

BUCKET **HT**

OWNER'S MANUAL

INSTALLTION • **OPERATION** • MAINTENANCE

High Tip Bucket owner's manual. Read before operating. Important safety and operation instructions inside.

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READ BEFORE OPERATING

VERSION 1.0

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PREFACE

Congratulations on the purchase of your new Craig Manufacturing Ltd. product! This manual provides safety, operation and maintenance information. To keep your product in good condition, please read this manual and follow all recommendations. Failure to do so may invalidate your warranty.

When parts or service are necessary contact Craig at 1-800-565-5007 for genuine Craig Parts. Before using your product, make sure your machine is equipped with all the OEM recommended requirements for product application.

CRAIG FACTORY ORIGINAL PARTS



The best way to ensure equipment reliability is to use only genuine Craig Manufacturing Ltd. Factory Original Parts. Our parts department can help you not only find the right part for your application but also offer advice and support for the repair. Using aftermarket non-approved parts can alter your product's performance characteristics and may affect your warranty.

To help ensure that correct parts are ordered, please record the serial number of your product. Over time serial tags can become tarnished or difficult to read. Please supply this serial number to your dealership when ordering parts and it will ensure the correct part gets ordered.

Serial: _____

Machine: _____

Model: _____

In-Service Date: _____

Purchased From: _____



Never let anyone operate this unit without reading the "Safety Precautions" and "Operating Instructions" sections of this manual. Always choose hard, level ground to park the vehicle on and set the brake so the unit cannot roll.

NOTE: *The illustrations and data used in this manual were current (according to the information available to us) at the time of printing, however, we reserve the right to redesign and change the attachment as may be necessary without notification.*

SAFETY PRECAUTIONS

Safety Precautions Before Operation

BEFORE OPERATION OR SERVICE

The primary responsibility for safety with this product falls to the operator. Make sure the product is operated only by trained individuals that have read and understood this manual. If there is any portion of this manual or function you do not understand, contact your local authorized dealer or Craig Manufacturing Ltd. Keep this manual available for reference.

General Safety Precautions

READ MANUAL PRIOR TO INSTALLTION



Improper installation, operation, and/or maintenance of you Craig Manufacturing Ltd attachments can cause bodily injury, property damage, and damage to your equipment. Read and understand labels and this booklet before operating or making adjustments. Failure to do so may affect your warranty.

UNDERSTAND ALL SAFETY DECALS & STATEMENTS



Become familiar with and inform users about all safety decals and safety statements in all manuals and on the back of the attachment prior to operating or working on this product. Know and follow all national occupational safety regulations, local laws, and other professional guidelines. As well as all good work practices when working on or with this product.

PERSONAL SAFETY



Remove ignition key and immobilize the machine during installation, inspection or service. Always follow safe work practices when installing servicing or inspecting your product by wearing only snug-fitting clothing, removing jewelry, and securing long hair. **Wear safety goggles to protect your eyes from hydraulic fluid, sparks, dirt and dust.** Always have a fire extinguisher rated BC on hand for flammable liquid and electrical fires. Lastly, always **lift with your legs**, and use lifting equipment when applicable.



LOWER OR SUPPORT UNSTABLE/RAISED EQUIPMENT



Never trust that the hydraulic system will not fail. Always lower booms and attachments to the ground before leaving the cab or operator's station. Do not work under or around attachments or heavy items not supported by stands, blocks or safety chains. Furthermore, it is important to use chains and/or stands to steady unstable attachments like snow wings or couplers.

DO NOT ALTER ATTACHMENT



Any alterations to this product could affect the safety and performance of the attachment. When making repairs, use only Craig Manufacturing Ltd parts, and follow the provided procedures. If the parts and procedures are not used the warranty is void and any alterations may cause the attachment to become unsafe. Any modifications must be authorized in writing by Craig Manufacturing Ltd.

HYDRAULIC SAFETY

Always inspect hydraulic components before operating your product. Replace any damaged or worn parts immediately. Temperature changes can change hydraulic pressure, which allow the cylinders to drop unexpectedly causing injury or damaging hydraulic components. Hydraulic fluid under pressure can cause bodily harm. If you suspect a hydraulic leak keep the following three points in mind:



- The high pressure of the hydraulic lines can cause leaks that can puncture flesh. Therefore, it is important to keep uncovered body parts such as face, eyes, and arms away from a suspected leak. Flesh injected with hydraulic fluid may develop gangrene or other permanent disabilities.
- If injured by leaking hydraulic fluid, see a doctor immediately. Hydraulic fluid could have injected into the wound and it may not be known.
- Before disconnecting hydraulic lines, wait until the fluid cools down. Hot hydraulic fluid can cause severe burns.
- Always wear protective clothing, such as gloves and safety glasses, and use a piece of cardboards when searching for hydraulic leaks. **DO NOT USE YOUR HANDS.**

Attachment Safety Precautions

REMOVE PAINT BEFORE WELDING OR HEATING

When paint is heated by welding, soldering or by using a torch, hazardous fumes/dust can be generated. Therefore, it is important to do all work in a well ventilated area, and dispose of paint and solvent properly. **REMOVE PAINT BEFORE WELDING OR HEATING.**



When removing paint:

- It is important to wear an approved respirator when sanding or grinding paint.
- If you use a paint stripper or solvent, remove the stripper with soap and water.
- Remove solvent or paint stripper containers and other flammable material from the welding/heating area.
- Allow fumes to disperse at least 15 minutes before welding or heating.

OPERATING ATTACHMENT



- Read your machines owner's manual and always be aware of capacities and heights of all materials moved are within the machine stated operational capacity.
- Never use your attachment as a work platform or personnel carrier
- Never lift, move, or swing an attachment over anyone.
- Before exiting the machine, lower the attachment to the ground, apply the brakes, turn off the engine and remove the key.
- Don't use attachment for lifting materials outside of its purpose. This attachment is not a lifting device unless approved for your jurisdiction.

MAINTAINING THE ATTACHMENT



- Before performing maintenance, lower the attachment to the ground, apply the brakes, turn off the engine and remove key.
- Never perform any work on the attachment unless you are authorized and qualified to do so. Always read the operator service manuals before any repair is made.
- Worn, damaged, or illegible safety decals must be replaced. New safety decals can be ordered from your local dealer.
- Never make hydraulic repairs while the system is under pressure. Serious personal injury or death could result.
- Never work under a raised attachment.

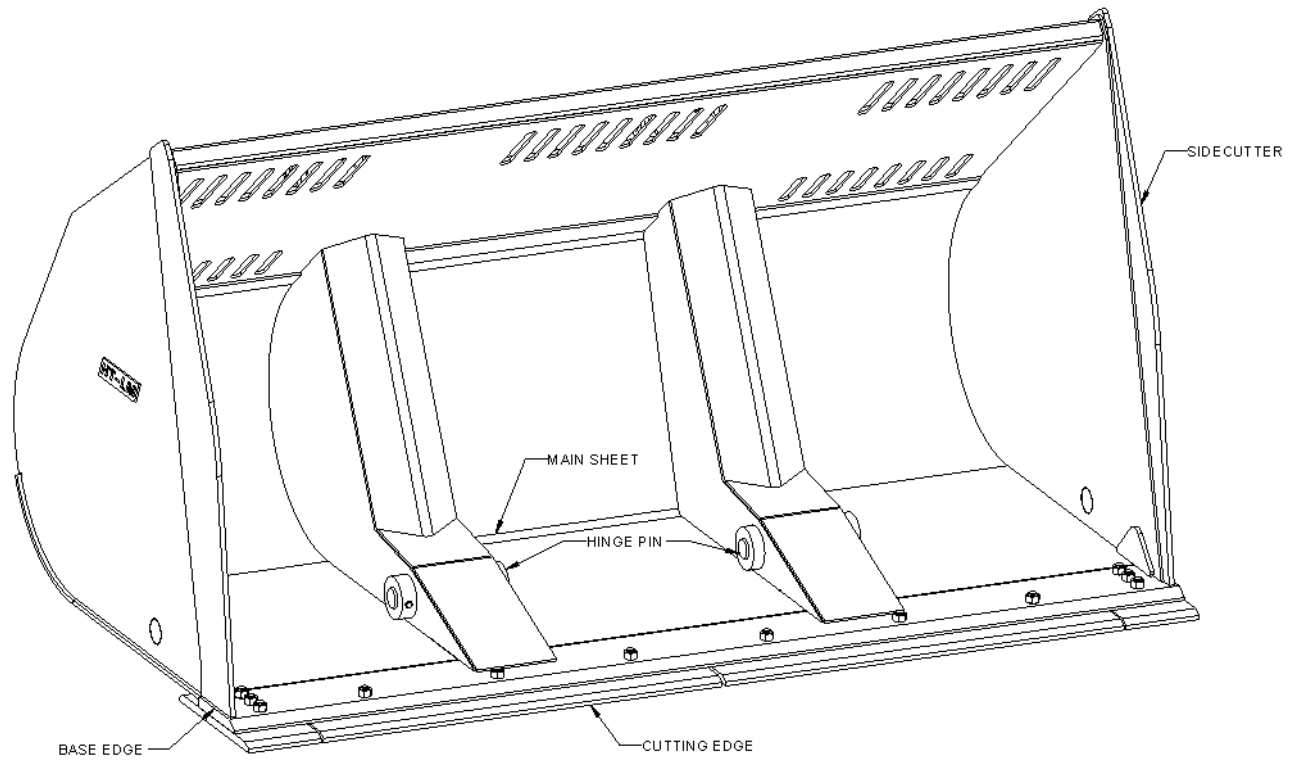
TRANSPORTING THE ATTACHMENT



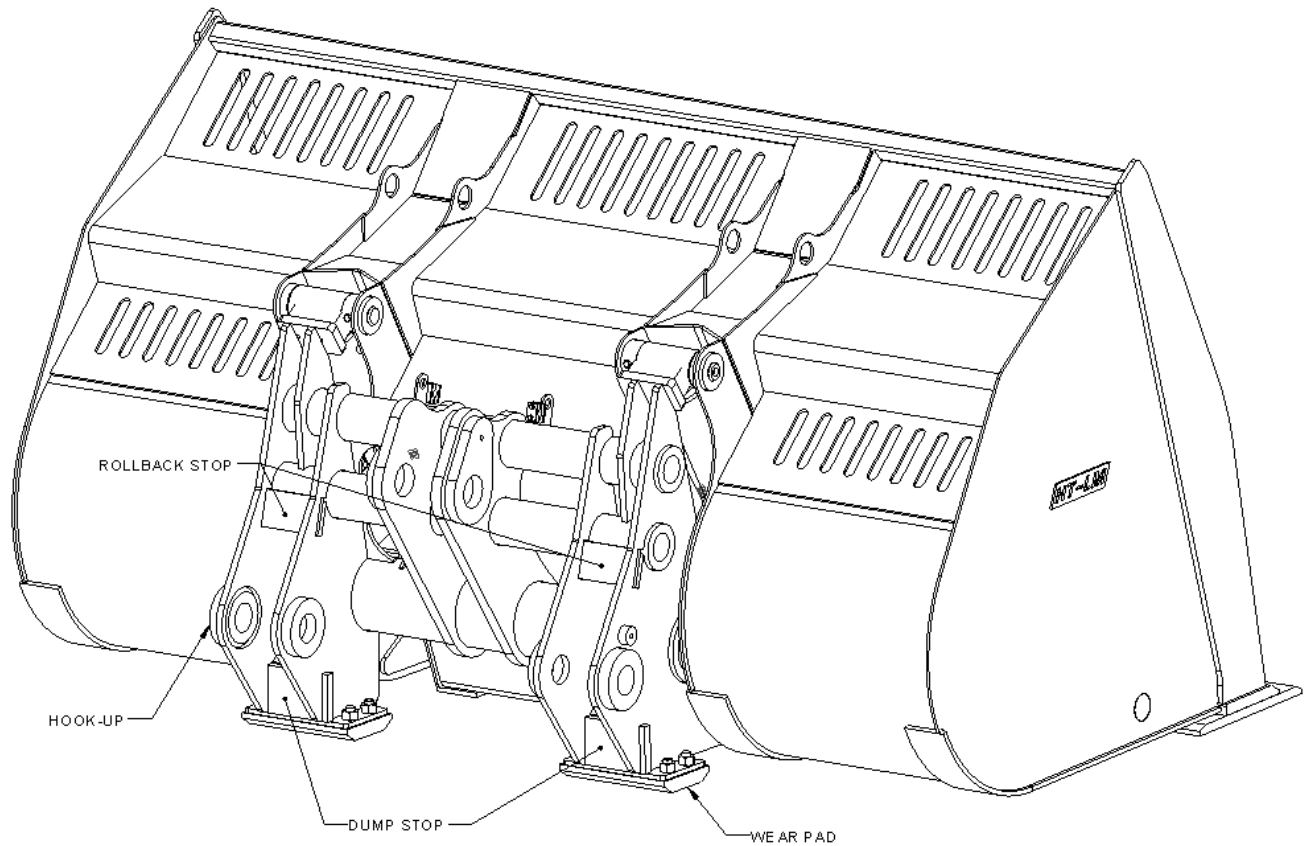
- Travel only with the attachment in a safe transport position to prevent uncontrolled movement. Drive slowly over rough terrain and slopes.
- When transporting on a trailer, secure attachment using tie downs in recommended locations to maintain attachment stability.
- When driving on public roads use safety lights, reflectors, and slow moving vehicle signs to prevent accidents. Check local government regulations that may affect you.
- Do not drive close to ditches or excavations, because a cave-in could occur.

OVERVIEW

GETTING TO KNOW YOUR GP BUCKET



NOTE: YOUR BUCKET MAY NOT APPEAR EXACTLY AS SHOWN



NOTE: YOU BUCKET MAY NOT APPEAR EXACTLY AS SHOWN

TERMINOLOGY

- Cutting Edge:** The consumable wear component located on the bottom of the base edge. Cutting edge must be replaced periodically to protect the base edge.
- Base Edge:** The bottom edge of the bucket that is made out of Hardox 400 to reduce wear and absorb the bucket breakout forces.
- Sidescutter:** Similar to the base edge, it is made out of Hardox 400 to reduce wear and absorb the forces developed from the bucket cutting into the material.
- Main Sheet:** The main sheet is the primary rolled plate of the bucket.
- Wear Pad:** Weld-on protection that shields the heel plates from wear utilizing Hardox 400 material.
- Hook Up:** The connection between the loader to the bucket. It could be a direct pin-on type, or any number of coupler hooks

TERMINOLOGY

Roll Back Stops:

The rollback stops are installed on buckets to stop the bucket from rolling to far back and interfering with the loader linkage.

Dump Stops:

The dump stops are installed on buckets to stop the bucket from dumping to far and interfering with the loader boom.

ACCESSORIES AND OPTIONS

- Pin-On Lugging
- Bolt-On Edge
- High-Tip Lay Down Cylinder Design

INSTALLATION

Installing & Removing from Machine

Read all safety precautions before installing the attachment. Refer to the machine's owner's manual for direct pin on installation instructions. If a coupler system is involved ensure that the coupler is working properly before use. In addition, refer to the manufacturer for the coupler owner's manual to familiarize yourself with its proper procedures and operations. For information about CRAIG coupler, please call Technical Support at 1-800-565-5007.

It is important to follow the rest of the installation instructions that follow in this document. Failure to follow these instructions could result in premature failure, or undesired behavior in the operation of the attachment.

Setting up the Hydraulics

Pressure Adjustment

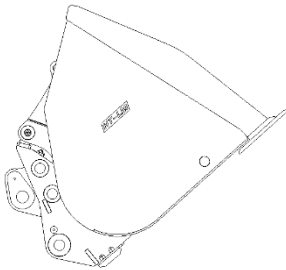
The first action that needs to be completed before operating the attachment is to turn down the pressure on the machine's valve section that is operating the attachment hydraulics to 2,500 PSI. Failure to do this could result in undesired behavior in the operation of the attachment.

Purging Air from Cylinders

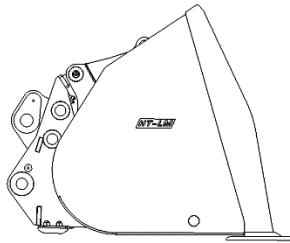


It is important not to operate the attachment until air has been purged from the cylinders. Failure to purge air will cause the attachment to free-fall and will result in severe damage to the attachment and/or cylinders

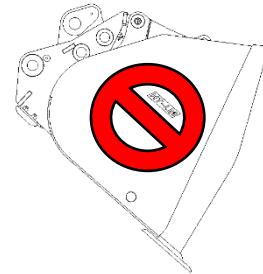
STEP 1: Roll attachment back until the rollback stops contact. (Make sure the boom arms are high enough so that when the high tip cylinders are fully extended the bucket does not hit the ground)



GOOD



O.K.



WRONG

STEP 2: Remove shipping bolt.

STEP 3: Fill top of cylinders first. (Fully retract cylinders)

STEP 4: Extend cylinders 2" -4", then retract.

STEP 5: Extend and retract the cylinders while increasing the extension length by small increments. (Repeat 8-10 times)



Keep a safe distance during this procedure. (At least 30ft)

NOTE: We do not supply hoses that run down the boom arms to attach the attachment hydraulics to the third function of the machine. Therefore, it may be necessary to cut new hoses and route the third function of the machine to the attachment hydraulics.

Adjusting Rollback Stops

It is important to check the rollback stops. There can be discrepancies between the machine rollback stop and the attachment rollback stops. In this event, it is important to follow this procedure for adjusting the rollback stops on the machine. Failure to set the stops correctly can result in premature wear and fatigue of attachment and linkage components. **DO NOT operate attachment without checking/adjusting rollback stops.**

TURN OFF MACHINE DURING INSTALL/MAINTENANCE

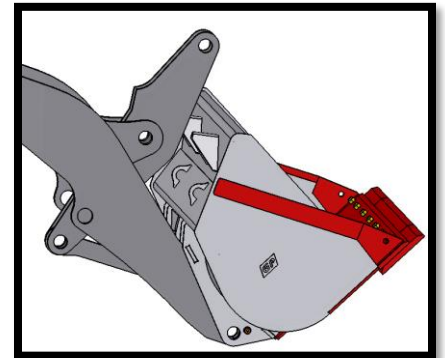


Never leave equipment unattended with the engine running or with attachment in a raised position.

Checking Rollback Stops

- STEP 1: Park the machine on a firm level surface.
- STEP 2: Tilt attachment to max rollback position.
- STEP 3: Lower boom arm until attachment reaches maximum roll back angle. (Usually at carry position) Refer to OEM specifications for correct angle.

If the angle is not correct, then the stops will have to be adjusted to ensure performance is not affected.



REMOVE PAINT BEFORE WELDING OR HEATING



When paint is heated by welding, soldering or by using a torch, hazardous fumes/dust can be generated. Therefore, it is important to do all work in a well ventilated area, and dispose of paint and solvent properly. **REMOVE PAINT BEFORE WELDING OR HEATING.**

Adjusting Rollback Stops

To add stop material: Build up the rollback stop surface using welding material, then grind the surface smooth. More than one adjustment may be needed to obtain the OEM specified degree of rollback.

NOTE: Reference the machine's Owner's Manual for correct procedure before welding on the machine.

To remove stop material: Grind the stop surface of the machine until the OEM specified degree of rollback is obtained.

Adjusting Dump Stops

It is important to check the dump stops. There can be discrepancies between the machine dump stops and the attachment dump stops. In this event, it is important to follow this procedure for adjusting the dump stops on the machine. Failure to set the stops correctly can result in premature wear and fatigue of attachment and linkage components. **DO NOT operate attachment without checking/adjusting dump stops.**

NOTE: Make sure the air is purged from the High Tip cylinders before checking/adjusting dump stops. The bucket could free fall if the air is not purged.

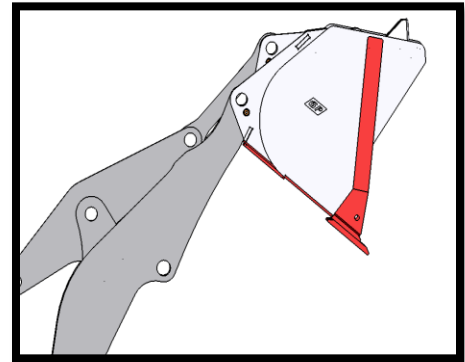
TURN OFF MACHINE DURING INSTALL/MAINTENANCE



Never leave equipment unattended with the engine running or with attachment in a raised position.

Checking Dump Stops

- STEP 1: Park the machine on a firm level surface.
- STEP 2: Tilt attachment to max dump position.
- STEP 3: Lift loader boom up to point where bell crank stop surface contacts boom torque tube stop surface. (Usually just before full lift) Refer to OEM specifications for correct angle.



If the angle is not correct, then the stops will have to be adjusted to ensure performance is not affected.

REMOVE PAINT BEFORE WELDING OR HEATING



When paint is heated by welding, soldering or by using a torch, hazardous fumes/dust can be generated. Therefore, it is important to do all work in a well ventilated area, and dispose of paint and solvent properly. **REMOVE PAINT BEFORE WELDING OR HEATING.**

Adjusting Dump Stops

To add stop material: Build up the dump stop surface using welding material, then grind the surface smooth. More than one adjustment may be needed to obtain the OEM specified degree of dump.

NOTE: Reference the machine's Owner's Manual for correct procedure before welding on the machine.

To remove stop material: Grind the stop surface of the machine until the OEM specified degree of dump is obtained.

OPERATION

Intended Use

CRAIG High Tip buckets are designed to provide wheel loaders with additional dump height. High Tip buckets are designed for light material applications (woodchips, peat moss, sawdust, etc.).

Operating the Bucket

Read all safety precautions before operating the High Tip bucket. Refer to the machine's owner's manual for further operation instruction.

NOTE: Since the High Tip bucket lifts the load higher up, the chance of tipping the loader sideways is much greater. Make sure the loader is on a level surface and pay attention when dumping the High Tip to make sure the loader is stable.

Transporting

Follow all local government regulations that may apply along with recommended tiedown points and any equipment safety precautions at the front of this handbook when transporting your attachment.

MAINTENANCE

General Information

The following maintenance requirements are important to follow and will ultimately ensure long equipment life and safe operation. Read and follow all safety precautions before performing any maintenance or troubleshooting on this equipment.

Maintenance Schedule

PROCEDURE	DAILY	WEEKLY	NOTES
Check for cracked, bent or broken components, distressed welds and missing parts.	✓		If a crack is found in either the steel structure or welds, the attachment must be removed from the machine and CRAIG contacted immediately. Replace broken or missing parts if required.
Check that pins and the bushings for play or wear.	✓		Replace if worn.
Check all bolts and nuts. Tighten any loose bolts or replace if they are worn or missing.	✓		Refer to torque table. When replacing worn or missing bolts, do not replace with bolts that are smaller or of a different grade.
Inspect rollback and dump stops		✓	See following pages.
Check base edge and wear pads.		✓	Replace if thinning
Check hydraulics for any leaking that could occur.	✓		Retighten fittings or adapters if found leaking. If hoses are found damaged, they must be replaced immediately.
Grease all the hinge points.	✓		Greasing daily will help reduce wear and increase the life of the pins.

Storage

When storing your CRAIG attachment, a few maintenance tips can help ensure it's ready for the next season:

- Clean the unit thoroughly, removing all mud, dirt, and grease.
- Inspect for visible signs of wear, breakage, or damage. Order any parts required and make the necessary repairs to avoid delays upon removal from storage.
- Tighten loose nuts, and capscrews.
- If there are hydraulics, cap the hydraulic hoses and/or tighten hydraulic fittings. This will help to ensure that oil does not leak out and moisture does not get into the hydraulic lines of the bucket.
- Store unit in a dry and protected place. Leaving the unit outside will materially shorten its life.
- It is also a good idea to touch up all unpainted surfaces with paint to prevent rust if it is being stored for long periods of time.

Paint

The finish on your Craig attachment has been applied with a special primer and adhesion enhancer to promote a durable finish. Because of the nature of heavy equipment attachments scrapping and wear are normal. The finish on your Craig attachment is not covered under warranty. For best results your Craig product should be cleaned, inspected and any areas where paint has worn away should be re-painted to prevent rust at the end of each season. Matching paint and primer can be purchased from your local original equipment dealer.

Technical Support

If you have followed the maintenance instructions contained in this manual you should have years of trouble-free operation from your Craig attachment. Should you encounter any issue or have any questions about your attachment please contact us at 1-800-565-5007 and ask for technical support.

Reading Product Tag

Craig Manufacturing Ltd. stamps a blue serial tag onto every attachment. The tag is often located on the rear of the attachment in the upper left corner. The information contained on this tag will be required for parts and support. Craig serial numbers begin with a "T" followed by the year then month of construction. For example, T1203 would denote the year 2012 and 03 the month of March.

GROUND ENGAGING TOOLS

Safety Precautions

DO NOT APPLY LUBRICANT OF ANY TYPE TO GET HARDWARE



Any type of fasteners, like bolts and pins, work because of friction. If you apply lubricant to such fasteners, then it will be much easier for them to back off during operation.

SAFETY GLASSES MUST BE WORN WHEN STRIKING BOLT HEADS



When striking the head of a bolt, it is possible for either sparks to develop or for pieces of the head to break off. **ALWAYS WEAR SAFETY GLASSES**

Installing Bolt on Edges

Use the following procedure for installing bolt on edges.

STEP 1: Clean all surfaces of rust, paint, nicks, and burrs.

STEP 2: Tighten bolts securing the bolt on edge to listed plow bolt torque specifications. Then apply final torque. It is important to only tighten the bolts first, and not torque them up. This is because the previous torqued bolts could back off as the current bolts are torqued

Maintenance of Bolt on Edges

Periodically check bolt torque. Insufficient bolt torque can result in cutting edge failure in heavy-duty applications. Therefore, it is important to check the bolts regularly to make sure they are not becoming too loose.

RETORQUE BOLTS AFTER APPROXIMATELY 4 HOURS OF SERVICE






This will ensure the bolt on edge is safely secured, and that it has a maximum service life.

SPECIFICATIONS

SAE Bolt Torque Specifications

The following chart is for determining SAE Bolt Torque Specifications when special torques are not given.

NOTE: The torque values below are for hardware that is zin plated and/or dry.

BOLT SIZE	SAE GRADE 5 TORQUE				SAE GRADE 8 TORQUE				Bolt head Identification marks as per grade. NOTE: Manufacturing Marks Will Vary
	UNC		UNF		UNC		UNF		
Nominal Diameter	Threads Per Inch	Pounds Feet	Threads Per Inch	Pounds Feet	Threads Per Inch	Pounds Feet	Threads Per Inch	Pounds Feet	
1/4	20	7	28	8	20	10	28	12	<p>GRADE 2</p>  <p>GRADE 5</p>  <p>GRADE 8</p> 
5/16	18	15	24	16	18	21	24	23	
3/8	16	26	24	30	16	37	24	42	
7/16	14	42	20	47	14	59	20	66	
1/2	13	64	20	72	13	90	20	102	
9/16	12	92	18	103	12	130	18	146	
5/8	11	128	18	144	11	180	18	204	
3/4	10	227	16	253	10	320	16	257	
7/8	9	365	14	403	9	515	14	268	
1	8	547	14	614	8	772	14	867	
1 1/4	7	952	12	1055	7	1545	12	1710	
1 3/8	6	1,249	12	1421	6	2025	12	2305	
1 1/2	6	1,657	12	1865	6	2688	12	3024	

Plow Bolt Torque Requirements

The following chart is for determining Plow Bolt Torque Specifications when special torques are not given.

Standard Measurements		Metrix Measurements	
Size	Torque	Size	Torque
5/8"	200 ± 30 ft.lbs.	16mm	270 ± 40 N*m
3/4"	350 ± 45 ft.lbs.	19mm	475 ± 60 N*m
7/8"	550 ± 65 ft. lbs.	22mm	750 ± 90 N*m
1"	850 ± 110 ft. lbs.	25mm	1150 ± 150 N*m
1-1/4"	1700 ± 220 ft. lbs.	32mm	2300 ± 300 N*m

EQUIPMENT / PARTS / SERVICE WARRANTY

Equipment Warranty Policy (Revised: Oct. 28th, 2014)

OUR COMMITMENT TO YOU

Craig Manufacturing Ltd. ("CRAIG") warrants, for a period of (12) months starting from the attachment in-service date, to the original purchaser of a product manufactured by CRAIG that the product is free from defects in design, material and workmanship. If the in-service date cannot be proven to the satisfaction of CRAIG, the original invoice date will be considered the in-service date. In no event will the in-service date be later than (12) months after the original invoice date.

If a failure occurs during the warranty period CRAIG will make every effort to get you working again, and your claim resolved, within the shortest possible time.

WHAT TO DO IF SOMETHING GOES WRONG

If you find yourself with a CRAIG product that's causing you a problem that you suspect may be eligible for warranty you should:

- Call CRAIG Tech Support at 1-800-565-5007. Our experienced technicians may very well get you back working again with just a little technical guidance.
- If it looks like the call is going to need to be resolved through the warranty process, the technician will put you through to the Warranty Administrator for further help and guidance on how CRAIG will be working with you through your warranty claim.

NOTE: PLEASE SEEK GUIDANCE AND APPROVAL FROM THE CRAIG WARRANTY ADMINISTRATOR BEFORE ANY REPAIR IS INITIATED. FAILURE TO DO SO CAN VOID YOUR WARRANTY.

WHAT INFORMATION IS NEEDED TO PROCESS A CLAIM?

TAKE PICTURES! As part of our goal of continuous improvement we request that all warranty claims be accompanied by photos of the failure. These are an invaluable tool in our product improvement process. If you've done APPROVED work in your shop or hired an APPROVED sublet service to resolve the failure, make sure to attach all required supporting documentation including: work orders, sublet invoices and any other related documents requested by the Warranty Administrator. "APPROVED" means approved by the CRAIG Warranty Administrator.

Please hold **ALL** defective parts for a period of 90 days after the failure. We may request that these be shipped back to our factory for inspection.*

NOTE: FAILURE TO SUBMIT ALL REQUIRED INFORMATION COULD RESULT IN WARRANTY DELAY OR DENIAL. FAILURE TO COMPLY WITH CRAIG PAYMENT TERMS MAY VOID PRODUCT WARRANTY.

IT'S FIXED! NOW HOW DO I GET COMPENSATED?

PARTS If a failure was caused by a part proven to be defective, it will be repaired, replaced, or at our option, credited back at dealer net value.

REPAIR If a failure has been repaired by an approved CRAIG dealer shop, a credit for the labour will be issued to that dealer. Acceptable repair time and rate will be determined by the CRAIG Warranty Administrator and only the hours deemed acceptable will be credited.

LIMITED Maximum warranty reimbursement allowed will not exceed the dealer net value of the attachment or option(s). Items such as hydraulic hoses and fittings are covered at a fixed rate. Call the CRAIG Warranty Administrator for details.

BE REALISTIC, NOT EVERYTHING IS COVERED

Due to the nature of heavy construction and industrial snow removal, there are certain things that are simply expected to wear. These are powerful machines and inexperienced or careless operation will also cause failures.

WARRANTY CLAIMS WILL NOT BE CONSIDERED FOR

- FAILURES DUE TO NEGLIGENCE OR MISUSE
- ITEMS NOT SUPPLIED BY CRAIG
- TRAVEL, DOWNTIME, LOSS OF PRODUCTIVITY, LOSS OF PROFIT
- ANY ADDITIONAL WARRANTY OR BENEFIT OUTSIDE THE CRAIG WARRANTY POLICY
- EXPOSURE TO THE ELEMENTS DUE TO IMPROPER STORAGE
- PAINT OR FINISH
- ALTERED ATTACHMENTS
- PERSONAL INJURY, OR DAMAGE TO MACHINE OR PROPERTY
- WEAR ITEMS AND CONSUMABLES
- SHOP SUPPLIES OR ENVIRONMENTAL CHARGES

- All warranty-related shipping FROM CRAIG will be covered by CRAIG. All warranty related shipping TO CRAIG will be covered by the customer. Unpaid shipping TO CRAIG will result in a deduction to any warranty credit issued in the amount of unpaid shipping fees.

Parts Warranty Policy (Revised: Oct. 28th, 2014)

OUR COMMITMENT TO YOU

Craig Manufacturing Ltd. ("CRAIG") warrants, for a period of (12) months starting from the part delivery date to the original purchaser, any part purchased from CRAIG is free from defects in design, material, and workmanship. Parts that could reasonably be considered consumable parts are **NOT COVERED** by this warranty.

WHAT TO DO IF SOMETHING GOES WRONG

If you find yourself with a CRAIG part that's causing you a problem that you suspect may be eligible for warranty you should:

- Call CRAIG Tech Support at 1-800-565-5007. Our experienced technicians may very well get you back working again with just a little technical guidance.
- If it looks like the call is going to need to be resolved through the warranty process by sending replacement parts, the Warranty Administrator will get the parts you require on the way.

NOTE: PLEASE SEEK GUIDANCE AND APPROVAL FROM THE CRAIG WARRANTY ADMINISTRATOR BEFORE ANY REPAIR IS INITIATED. FAILURE TO DO SO CAN VOID YOUR WARRANTY.

WHAT INFORMATION IS NEEDED TO PROCESS A CLAIM?

TAKE PICTURES! As part of our goal of continuous improvement we request that all warranty claims be accompanied by photos of the failure. These are an invaluable tool in our product improvement process. If you've done APPROVED work in your shop or hired an APPROVED sublet service to resolve the failure, make sure to attach all required supporting documentation including: work orders, sublet invoices and any other related documents requested by the Warranty Administrator. "APPROVED" means approved by the CRAIG Warranty Administrator.

Please hold **ALL** defective parts for a period of 90 days after the failure. We may request that these be shipped back to our factory for inspection.*

NOTE: FAILURE TO SUBMIT ALL REQUIRED INFORMATION COULD RESULT IN WARRANTY DELAY OR DENIAL. FAILURE TO COMPLY WITH CRAIG PAYMENT TERMS MAY VOID PRODUCT WARRANTY.

IT'S FIXED! NOW HOW DO I GET COMPENSATED?

PARTS If a failure was caused by a part proven to be defective, it will be repaired, replaced, or at our option, credited back at dealer net value. Cost to remove and re-install are not covered under warranty.

LIMITED Maximum warranty reimbursement allowed will not exceed the dealer net value of the defective part. Items such as hydraulic hoses and fittings are covered at a fixed rate. Call the CRAIG Warranty Administrator for details.

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- FAILURES DUE TO NEGLIGENCE OR MISUSE
- ITEMS NOT SUPPLIED BY CRAIG
- TRAVEL, DOWNTIME, LOSS OF PRODUCTIVITY, LOSS OF PROFIT
- ANY ADDITIONAL WARRANTY OR BENEFIT OUTSIDE THE CRAIG WARRANTY POLICY
- EXPOSURE TO THE ELEMENTS DUE TO IMPROPER STORAGE
- PAINT OR FINISH
- ALTERED ATTACHMENTS
- PERSONAL INJURY, OR DAMAGE TO MACHINE OR PROPERTY
- WEAR ITEMS AND CONSUMABLES
- SHOP SUPPLIES OR ENVIRONMENTAL CHARGES

- All warranty-related shipping FROM CRAIG will be covered by CRAIG. All warranty related shipping TO CRAIG will be covered by the customer. Unpaid shipping TO CRAIG will result in a deduction to any warranty credit issued in the amount of unpaid shipping fees.

Service Warranty Policy (Revised: Oct. 28th, 2014)

OUR COMMITMENT TO YOU

Craig Manufacturing Ltd. ("CRAIG") warrants, to the original purchaser that all services provided to the original purchaser by CRAIG will be free from defects in design, material, and workmanship from the service delivery date until the expiry of the applicable period below:

- Rebuilds, Bore Build Up/Align Bore, Custom Fabrications – Six (6) Months Warranty
- Welding Services – Thirty (30) Days Warranty

WHAT TO DO IF SOMETHING GOES WRONG

If you find yourself with a CRAIG service job that's causing you a problem that you suspect may be eligible for warranty you should:

- Call CRAIG Tech Support at 1-800-565-5007. Our experienced technicians may very well get you back working again with just a little technical guidance.
- If it looks like the call is going to need to be resolved through the warranty process, the Warranty Administrator will facilitate the process of having CRAIG authorized personnel attend to the problem.

NOTE: PLEASE SEEK GUIDANCE AND APPROVAL FROM THE CRAIG WARRANTY ADMINISTRATOR BEFORE ANY REPAIR IS INITIATED. FAILURE TO DO SO CAN VOID YOUR WARRANTY.

WHAT INFORMATION IS NEEDED TO PROCESS A CLAIM?

TAKE PICTURES! As part of our goal of continuous improvement we request that all warranty claims be accompanied by photos of the failure. These are an invaluable tool in our product improvement process. If you've done APPROVED work in your shop or hired an APPROVED sublet service to resolve the failure, make sure to attach all required supporting documentation including: work orders, sublet invoices and any other related documents requested by the Warranty Administrator. "APPROVED" means approved by the CRAIG Warranty Administrator.

Please hold **ALL** defective parts for a period of 90 days after the failure. We may request that these be shipped back to our factory for inspection.*

NOTE: FAILURE TO SUBMIT ALL REQUIRED INFORMATION COULD RESULT IN WARRANTY DELAY OR DENIAL. FAILURE TO COMPLY WITH CRAIG PAYMENT TERMS MAY VOID PRODUCT WARRANTY.

IT'S FIXED! NOW HOW DO I GET COMPENSATED?

PARTS If a failure was caused by a part proven to be defective, it will be repaired, replaced, or at our option, credited back at dealer net value.

REPAIR If a failure has been repaired by an approved CRAIG dealer shop, a credit for the labour will be issued to that dealer. Acceptable repair time and rate will be determined by the CRAIG Warranty Administrator and only the hours deemed acceptable will be credited.

LIMITED Maximum warranty reimbursement allowed will not exceed the dealer net value of **APPROVED** service work performed. Items such as hydraulic hoses and fittings are covered at a fixed rate. Call the CRAIG Warranty Administrator for details.

BE REALISTIC, NOT EVERYTHING IS COVERED

Due to the nature of heavy construction and industrial snow removal, there are certain things that are simply expected to wear. These are powerful machines and inexperienced or careless operation will also cause failures.

WARRANTY CLAIMS WILL NOT BE CONSIDERED FOR

- FAILURES DUE TO NEGLIGENCE OR MISUSE
- ITEMS NOT SUPPLIED BY CRAIG
- TRAVEL, DOWNTIME, LOSS OF PRODUCTIVITY, LOSS OF PROFIT
- ANY ADDITIONAL WARRANTY OR BENEFIT OUTSIDE THE CRAIG WARRANTY POLICY
- EXPOSURE TO THE ELEMENTS DUE TO IMPROPER STORAGE
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ORDER DESK

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