



## PRODUCT WARRANTY

As of 01/12/2010

**The Tigerz11 Grande 12000lb & 10000lb single speed** winch will carry a 5 year warranty against faulty parts and workmanship

**The Tigerz11 Hercules 12000lb single speed** winch will carry a 2 year warranty against faulty parts and workmanship .

A receipt of the service must be kept so you don't void your warranty.

**Winches 5000LB 6000LB & 20000LB 24V Truck Winch** carry a 1 year warranty against faulty parts and workmanship

**T.G Thompson Control Box** carries a 12 month warranty

**Other control boxes** carry a 6 month warranty this includes the **Hercules control box**.

This includes Solenoid & Hand Remote. **Does not include** the Wireless Remote & Receiver which is a Free Bonus giveaway.

Components that have water or corrosion damage are not covered under warranty.

Rope is not covered by under warranty if damaged is due to neglect or wear & tear this will be up to Tigerz11 discretion

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

## **Warranty Returns.**

Firstly contact Tigerz11 at [paul@tigerz11.com.au](mailto:paul@tigerz11.com.au) or Ph 1300 78 58 52 so we can discuss any issue you may have. If then it is determined that the winch needs more investigation, the winch must then be removed by the installer and returned to a designated Tigerz11 repair agent. It is the purchaser's responsibility to return the winch to the designated agent for repairs, Tigerz11 are not liable for returns that are damaged during freight. If the winch is not covered by the Tigerz11 Warranty the consumer shall pay all costs including return freight.

Warranty repairs can take between 7 to 21 days.

## **WARRANTY REPAIRS CAN ONLY BE AUTHORISED BY TIGERZ11**

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 the winch and or 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 1 minute on ,1 minute off.**

**ROOF RACKS ,TENTS ,AWNINGS ,HIGH LIFT JACKS ,THUMPER AIR COMPRESSOR ,RECOVERY KITS**

**ALL CARRY A 12 MONTH WARRANTY**