



Standard Warranty Information for Dodge Products

Warranty return authorization policy / limited warranty policy for Dodge® products

1. Submit all product-related Dodge warranty claims to your Dodge inside sales representative.
2. The following information will be required to enter and authorize the return or warranty claim:
 - Reason for the return (Detailed mode of failure or error) Application information (If pertinent)
 - Time in service (If pertinent)
 - Complete name, address and account number
 - The Dodge sales order number and the correct invoice date
 - Quantity and part number of the material being returned or considered for warranty
 - Any other pertinent information as needed
3. Material returned without prior approval will be returned to the customer freight collect.
4. Requests for warranty consideration for work done without authorization will not be considered.
5. All material returned must have the ERA number clearly marked on the outside of the shipment.

All Dodge brand products are warranted against defects in workmanship and materials. Most are covered for 12 months from date of installation or 18 months from date of manufacture, whichever occurs first. Some products carry a longer warranty period.

If within the warranty period, Dodge receives from the buyer written notice of any alleged defects in any such product and if the apparatus is not found to be in conformity with this warranty (The buyer having provided Dodge a reasonable opportunity to perform any appropriate tests thereon) Dodge will, at its option, either repair the same or supply a replacement therefore.

Dodge under either option shall have the right to require the buyer to deliver the apparatus for this purpose to its designated service center or manufacturing facility and the buyer shall pay all charges for in-bound and out-bound transportation and for services of any kind, diagnostic or otherwise, excepting only direct and actual costs of apparatus repair or replacement as provided above. Dodge is not responsible for incidental or consequential charges to include, but not limited to, removal, installation, downtime, etc.

This limited warranty does not apply to normal wear items or any product which has been subject to misuse, misapplication, neglect (including without limitation, inadequate maintenance or failure on the





part of the Buyer to ensure proper storage), accident or improper installation, modification, adjustment, or repair. Misuse shall include, but is not limited to, deterioration in a product due to applied chemicals, wash solutions applied in a pressurized manner, or wear caused by the presence of abrasive materials. All other Dodge standard terms and conditions of sale apply.

THE ABOVE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES WHETHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, OR PERFORMANCE OR APPLICATION WARRANTIES, AND EXTEND ONLY TO CUSTOMERS PURCHASING FROM SELLER OR ITS APPOINTED DISTRIBUTOR.

No employee, agent, dealer or other person is authorized to give any warranties on behalf of Dodge nor to assume for Dodge any other liability in connection with any of its products, unless otherwise agreed in writing by Dodge’s Headquarters.

WARRANTY MATRIX for Dodge Brand Products

General Product Category	Product Category		Warranty Period (months)		
			From Installation Date	From Manufacture Date	
Enclosed Gearing	Tigear-2	Tigear-2	12	36	
		Tigear-2 E-Z Kleen Reducers**	12	36	
		Tigear-2 Food Safe Reducers**	12	36	
	Quantis	Quantis Reducers	12	36	
		Quantis E-Z Kleen Reducers (A1 & A4 Position)**	36	42	
		Quantis Food Safe Reducers (A1 & A4 Position)**	36	42	
			TXT	12	36
			Torque Arm II	18	36
			MTA-Motorized Torque Arm	18	36
			Maxum XTR	36	42





		MagnaGear XTR	36	42
		CST	12	18
Power Transmission Components	Couplings*	Couplings & Accessories	12	18
		Para-Flex with Warranty Card information*	60	
		Raptor Elements with Warranty Card information*	60	
		Drive Components	12	18
	Conveyor Components	Conveyor Components	12	18
		Engineered Conveyor Pulleys	18	24
Mounted Bearings	Mounted Bearings*	Mounted Bearings, Take-up Frames & Accessories	12	18
		Food Safe Ball Bearings**	12	18
		Extreme Duty Mounted Ball Bearings	36	42
Smart Sensors		Mounted Bearings and Gear Reducers***	12	48
Bulk Material Handling Packages				36
<p>* Whichever warranty period occurs first</p> <p>** Food Safe ball bearings and Food Safe/E-Z Kleen reducers carry a warranty of 12 months from installation date or 18 months from manufacture date against failure due to water ingress with product registration</p> <p>*** Smart Sensor warranty is based on activation date of the product: 36 months from manufacture date or 12 months from activation date with a maximum of 48 months</p>				

