



## **PRODUCT WARRANTY**

**9,000 lb, 10,000 lb, 12,000 lb, & 16,800 lb Electric Winches**

**This product carries a 3 year warranty against faulty parts and workmanship.**

**This product carries a 6 month warranty on the electrical control box  
This includes Solenoid, Wireless and Hand Remote.**

**Proof of purchase should be kept and presented when making a warranty claim; this must include the invoice number and date of purchase.**

**Warranty Returns.**

**We encourage firstly ringing our technician Ben on 0424256939 or emailing Ben at [ben@tigerz11.com.au](mailto:ben@tigerz11.com.au).**

**Warranty repairs can take between 7 to 21 days we DO NOT REPAIR PRODUCTS ON THE SPOT.**

**It is the purchaser's responsibility to ship the product back to the place of purchase.**

**Every effort is made for a speedy return of your product**

**Please ensure that you read and follow all instructions carefully, as failure to comply with the instructions may result in injury or damage to yourself and/or your vehicle, and void your warranty.**

- Does not include any defect caused by abuse, accident, improper installation or operation, lack of reasonable care, loss of parts, unauthorized modifications, tampering or attempted repair by an unauthorized person.
- All defective products or parts will be repaired or replaced, not including consumable items or accessories.
- If any object comes into contact with the winch causing damage, it is **NOT** covered by warranty.
- Any damage due to lightning strikes, indirect or direct is **Not** covered by warranty.
- This warranty does not cover normal wear and tear of the winch and its parts.
- Any modifications to any wiring will void your warranty
- The purchaser is responsible for the risk and cost of transportation, and in the case of goods being in sound working order, the owner may be charged a fee.
- The warranty for the winch includes all rights and remedies with respect to the consumer under the Trade Practices Act and similar state/territory laws.
- Failure to comply and follow instructions will void your warranty.

**Warranty Conditions Include, but are not limited to the following:**

- The winch **MUST** be used with a minimum 650 CCA (Cold Cranking Amps) battery. (Normally on battery specification label).
- The winch **MUST** have at least 1 complete layer of cable/rope on the drum at all times, the cable has a red mark which identifies the minimum that must remain on the drum.
- The winch **MUST** be mounted to a suitable steel winch compatible bull bar only.

- The winch **MUST** be used as per the instruction manual.
- **Do NOT** use the winch for industrial or commercial applications.
- **Do NOT** hook the winch cable/rope onto itself.
- **Do NOT** exceed the pulling limits of the winch.
- **Do NOT** shock load the winch.  
(i.e. when an increased load is suddenly applied to the winch cable/rope.)
- **Do NOT** overwork the winch, allow cooling during use, recommended duty cycle is 2 minutes on, 1 minute off.