

Warranty Procedure

GENERAL

All procedures/policies described in this manual apply only to authorized SnowDogg™ distributors. Products must be registered online at **www.snowdogglows.com** to be eligible for warranty coverage. Buyers Products reserves the right at any time to change these policies, labor rate tables, and flat rates upon written notification.

COVERAGE

SnowDogg HD and EX plows are warranted for a period of two (2) years after the date of original purchase to be free from defects in material and workmanship. Buyers Products or an authorized distributor will repair or replace any part proven to be defective to Buyers Products satisfaction.

For warranty service, the product must be registered online at www.snowdogglows.com and returned to an authorized distributor, preferably the selling/installing distributor for that plow. Any work performed outside of the SnowDogg dealer network should be pre-authorized by Buyers Products customer service.

LIMITATIONS

The foregoing warranty has limitations and shall NOT apply to the following:

- Standard maintenance, including, but not limited to
 - Fluid replacement
 - Fastener torque
 - Adjustments
 - Greasing/Cleaning
 - Etc.
- Damage resulting from failure to follow provided installation instructions, service guides, or other service literature or instructions provided by Buyers Products.
- Damage resulting from use or installation of unapproved third party components/hardware.
- Damaging resulting from alterations and modifications to equipment beyond that authorized by Buyers Products.
- Failure due to customer abuse.
- Failure due to use in areas other than snow and ice removal.

- Wear items replaced due to normal operating conditions including, but not limited to
 - Cutting edges
 - Shoes
 - Etc.
- Corrosion/Contamination due to improper maintenance or storage.
- Paint finish
- Minor damage due to shipping, handling, storage, or use.
- Repairs or damage to motor vehicle and/or frame of vehicle as a result of installation of snowplow to vehicle.
- Indirect costs including but not limited to:
 - Lost time
 - Equipment rental
 - Transportation charges
 - Etc.

PART RETURN PROCEDURES

In all cases, an RMA number must be received from Buyers Products customer service prior to warranty consideration.

- Buyers Products will, at its discretion, repair or replace warranted components if determined to be defective. Optionally, Buyers Products may issue a credit for the component.
- All components must be returned to Buyers Products with the RMA number and serial number (of parent unit) clearly visible on outside packaging.
- Clear photographs showing the damage, serial number placard, whole product, and area surrounding the damage will be acceptable ONLY if authorized by Buyers Products engineering and must be mailed or emailed in lieu of hardware. Any photographed parts must be kept by the distributor until the matter is resolved and disposal is authorized.
- Warranty claims will be evaluated by Buyers Products engineering.
- Replaced/repaired parts are warranted for the balance of the original warranty.

LABOR CLAIM PROCEDURES

- Labor rates and allowances are shown in the attached table and may be updated by Buyers Products at any time. Any changes will supercede previous tables.
- Labor credits apply only to parts returned for warranty consideration.
- A shop work order should be included with the part.
- Repair work beyond the scope of the attached table should be pre-authorized by Buyers Products.

Buyers Products prides itself on customer service and responsiveness to customer needs. Any work not covered by the warranty and aforementioned procedures may be covered at Buyers Products discretion if deemed necessary.

LABOR RATES

The labor rates shown are estimates, and will be adjusted as necessary to best reflect actual rates. These rates assume the following:

- A skilled, professional mechanic.
- Standard shop practices.
- Proper tools.
- Proper work area.
- Correct replacement parts and fasteners readily available.
- Proper safety equipment and usage.
- Continuous work without interruption.
- Ability to remove corroded fasteners with a cutting torch.

All items shown are times for component REPLACEMENT unless otherwise noted. This table can be used as a basis for similar work not shown.

Mechanical

WORK	HOURS
Moldboard	1.0
Moldboard (Skin Only)	0.8
Cutting Edge	0.4
Deflector	0.3
A-Frame	1.0
Pushbar	1.0
Lift Chain	0.2
Chain Lift Arm	0.2
Trip Spring	0.2
Jack Stand	0.2
Vehicle Mount	2.0
Light Bracket	0.2

Hydraulic

WORK	HOURS
Cylinder	0.4
Hose/Fitting	0.2
Solenoid Valve	0.3
Solenoid Valve Coil	0.2
Cross-Over Relief Valve	0.4
Main Relief Valve	0.3
Lift Check Valve	0.3
Angle Lock Valve	0.6
Valve O-Ring Kit (Plus Valve)	0.4
HPU Cover	0.2
Pump	0.4
Motor	0.4
Complete HPU	0.6
Inlet Filter	0.2

Electrical

WORK	HOURS
Handheld Controller	0.2
Headlamp Assembly	0.3
Truck Lighting Harness	0.4
Truck Control Harness	0.4
Motor Relay	0.3
Headlamp Adapter Harness	0.4
Plow Headlamp Harness	0.3
Plow Control Harness	0.3
Headlamp Bulb	0.2