

Steel grapple box body limited warranty

Updated: June 2025

1. Warranty periods

This warranty is valid for the original end user purchaser on the original body and is not transferable to subsequent owners. The warranty period begins on the in-service date, unless otherwise specified. Appropriate maintenance and use of the body is required to maintain warranty eligibility.

- **Structural components:** Two years (24 months). The manufacturer warrants that the body's structural components—including the main frame, cross-members, floor, and uprights—will be free from defects in material and workmanship.
- **"Rust-Through" perforation:** ON AR Material Only. Two years (24 months). A rust-through guarantee protects against corrosion that creates a hole through the metal. It does not cover surface corrosion or rust staining. This Warranty may be voided for units operating in or close to large bodies of water, including salt and fresh water. It does not cover damaged areas caused by excesses wear, dents or other damages caused by improper loading and unloading etc.
- **Finish and paint:** 180 days. This covers peeling, checking, and delamination resulting from defects in the factory-applied finish. Paint coverage generally excludes the underside of the body. These Bodies are primed externally with a high build epoxy primer designed for this application. A high-quality finish coat of industrial strength urethane may be applied per customer request. Manufacturer makes no warranty on color match or fading.
- **Installed vendor components:** 90 days. Components not made by the manufacturer such as lights, latches, and hydraulic components, are otherwise covered under their original manufacturer's warranty.

2. What is covered

This warranty covers the repair or replacement, at the manufacturer's sole discretion, of any covered part found to have a defect in material or workmanship. Labor costs may also be covered, depending on the defect and the specific component.

3. What is not covered

This limited warranty does not cover:

- Normal wear and tear, including dents, scratches, and damage to the finish.
- Damage from misuse, abuse, overloading, or neglect.
- Accident damage, including fatigue fractures caused by a wreck.
- Corrosion caused by carrying corrosive materials or improper chemical exposure.
- Modifications or repairs performed by an unauthorized service provider.
- Failure to follow acceptable storage and maintenance procedures.
- Freight and transportation costs to and from the repair facility. A flat fee may be assigned to alleviate some costs.

4. How to make a warranty claim

To make a claim, the original purchaser must:

1. Contact the manufacturer or an authorized dealer.
2. Provide a copy of the original purchase invoice and photographic evidence of the alleged defect.
3. Obtain prior written authorization from the manufacturer before any repairs are performed.

5. Limitations of liability

The manufacturer's liability is strictly limited to the repair or replacement of defective parts. The manufacturer is not responsible for any incidental, consequential, or other damages, including loss of income, downtime, or rental equipment costs.