiving the request. **Track claim requests must be processed through the original selling dealer unless exceptional circumstances are approved.**

Note: Any dealer may sell replacement track to a customer or dealer as a result of an approved claim that came through a 2<sup>nd</sup> dealer. However, the actual credit is provided to the account of the original entity who purchased the track from Camso.

2. Use the *Service Conditions and Warranty Guidelines – Construction Tracks* document to review the track condition and if the guidelines determine that a warrantable condition may exist.
3. Refer to the warranty tables in this document to determine if the track is still in the warranty term (months of service and / or hours limits).
4. If after reviewing #2 and #3, if the track may be eligible for claim consideration, the original entity who purchased the track from Camso should provide the following information:
  - a. Fill *Warranty Claim Form – Construction Tracks*;
  - b. Provide **supporting photos** (examples shown later in this document);
  - c. Provide the invoice from dealer to end user (if applicable).

5. Submit the above information via email to one of the following addresses:

<b><u>United States:</u></b>	<a href="mailto:warranty_camso@micelin.com">warranty_camso@micelin.com</a>
<b><u>Canada (All):</u></b>	<a href="mailto:SClwarrantyclaims@camso.co">SClwarrantyclaims@camso.co</a>
<b><u>Mexico (All):</u></b>	<a href="mailto:garantias.mexicoMX@micelin.com">garantias.mexicoMX@micelin.com</a>
<b><u>Germany (All):</u></b>	<a href="mailto:reklamation@micelin.com">reklamation@micelin.com</a>
<b><u>France (All):</u></b>	<a href="mailto:serviceclient.fr@micelin.com">serviceclient.fr@micelin.com</a>
<b><u>Italy (All):</u></b>	<a href="mailto:csit@micelin.com">csit@micelin.com</a>
<b><u>United Kingdom (All):</u></b>	<a href="mailto:warranty.uk@micelin.com">warranty.uk@micelin.com</a>
<b><u>Other:</u></b>	<a href="mailto:CoTrack.Support@micelin.com">CoTrack.Support@micelin.com</a>

6. Warranty technical support group reviews the claim request, and then supplies a claim determination. Questions on status should be sent directly to the email address above.
7. If the request is PREAPPROVED, replacement track part and serial number may be required before a credit will be issued. In some cases, proof may be required that warranty track is disabled to prevent continued usage. Credit will be issued to the Camso account of the purchasing entity after all required information has been provided. If the request is DENIED, an email will be sent to the requestor documenting the reasons for the denial, with reference in most cases to the warranty guidelines for more information.
8. Original requestor informs owner-user of the outcome of the warranty request. If claim is approved, requestor also issues the appropriate credit amount to the dealer/end user.

## **Warranty Process Requirements and Limitations**

### ***Warranty Track Disposition***

Camso has the right to recall any track at their expense. Tracks must be kept 30 days after claim request before being disposed of in order to give Camso the opportunity for such a return. Dealer is required to remove serial numbers on the tracks if not disposed of after 30 days to ensure that track will not be able to be claimed again.

### ***Claim Submission Time Limit***

Preapproval requests must be submitted to Camso within **60 days of the failure date**. Requests received more than sixty (60) days after the failure date will use the claim received date as the failure date.

### ***Track Warranty Time Limit***

Track claims received longer than 60 months after the manufacturing date will be considered out of warranty and no coverage provided.

### ***Track Warranty is not Transferrable***

Track claims must be received from the original purchaser of the track. Track warranty is not transferrable to the 2<sup>nd</sup> or subsequent owners.

## ***Replacement Track Warranty Period***

If a track is replaced due to a disabling defect in materials and workmanship during the original track warranty period, the replacement track warranty term will be limited to the remainder of the original track warranty term. Otherwise, the replacement track will carry a full new track warranty term.

## ***Missing Claim Information***

If the track warranty start date is not available, and the original sale invoice is not submitted, warranty start date will be assumed to be the manufacturing date. Track claims may be denied if they are missing any of the following information:

1. OE machine information including model and machine hours;
2. Track part number and serial number;
3. Track warranty start date (invoice date);
4. Track failure date, and track hours at failure date.

## ***Replacement Track Part and Serial Number***

In order for credit to be issued, dealer may be required to provide the replacement track part number and serial number. In addition, if track is still usable, photos showing the track disabled by cutting through carcass or removal of the serial number may be required to process the claim.

## **Limited Warranty \***

### ***Eligibility***

Original owner of new Camso parts service track and purchased through an authorized Camso aftermarket dealer.

### ***Coverage***

Camso construction track is warranted against defects in materials and workmanship from date of purchase. Camso rubber track that becomes unserviceable as a result of a defect in materials or workmanship, as determined by Camso, will be replaced, or allowance will be given towards purchase of replacement Camso track, at Camso's option.

## ***Excluded from Coverage***

- Track no longer owned by the original purchasing end user;
- Claims outside the listed months of service coverage;
- Track manufactured more than 60 months prior to warranty request;
- Track on new OEM equipment (OEM warranty applies)
- Damage from use or installation as a result of misapplication, or exceeding the specifications of the track original design capabilities;
- Failure resulting from abuse, misuse, negligence, alteration, accident, field or road hazard or stubble damage, overload, mismatching of adjacent tracks, misapplication, use of non-OEM undercarriage components, or poor mechanical condition maintenance or adjustment;
- Cosmetic defects, such as surface cracks, splits and other superficial distress that may impact track appearance but does not render the track unusable or measurably diminish overall life;
- Usage, installation, repair or adjustment which Camso judges improper.

## ***Owner Obligations***

- Giving notice of failure within applicable warranty period and providing valid proof of purchase;
- Transportation cost to warranty service location;
- Installation costs and taxes;
- Freight charges if applicable;
- Undercarriage components properly maintained and adjusted.

## ***Track Reimbursement Levels***

Warranty coverage begins on the end user sales receipt date. A track found to be unserviceable due to a disabling defect in materials and workmanship, while still in the warranty period, will receive a credit based on the current replacement track price.

## ***Mating Track Replacement***

Cost of replacement of the opposite side non warrantable track is not covered. When a track with significant wear is replaced during normal use or under warranty, customer must determine if opposite side replacement is necessary, but in all cases will be at customers' expense.

\*For complete details refer to *Warranty Certificate – Construction Tracks*.

# Warranty Terms

No customer participation during warranty term


Track Series	Months of Service*	Hours Limit*
Machine Type		
<b>Camso series SD</b>		
CTL	18	1500
MEX	30	2500
<b>Camso series HXD</b>		
CTL	24	2000
MEX	42	3500
PAD's	36	3000
MTL	14	1200
OTT	12	No Limit
Steel OTT	24	No Limit
CAR	12	1000
RHV	12	1000
PAV	18	1500

\*Whichever comes first. If months of service are unknown, product manufacturing date will be used.


# Reading Serial Numbers

## Construction tracks made in Sri Lanka

### Track Identification Part and Serial Number



13



1	2	3	4
BRANDING / LOGO	PART NUMBER	<u>SERIAL NUMBER</u>	COUNTRY OF ORIGIN

Ex.: **15 032 3 5123**

<b>15</b>	Year of production	2015
<b>032</b>	Day of the year	32nd day / February 2nd
<b>3</b>	Factory number	3 :Sri Lanka
<b>5</b>	Product group tracks	5
<b>123</b>	Sequential number	123rd track made that day

## Construction tracks (MTL) made in Plattsburgh, US

### Part Designation Multi-Terrain Loaders (MTL)


639-1500
Made in USA
SERIAL NUMBER

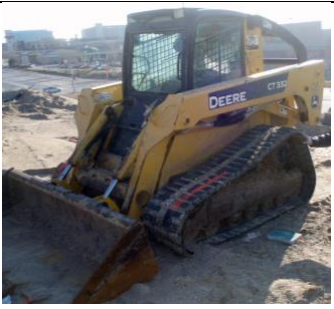





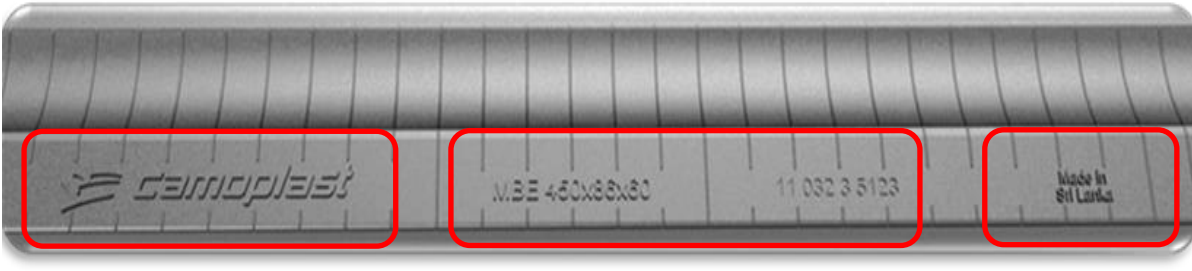
1- Manufacturer	2- Part number	3- Country of Origin	4- Serial Number
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# Photo Evidence Requirements

The main objective of taking photographs is to reduce follow-up questions and to provide all information needed to take the right decision on the warranty claim.

- Photos are required for tracks being submitted for warranty consideration;
- Photos of entire machine including model and series and serial plate if possible;
- Provide several clear, close up photos to identify suspected defective areas;
- Photo of area in question with part number and lot code visible;
- Provide at least one clear view of entire track including view of suspected defective area;
- Provide photos of part number, serial number, country of manufacture, and all other track markings.

		
<b>Overall Machine View</b>	<b>Overall Claim Area View</b>	<b>Sprocket Wear Condition</b>
		
<b>Overall Views of defect</b>	<b>Close ups of Defect</b>	<b>Close ups of Defect</b>
		
<b>Photo of LOGO</b>	<b>Photo of track part number and of serial number</b>	<b>Photo of country of Manufacture</b>



