



Construction/Ag Tracks, Wheels, System, Parts, etc.

Warranty Claim Procedures

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Claim Process

1. If a customer (End User) 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 by Rubber Track Solutions.**
2. It is recommended to use the Service Conditions and Warranty guidelines documents 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 hour limits)
4. If after reviewing #2 and #3, the track may be eligible for claim consideration, the original entity who purchased the track from Rubber Track Solutions should provide the following information.
 - Fill the Warranty claim form
 - Provide supporting photos requested on the claim (examples shown later in the document)
 - Provide the invoice from Rubber Track Solutions to the Dealer and then the Dealer to the End User (if applicable)
 - Submit the claim to Rubber Track Solutions (warranty@rubbertracksolutions.com)

5. Rubber Track Solutions will then review the claim request, and then supply the information directly to the manufacturer. (Rubber Track Solutions can deny any warranty claim if the warranty information is genuine showing not a warrantable condition)
6. If the request is approved, a replacement track (part) will be provided. A credit could also be provided if a replacement track (part) has already been purchased from Rubber Track Solutions. (Proof of purchase for replacement after the failure date will be required) A serial number may be required before a credit will be issued. In some cases, proof may be required that the warranty track is disabled to prevent continued usage. Credit (if applicable) will be issued to the Rubber Track Solutions 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. (Details may differ based on the product on warranty claim. Please reach out to Rubber Track Solutions for further details)
7. The original requestor informs the owner-user of the outcome of the warranty request.

Warranty Process Requirements and Limitations

Warranty Track Disposition

Rubber Track Solutions has the right to recall any track (part) at their expense. The communication will be provided to the dealer when the results are provided.

Claim Submission Time Limit

A preapproval request must be submitted to Rubber Track Solutions within 30 days of the failure date. Requests received more than 30 days from the failure date will use the claim received date as the failure date.

Track Warranty is NOT Transferrable

Track claims must be received from the original purchaser of the track. Track Warranty is not transferrable to the 2nd or subsequent owners.

Replacement Track Warranty Period

The replacement track will be covered under the full warranty term.

Mating Track Replacement

When a track with significant wear is replaced during normal use or under warranty, the customer must determine if the opposite-side replacement is necessary, but in all cases will be at the customer's expense.

Missing Claim Information

Track claims may be denied if they are missing any of the following information properly

1. Track Part Number and Serial Number
2. Track Warranty Start Date (Invoice Date)
3. Track Failure date, and tracks hours at the failure date
4. Required Pictures

Limited Warranty

Eligibility

Original Dealer that purchased the Rubber Track Solutions product.

Coverage

Rubber Track Solutions Track (parts) is warranted against defects in materials and workmanship from the date of purchase.

Excluded from Coverage

- Track no longer owned by the original purchasing end user
- Claims outside the listed months of service coverage
- 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's original design capabilities.
- Failure resulting from abuse, misuse, negligence, alteration, accident, field or road hazard or stubble damage, mismatching or adjacent tracks, misapplication, 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.

Owner Obligations

- Giving notice of failure within the applicable warranty period and providing valid proof of purchase.
- Installation cost and taxes
- Freight charges

Warranty Terms (Starts on the date of purchase)

Construction

Brand	Machine Type	Months of Service	Hours Limit	Pro- rated
5 Star	Any	12 months	1,000 Hours	After 6 Months
RTS	Any	12 months	Unlimited	No
Taite	Mini-Ex	12 months	1,000 Hours	No
Taite	CTL	12 months	1,000 Hours	After 250 Hours or 3 Months
Bridgestone	Any	12 months	1,000 Hours	No
Camso (SD)	Mini-Ex	30 months	1,500 Hours	No
Camso (HXD)	Mini-Ex	42 Months	3,500 Hours	No
Camso (SD)	CTL	18 Months	1,500 Hours	No
Camso (HXD)	CTL	24 Months	2,000 Hours	No
Camso (HXD)	MTL	14 Months	1,200 Hours	No
Camso	Paver	18 Months	1,500 Hours	No
Camso (OTT)	Skid Steer	12 Months	Unlimited	No
Camso (Steel OTT)	Skid Steer	24 Months	Unlimited	No
Camso Sprocket	CTL / Mini-Ex	18 Months	1,500 Hours	No
Loc	Paver	36 Months	Unlimited	After 12 months
Outside Purchase's	Any	Please contact RTS for further information		

Agriculture

Brand	Machine Type	Series	Months of Service	Hours Limit	Pro- rated
Camso	Friction Drive	Any	48 Months (Ag Usage)	2,000 Hours	After 24 months (Useable Tread Wear could also effect
Camso	Friction Drive	5500/6500	24 Months (Non Ag Usage)	2,000 Hours	After 12 months
Camso	Positive Drive	Any	48 Months (Ag Usage)	2,000 Hours	After 24 months or 1000 Hours
Camso	Positive Drive	Any	24 Months (Non Ag Usage)	1,000 Hours	After 12 months or 500 Hours
Camso	Positive Drive	Grip Trac & CTS Track	24 Months (Ag Usage)	Unlimited	After 12 months
Camso	Pull Behind	N/A	24 Months	Unlimited	After 12 months
Camso	CTS/TTS	N/A	12 Months Undercarriage 24 Months Track	2,000 Hours	After 18 months
Camso	Friction Drive	REMAN	48 Months	2,000 Hours	After 24 Months (Useable Tread Wear could also effect
Camso	Positive Drive	REMAN	48 Months	1,500 Hours	After 24 Months or 500 Hours
Camso	Any	Wheels	12 Months	Unlimited	No
Firestone	Agricultural Use	Any	48 Months	4,000 Hours	After 12 Months or 1,000 Hours
Firestone	Non - Agricultural Use	Any	24 Months	2,000 Hours	After 12 Months or 1,000 Hours
Loc	Any	Any	48 Months	Unlimited	After 12 months
Soucy	Agricultural Use	Any	12 Months	1,000 Hours	After 12 Months or 1,000 Hours
Soucy	S-TECH	Any	24 Months	1,000 Hours	
Soucy	Spare Parts	Any	6 months	Unlimited	
Taite	Friction Drive	Any	24 Months (Ag Usage)	2,000 Hours	After 12 months or 800 Hours
Taite	Friction Drive	Any	18 Months (Non Ag Usage)	1,200 Hours	After 12 months or 400 Hours
Taite	Positive Drive	Any	24 Months (Ag Usage)	1,500 Hours	After 12 months or 600 Hours
Taite	Positive Drive	Any	18 Months (Non Ag Usage)	1,000 Hours	After 12 months or 400 Hours

Photos and Documents Required

Construction Tracks

Invoice from Dealer to End User



Whole Machine with any Implements attached (if applicable)



Whole Undercarriage of Claimed Part



Close up of Sprocket (A) and Drive Wheel (B) showing condition

(A)



(B)



Part Defect Area showing Adjacent (Opposite) Features



Part Defect Close Up (In Focus) Up to 3 Photos



Photo of Logo (A) and Part Number (B)

(A)



(B)



Photo of Serial Number



Agriculture Tracks

Entire System Showing Complete Machine with attached implements



Whole Undercarriage of Claimed Part



Track Condition Inside and Outside (Tread (A) and Guide/Drive Lugs (B))



Photo of Drive Wheel



Part Defect Area Showing Adjacent Feature



Part Defect Close Ups (In Focus)



Photo of Logo (A) and Part Number (B)



Photo of Serial Number

