



Solideal Warranty Policy Overview

This document serves as an overview of Solideal's warranty policies and is in no way to be used as a substitution for the general claim policy and adjustments document set forth by TWECO NV or Solideal USA work procedure WP#07-033.

Tires

All Solideal tires are guaranteed to be free from defects due to materials or workmanship. This warranty remains valid for five years from the date of manufacturing. The validity of this guarantee depends on the tire type and on the conditions described in the claim policy and adjustments document.

All tires are designed and manufactured to carry the loads at the appropriate speeds given in the ETRTO standards.

Sizes of tire and rim should correspond to each other. The rim should be to ETRTO standards and free from defects with all applicable components being used. The rim should also equal or exceed the load capacity of the tire.

Industrial tires should not exceed an average speed of 5km/h at an average load of 75% of the maximum load.

Pneumatic tires should not exceed an average speed of 10km/h at an average load of 75% of the maximum load.

Thermal explosions due to an average speed above 2.5km/h on budget solid tires (armadillo, Ecomatic or Ecomaster) and 5km/h on budget pneumatic tires (Gripper) are not considered a manufacturing defect and are, therefore, not warrantable.

Normal and moderate use is considered as long as no foreign materials are destroying the tire and as long as braking, accelerating and steering forces are within the normal driving conditions.

If warranty analysis shows a tire has failed under guarantee, Solideal will make an allowance against the current list price towards the purchase of a new tire relative to the unused portion of the tread on the defective tire. The cost of transportation, service and sales tax already paid will be borne by the owner.

Solideal does not warrant against consequential or incidental damage arising from a defective tire.

Wheels

All Solideal wheels are manufactured to ETRTO standards and are designed to take the loads and pressures, equal to the ETRTO specifications of the tires which are recommended for the wheel.

All Solideal wheels are guaranteed to be free from defects due to materials or workmanship. The guarantee remains valid for three years from the day of manufacturing.

Sizes of tire and rim should correspond to each other. Care should be taken to ensure correct sizes and make of components are used for that particular size of rim. The complete set of components should always be used for that rim.

Only trained personnel using necessary safety equipment and working to OSHA regulations should service a wheel. Tires should be fully deflated and valve cores removed before the wheel is removed from its vehicle.

If warranty analysis shows a wheel has failed under guarantee, Solideal will make an allowance against the current list price towards the purchase of a new wheel. The cost of transportation, service and sales tax already paid will be borne by the owner. Final warranty is subject to product manager approval.

Solideal does not warrant against consequential or incidental damage arising from a defective wheel.

Tracks

All Solideal rubber tracks are manufactured according to high quality standards and are made to take the loads and torques to work on the specific guiding systems, on the machines they have been designed for.

All Solideal wheels are guaranteed to be free from defects due to materials or workmanship. Accepted track warranties will be rebated on a prorated schedule.

Excavator tracks are guaranteed for a maximum of 1,000 operating hours or 5 years, whichever comes first.

CTL tracks are guaranteed for a maximum of 500 operating hours or 5 years, whichever comes first.

Dumper tracks in 500mm and up are guaranteed for a maximum of 800 operating hours or 5 years, whichever comes first.

OTT tracks are guaranteed for a maximum of 500 operating hours or 5 years, whichever comes first.

AG tracks are guaranteed for a maximum of 1000 operating hours or 1 year, whichever comes first.

The size of the track should correspond to the most current SUSA track machine list.

Incorrect fitment of the rubber track including tensioning can result in the premature failure of the track and will void the warranty.

Regular cleaning of the drive system – sprocket, idler and rollers – as well as the track is highly recommended to obtain maximum track life. Inspection of the tensioning system must be done on a regular basis.

This guarantee for all tracks is valid only under the circumstances described in the track warranty manual.

If analysis shows a rubber track has failed under this guarantee, Solideal will make an allowance against the current list price towards the purchase of a new Solideal track, based on the track warranty proration charts.

The cost of transportation, service and sales tax already paid will be borne by the owner. Final warranty is subject to regional or general track sales manager approval.

Solideal does not warrant against consequential or incidental damage arising from defective tracks.