



## WARRANTY POLICY

Portable Winch Co. guarantees its new products to be free from defects resulting from deficient material and workmanship under normal use and service.

Please see the full details of our warranty policy below.

The "original owner" is defined as the person or entity who purchased a product from an authorized retailer as evidenced by the original invoice.

The warranty is transferable if the new buyer holds a copy of the original invoice.

This warranty does not apply to items sold "as is".

### **\*IMPORTANT\***

If you have a problem with your winch or accessory, contact the retailer where you purchased it or Portable Winch Co. directly to know the next step. By email [sales@portablewinch.com](mailto:sales@portablewinch.com). By telephone Toll-free (Canada and USA) 1-888-388-7855. For other countries +1 819 563-2193.

## WARRANTIES

	<b>COMMERCIAL USE</b>	<b>PRIVATE USE</b>
<b>PRODUCTS</b>	(When the original invoice is made in the name of a company)	(When the original invoice is made in the name of an individual)
PCW3000	1 year	5 years



PORTABLE WINCHES	PCW3000-Li	1 year	5 years
	PCW4000	1 year	5 years
	PCW5000	1 year	5 years
	PCW5000-HS	1 year	5 years
	PCH1000	1 year	2 years
	PCH2000	1 year	2 years
	PCT1800	1 year	2 years

**SPECIAL OFFER: Register your winch online and get 1 additional year of warranty for free!**

MOTORS/ENGINES	Honda	Honda International Warranty
	Baldor	ABB Motors and Mechanical Inc. International Warranty
	Portable Winch (battery motor)	Portable Winch Co. International Warranty
ACCESSORIES	Ropes	3 months
	Pelican cases	Lifetime warranty
	Other accessories	1 year

This warranty covers the structural components and all the other components of the products from the date of product delivery to the end customer. Within this period, the customer must notify the dealer or approved distributor and make the product available for repairs. The dealer/distributor will complete the warranty claim and send it to our warranty department within 30 days of the replacement or repair date of the product to receive a credit.



Any defective part must be retained for subsequent inspection. Failure to return these parts upon Portable Winch Co. request will automatically cancel the warranty claim. Any parts replaced or repaired will be guaranteed for the remaining warranty period of the product on which they were installed or repaired or according to the warranty period of these actual parts, where applicable. The product's warranty period cannot be extended due to a non-use period caused by a repair, demonstration, inspection or lease return.

Portable Winch Co.'s sole obligation under this warranty is limited, at its discretion, to the repair or replacement without charge at Portable Winch Co.'s factory or distributor warehouse, all shipping costs paid by the user. Unless otherwise expressly stipulated in writing, this warranty does not constitute a warranty on performance or productivity.

Portable Winch Co. reserves the right to make changes or improvements to its products and this, without obligation towards its customers. In case of a modification or improvement, when a repair or replacement claim is made, Portable Winch Co. will not be required to make these modifications or improvements, but may do so at its discretion, at the customer's cost, on the product or parts already sold.

## **Exclusions**

This warranty, as a whole, does not cover maintenance and wear parts or consumable products for Portable Winch Co. models including, but not limited to, greases and lubricating oils, filters, parts suffering from friction when in contact with the rope or any other part showing evidence of negligence, overload, abuse, accident, maintenance, unsuitable storage or use or an unauthorized alteration. No warranty claim shall apply in the following cases:

- a) Product damaged during transit or storage;
- b) Shipping costs for the product or part sent for inspection and/or repair;
- c) Costs incurred for repairs performed at an overtime rate;
- d) Problem investigation and diagnosis;



- e) Costs for the use of an identical product when the original product is being repaired under warranty;
- f) Costs incurred by communication and transportation when the product is being repaired under warranty;
- g) Product on which the identification number or serial number is not visible.

All parts or components not manufactured by Portable Winch Co. are covered by their respective manufacturers and not by Portable Winch Co. However, Portable Winch Co. will process claims for these parts with the exception of *Honda* and *Baldor (ABB)* engines/motors.

*Honda* engines/motors, subject to commercial or domestic use or lease, are covered for a period that varies from one country to another. Warranty repair claims for these engines/motors can be made to any *Honda* small engines service centre. The portable winch's serial number must be written on the customer's original invoice and will be used by the service centre for *Honda* small engines to determine the warranty's validity period.

*Baldor (ABB)* motors, subject to commercial or domestic use or lease, are covered for a period that varies from one country to another. Warranty repair claims for these motors can be made to any *Baldor* service centre (or *ABB Motors and Mechanical*). The portable winch's serial number must be written on the customer's original invoice and will be used by the *Baldor* service centre (or *ABB*) to determine the warranty's validity period.

For any questions or comments, contact Portable Winch Co.'s customer service: 1 888 388-7855 / +1 819 563-2193.

This warranty will be canceled if a repair or alteration is made to a Portable Winch Co. product by a person or company who has not received prior approval from Portable Winch Co. and which, in the opinion of Portable Winch Co, affected the product's performance and/or reliability in any way.



Any modification made to a Portable Winch Co. product without prior approval from Portable Winch Co. and/or repair carried out with parts not having been approved by Portable Winch Co. beforehand will automatically cancel this warranty. This warranty is not valid for any problem resulting from an unsuitable use or installation of parts or components or from a lack of normal and proper maintenance.

THIS WARRANTY CONSTITUTES AND REPLACES ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLICIT, WRITTEN OR ORAL, INCLUDING, BUT NOT LIMITED TO, ANY IMPLICIT WARRANTY OF MERCHANTABILITY OR SUITABILITY FOR A SPECIFIC USE.

THIS WARRANTY WILL BE APPLIED AND INTERPRETED IN ACCORDANCE WITH THE LAWS AND COMMERCIAL PRACTICES IN FORCE IN THE PROVINCE OF QUEBEC, CANADA.

Portable Winch Co. cannot be held responsible for any damage, whether accidental or resulting from operator negligence, and it is understood that this warranty is the only right and remedy for the customer or the user.