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WARRANTY GUIDE

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M&W

RHINO AG[®]

AN ALAMO GROUP COMPANY

1020 S. SANGAMON AVE.

GIBSON CITY IL 60936

1-800-221-2855

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WARRANTY GUIDE

INTRODUCTION

The purpose of this guide is to serve as a ready reference manual for Dealers to use when administering warranty on Rhino products. It is the intent of this guide to state warranty procedures as plainly as possible so that Dealers will clearly understand what will be reimbursed by Rhino and what expenses are not covered by Rhino warranty. Proper application of the information contained in this manual will increase customer satisfaction by providing clear, fair settlement of claims, and decrease Dealer net warranty expense.

Rhino will reimburse Dealers for claims made in accordance with the information provided in this guide.

This information provided in this guide is not intended to conflict with any of the provisions of the Warranty Statement. If conflict occurs, the provisions of the Warranty Statement will prevail.

Glossary

It is to the benefit of all users of this guide to have the same understanding of the terms used throughout this guide. When these terms are used, they will be referring to the definitions described here.

Buyer: The end user, "User", Owner.

Commercial Application: Any use or application of the product for hire in which User receives direct compensation from another entity for the use of the product or for services provided using the product.

Purpose of Warranty: The purpose of a warranty is to ensure that the buyer receives fair value. The warranty protects the buyer from defective materials or workmanship, protects the manufacturer from unreasonable claims, and serves to help maintain the quality reputation of the manufacturer.

****Please Note:** New wholegood units shipped short (parts missing) or with damage should not be submitted on a warranty claim. Please contact Customer Service if this issue arises.

Repair Date: The date of last labor on the repair. In situations in which only parts are provided, it is the date of sale of the parts.

Warranty: A pledge that something is what it is claimed to be. It can also be defined as an assurance from a seller to a buyer concerning specific areas of importance involved in the purchase.

Warranty Guide: The documentation that the Dealer uses as a guide to administering warranty and as an instruction manual in obtaining reimbursement for warranty expenses. This is a Dealer document, provided by the manufacturer, and should not be of concern to buyers (end users).

Warranty Registration: Sold units need to be registered online to the owner by the dealer.

Warranty Repair: A repair made to a product to restore that product to the condition it was in immediately prior to the warrantable failure. The intent is that only the failed parts and parts damaged by the failure, including necessary gaskets and seals, are replaced during the warranty repair. Warranty does not cover normal wear. See "Warranty Repair Guidelines" for additional information.

Warranty Statement: A document that is provided in the Operators Manual for the buyer by the manufacturer that includes all the details concerning the warranty that the buyer needs to know. The information covered in the statement includes:

- Who warrants the product.
- What is warranted.
- How long the product is warranted.
- What the manufacturer will provide as a remedy.
- The user's responsibilities.
- Limitations or conditions affecting the warranty.

TABLE OF CONTENTS

SUBJECT	SECTION-PAGE
Quick Reference Chart	1-1
Warranty Administration	2-2
Rhino International Responsibilities	2-2
Dealer Responsibilities	2-2
User Responsibilities	2-2
Claim Submission	2-3
Determining Cause of Failure	2-3
Time Allowed for Submitting the Claim	2-3
Claim Follow-up	2-3
Claim Settlement procedure	2-3
Claimable Expenses	3-5
Parts	3-5
Labor	3-5
Field Labor	3-5
Setup, Assembly, Installation, and Predelivery	3-6
Labor Rates	3-6
Miscellaneous Expenses	3-6
Oil	3-6
Wear Items	3-6
Travel Time, Mileage, Hauling	3-6
Outside Repairs	3-6
Freight	3-6
Emergency Service Charges	3-6
Warranty Repair Guidelines	4-8
Warranty Repair	4-8
Repair vs Replacement	4-8
Approved Repair Parts	4-9
Technical Assistance	4-9
Preventive Repairs Initiated by Dealer	4-9
Warranty Parts Handling	5-10
Parts Retention	5-10
Parts Storage	5-10
Warranty Parts Returns	5-11
Completing the Claim	6-12
Claim Settlement Codes	7-16
Factory Requested Repairs	8-17
New Parts Warranty	9-18
Cuttershaft warranty	10-20



WARRANTY GUIDE

SECTION 1

ALAMO GROUP (IL) INC.
Agricultural Division

QUICK REFERENCE CHART

The following chart is provided as a quick reference for Dealers to use in administering warranty. Please see the section entitled "Claimable Expenses" for further definition and explanation of each type of expense. The 'X' signifies the party responsible for the expense.

EXPENSE TYPE	USERS	DEALER	RHINO AG	CLAIMABLE AT/ NOTES
PARTS to repair failure			X	Dealer net
LABOR to repair failure			X	Per Rhino Ag. Flat Rate Manual Labor rates established by Alamo Group.
OVERTIME LABOR	X			
TRAVEL TIME	X			
MILEAGE/ HAULING	X			
FREIGHT to obtain parts (normal surface freight)			X	Rhino Ag. covers. Throughout the warranty period. Claimed at cost with invoice attached.
FREIGHT to obtain parts at Servis-Rhino's request			X	Cost with invoice copy attached.
PREMIUM FREIGHT	X			
OIL and other consumables	X		X*	*Rhino Ag. may cover under certain circumstances. See "Claimable Expenses".
OUTSIDE REPAIRS			X	Cost with invoice attached. Only for certain types of repairs. See "Claimable Expenses".
MISCELLANEOUS MATERIAL			X	Cost with invoice copy attached.



WARRANTY GUIDE

SECTION 2

ALAMO GROUP (IL) INC.
Agricultural Division

WARRANTY ADMINISTRATION

The purpose of this section is to outline the responsibilities of all parties involved and to provide information on claim settlement procedures.

The administration of Rhino Ag. warranty involves three parties: the Manufacturer (Rhino Ag.), the Dealer, and the User. Each party involved has distinct responsibilities as far as warranty administration is concerned.

Rhino Ag. Responsibilities:

- Manufacture a quality product.
- Establish a warranty policy to address correction of manufacturing errors (defects in material or workmanship).
- Reimburse Dealer for warranty repairs in accordance with the established Warranty Policy.

Dealer Responsibilities:

- Explain terms of warranty to the User at the time of sale.
- Help User choose the correct product for the application.
- Provide prompt and qualified assistance (including troubleshooting and warranty administration) to the User.
- Prepare and submit warranty claims in accordance with Alamo Group Ag. warranty policy and procedure.

User Responsibilities:

- Operate the machine in a responsible manner for the use intended by Alamo Group Ag.
- Perform lubrication and maintenance as prescribed in the Operator's Manual.
- Provide proof of purchase date to verify warranty coverage.
- Promptly notify Dealer of warrantable failure and return product to Dealer for service.

It is in the best interest of all parties concerned that each party fully understands its responsibilities. While Rhino Ag. warrants the product to the User, the Dealer is responsible for administering the warranty to the User.

The importance of thoroughly explaining the terms of the warranty to the User at the time of sale can not be overemphasized. A good understanding of the warranty coverage is crucial to maintaining a good business relationship with the User. The User must not be allowed to believe that the warranty means "free parts and service" during the warranty period. **IT IS MUCH EASIER TO EXPLAIN WARRANTY AT THE TIME OF SALE THAN IT IS AFTER THE MACHINE HAS BROKEN.**

Determining Cause of Failure: Since the Dealer generally has access to more facts, can see the parts, and can observe the customer's operation, the Dealer has the responsibility to inspect the parts, gather all the facts, and determine if the failure was caused by a defect in materials or workmanship. While some failures are simple and quick, others can be difficult. The idea is to reasonably establish responsibility. As a general guide, the following questions should be answered before any commitment is made to the customer concerning warranty.

Was this failure most probably caused by:

- 1. Operating conditions or improper application.**
- 2. Damage, accident, misuse, or neglect.**
- 3. Operating techniques.**
- 4. Lack of maintenance or adjustment.**

If the answer to any of these questions is "Yes", do not submit a claim for this failure. If you determine that the failure was most probably caused by a defect in material or workmanship, submit a claim accordingly. Include all the pertinent information that you used in arriving at your conclusion.

Claim Submission: Claims are to be prepared promptly after the repair is completed. Only one failure may be addressed on any one claim. Claims that are submitted with more than one failure will result in payment delays or disallowance. Claims should be prepared according to the instructions in the Warranty Guide section entitled "Completing the Claim".

Time Allowed for Submitting the Claim: Claims are to be received by Rhino Ag. within 90 days from the repair date in order to be considered for full reimbursement. Claims received over 90 days (3 months) after repair date **WILL NOT BE CONSIDERED.**

Claim Follow - Up: Since Rhino Ag. will not be aware of claims that are not received, the Dealer must be responsible for following up on claims submitted. As a general rule, the Dealer should either receive a RMA (Return Material Authorization) or a credit memo within 30 days of submission date. When an **RMA** is issued the parts re-quested to be returned with in **60 days**. Any parts requested by the **RMA not returned properly** will be **canceled**. If there has been no response within 30 days, the Dealer should call the Rhino Ag. Warranty Department to verify-receipt of claim.

Claim Settlement Procedure: When Rhino Ag. receives the claim, the claim will either be:

1. Allowed and paid per warranty guidelines.
2. Rejected and returned for additional information.
3. Acceptance Pending parts return request and inspection of the returned parts..

Claims amounts that are accepted and allowed by Rhino Ag. will be credited to the Dealer's account.

Claims that are partially or completely disallowed for insufficient information may be resubmitted, provided that the additional information required is included. The supplemental claim should have an "A" added to the end of the original claim number for identification purposes.

It is important to note that the application for warranty is not to be confused with the granting of warranty, nor does it relieve the Dealer from paying invoices within the terms in anticipation of warranty being granted. Outstanding warranty claims will not be accepted as reason for withholding prompt payment of an account.

Rhino Ag. will make every effort to expedite the payment of Dealer warranty claims, however, it should be understood that the speed of processing depends greatly on the information the Dealer provides on the claim.



WARRANTY GUIDE

SECTION 3

ALAMO GROUP (IL) INC.
Agricultural Division

CLAIMABLE EXPENSES

This section addresses the types of expenses that are reimbursable under Rhino Ag. warranty and any supporting documentation required to process the claim.

The information in this section is provided so that Dealers will know in advance what will be paid by Rhino Ag and what should be charged to the User.

All claimable expenses listed in this section will be reimbursed provided the claim meets the other criteria found elsewhere in this guide.

Parts: Genuine Rhino Ag parts are required to replace Rhino Ag parts that fail or are damaged by the warrantable failure are claimable. Copies of Rhino Ag invoices are not required unless the replacement parts were purchased over a year earlier. Rhino Ag checks parts claimed against Dealer purchase records to verify that genuine Rhino Ag parts are purchased. See "Warranty Repair Guidelines" for information regarding the use of non- Rhino Ag parts.

Parts are reimbursed at dealer net price unless otherwise required by law.

Labor: Labor needed to repair warrantable failures is claimable according to the times published in the appropriate Rhino Ag Flat Rate Manual. For labor operations required that are not found in the Flat Rate Manual, the Dealer should contact the Rhino Ag Warranty Department to discuss the repair before performing the work. The amount of labor to be covered will be agreed upon and the Dealer will be faxed a copy of an authorization, Troubleshooting (maximum 1 hour) and testing after repair for failures on hydraulic units that require it are also claimable.

It is not the intent of Rhino Ag warranty to reimburse the Dealer for excess labor expended due to Dealer inefficiencies, such as lack of proper tooling, shop lifting equipment, or lack of experienced technicians.

Field Labor: The Rhino Ag Warranty Statement states that it is the **User's responsibility** to return the product to the dealer to secure warranty service. As such, any additional labor made necessary due to the repair being made in the field are not claimable and are considered a **USER EXPENSE**.

Setup, Assembly, Installation, and Pre-delivery: These expenses are considered a cost of sale and should be figured into the sale price. These expenses are **not claimable**.

Labor Rates: All dealers are reimbursed at their shop rate on file at Rhino Ag unless otherwise required by law. The rate is subject to periodic review, therefore, no specific labor rate will be included here.

Miscellaneous Expenses: Steel or other miscellaneous items necessary for the repair and not supplied by Rhino Ag may be claimed. Claims must list items separately and a **copy of the invoice must accompany the claim** to show the Dealer's acquisition cost. Such items are reimbursed at acquisition cost.

Oil: Oil contaminated by debris from a warranted failure or otherwise made unusable by a warranted failure is claimable. Oil lost due to leakage or contaminated from any other source is not claimable. When oil is claimed, it must be claimed at acquisition cost.

Wear Items: Normal wear items which include but are not limited to filters, hoses, belts, discs, blades, tines, tires, shields, guards, etc. are not claimable unless they fail due to a defect in material or workmanship. Warranty does not cover wear.

Travel Time, Mileage, Hauling: The Rhino Ag Warranty Statement states that it is the User's responsibility to return the product to the Dealer to secure warranty service. As such, any travel or transportation related expenses are **not claimable** and are considered **User expenses**. The Dealer may elect to cover some or all of these charges if they deem it to be in their best business interest.

Outside Repairs: Repairs contracted to others such as welding or machining are claimable provided they are claimed at cost and a **copy of the invoice is attached**. Only specialty services such as welding, machining, and painting, etc. are claimable. Any travel expenses or overtime expenses should be removed before claiming since these are not covered by warranty.

It is the intent that only Authorized Dealers perform the disassembly and assembly of the unit and complete the repairs. It is NOT the intent for warranty repairs to be performed by non-Rhino Ag dealers. Labor will not be paid on repairs performed by non-Rhino Ag dealers.

Freight: Normal surface freight to obtain warranty parts from Rhino Ag is claimable only for failures occurring throughout the warranty period from purchase date unless otherwise required by law.

Freight to return failed parts to Rhino Ag at Rhino Ag's request is claimable.

Premium freight (air or special delivery charges) are not claimable in any case.

Freight expenses claimed must be listed on the claim and invoice copies attached.

Since freight charges are not usually known or available when claiming for a repair, claims for freight to return parts at Rhino Ag's direction can be consolidated and claimed when convenient. The description of the claim must list each RMA number and charge separately and include copies of invoices



WARRANTY GUIDE

SECTION 4

ALAMO GROUP (IL) INC.
Agricultural Division

WARRANTY REPAIR GUIDELINES

Warranty Repair: A warranty repair is a repair made to a product to restore that product to the condition it was in immediately prior to the warrantable failure. The intent is that only the failed parts and parts damaged by the failure, including necessary gaskets and seals, are replaced during the warranty repair. **Warranty does not cover normal wear.**

Repair vs. Replacement: It is the responsibility of the Dealer to make the most cost-efficient repair. In most cases, the method of repair will be obvious, however, situations do arise in which it is unclear whether to repair or replace a component. In these situations, the following criteria should be used as a guide:

If the part or component can be repaired for 50-60% (parts and labor) or less of the dealer net price of the part

AND

The repaired component can be expected to provide normal service life to the User,

THEN

Repair the part.

If BOTH of the above conditions are not met, the part or component should be REPLACED.

Rhino Ag Warranty Department should be called for guidance when making repairs on any major components that experience a failure at extremely low hours.

Warranty credit will be affected if the above guidelines are not followed. If the repair method used is questionable, justification should be added to the story.

Repair turnaround time is NOT a factor in making the "repair vs. replacement" decision. If parts are not available and are not expected for an extended period, notes should be made on the sales order when placing the order that will document the situation, and notes should be added to the claim to support the use of the replacement component.

In my repair, the CAUSE of the failure should be identified and corrected to prevent subsequent failures.

Approved Repair Parts: Only GENUINE Rhino Ag replacement parts are approved for warranty repairs. Rhino Ag warranty will not apply to any subsequent failure of non-Rhino Ag parts nor to any damage resulting from the use of non-Rhino Ag parts.

If non Rhino Ag parts are used the dealer must supply a copy of their invoice for the non Rhino Ag part showing the dealers cost for the part. Rhino Ag at its discretion may either supply the dealer with an Rhino Ag replacement part or credit the dealer for the non Rhino Ag part. In no instance will the credit exceed the dealers cost of the genuine Rhino Ag part.

Technical Assistance: Rhino Ag employs personnel on their staff to handle Technical Service questions. One of their functions is to provide assistance to Dealers in troubleshooting and correcting problems. The recommendations they make are based on, and are only as good as, the information received from the Dealer. RECOMMENDATIONS MADE BY TECHNICAL SERVICES REPRESENTATIVES DO NOT CONSTITUTE A COMMITMENT TO PAY A CLAIM. It is not the purpose nor intent for the Technical Services staff to take responsibility for troubleshooting and repairing machines in the field. While the knowledge and experience of the representatives may prove invaluable, the responsibility for the repair remains with the Dealer.

In certain situations Technical Service Representatives may authorize labor or the replacement of certain un-failed parts. When these agreements are made, the dealer should ask for an authorization. The authorization will be in the form of a "CALL LOG NUMBER". This call log number MUST be indicated on the description of the claim in order to receive credit as authorized by Technical Services. Failure to supply the proper call log number will result in the claim being denied.

Any procedures that the Dealer is being asked to do that are outside the bounds of normal warranty must be authorized. If in doubt, ask for an authorization.

Preventive Repairs Initiated by the Dealer: Warranty covers FAILURES caused by defects in materials or workmanship. If no failure has occurred, warranty does not apply. Dealers should not take it on themselves to initiate repairs to a machine to prevent a failure they think will occur and expect to get paid on warranty. Claims for preventive repairs will be paid only when authorized by a Rhino Ag Service Bulletin.



WARRANTY GUIDE

SECTION 5

ALAMO GROUP (IL) INC.
Agricultural Division

WARRANTY PARTS HANDLING

Parts Retention: All parts replaced during a warranty repair are to be retained by the dealer. This includes both failed parts and parts damaged as a result of the failure of another part. In other words, any part that is going to be listed on a claim must be retained. RHINO AG WILL NOT ISSUE CREDIT FOR PARTS THAT ARE NOT RETURNED AS REQUESTED.

Parts should be retained until the parts are requested by Rhino Ag or until the claim is settled, whichever occurs first.

Failures that involve cracked or broken parts that are welded and reused should be photo-graphed before the repair is made. The photographs should clearly show the failure and any other areas that are critical in establishing responsibility for the failure. This includes other components that could cause or contribute to the failure.

The photographs of the parts must accompany any warranty claim. The claim must indicate that the failed parts have been welded and reused photographs of the parts prior to the emergency repair are attached. **Please take photo of serial number tag along with the whole unit zoomed out and photo of the issue zoomed in.**

Parts Storage: Warranty parts should be cleaned and stored in a manner that will prevent any further damage. Parts should be cleaned unless cleaning would remove evidence of cause of failure. ALL HYDRAULIC PARTS MUST HAVE ALL OPENINGS CAPPED, PLUGGED, OR OTHERWISE COVERED TO PREVENT CONTAMINATION. PARTS RECEIVED WITH OPEN PORTS WILL BE DISALLOWED.

Parts should be immediately tagged after repair to ensure proper identification.

PARTS THAT ARE DAMAGED FROM EXPOSURE OR MISHANDLING WILL NOT BE ALLOWED ON THE CLAIM.

Warranty Parts Returns: If, after receiving a claim, Rhino Ag deems it necessary to inspect the failed parts, an email will be sent to the Dealer. The email includes directions on where and how to send the parts. The procedure for returning parts is as follows:

- If not already done, clean the parts unless cleaning destroys evidence of cause of failure.
- All parts must be tagged with claim number and part number. **THIS IS VERY IMPORTANT. NO CREDIT WILL BE ISSUED FOR PARTS THAT CANNOT BE IDENTIFIED.** Please make sure your parts are properly identified before they leave your facility. While we make every reasonable effort to match parts with claims, Rhino Ag accepts no responsibility for parts received without proper identification.
- Package parts for return so as to prevent further damage.
- **CHECK THE APPROPRIATE BLOCK ON THE FORM TO INDICATE WHETHER YOU WANT THE PARTS RETURNED OR SCRAPPED IN THE EVENT THAT THE CLAIM IS DISALLOWED.** Rhino Ag does not store parts for claims that are disallowed. If no option is checked, the parts will be scrapped after the warranty decision is made. Return freight will be at Rhino Ag's expense.
- Include a copy of the claim form with the parts and ship to the designated location **PRE PAID.** Parts shipped collect or C.O.D. will not be accepted.
- Parts must be received at Rhino Ag within 60 days from the date of the request. Claims will be disallowed if parts are not received within that time.



WARRANTY GUIDE

SECTION 6

ALAMO GROUP (IL) INC.
Agricultural Division

COMPLETING THE CLAIM

This section covers instructions for properly filling out the Rhino Ag warranty claim form that is online at www.alamoagservicecenter.com

A complete and properly filled out claim is essential for timely recovery of warranty dollars by the Dealer.

WARRANTY DECISIONS ARE BASED ON THE INFORMATION PROVIDED ON THE CLAIM FORM and from the inspection of returned parts. Claims that are incomplete or that do not adequately explain the failure and repair will result in the claim payment being delayed or completely disallowed.

A claim can address only one failure on one serial number. CLAIMS WILL NOT BE ACCEPTED THAT INCLUDE MORE THAN ONE FAILURE OR SERIAL NUMBER.

When preparing the claim, please keep in mind that the person handling the claim at Rhino Ag will know nothing about the failure and repair except what is provided on the claim. Information must be provided to adequately justified all items on the claim.

Please refer to the sample claim form provided on the following pages for an explanation of the information required in each blank of the form. Fields with a **RED*** must be filled out.

1. Warranty Info: On the left will be the dealers information. On the Right , choose Claim Type. OEM, Dealer Stock or 90 Day Parts Warranty
2. Machine Information: This is where you lookup the Model & Serial Number. Repair & Failure dates are also required.
3. Attached To: What is the machine attached to
4. Comments and Pictures: Describe in detail what happened. Why did the unit need repairs? The more information the better. Add pictures if you have them.

5. Add Part Numbers: Use the Green LOOKUP PARTS box to lookup parts and add them to the claim.

6. Labor Rate: Add labor hours for the repairs

7. Additional Amounts: Freight from parts invoice

8. Additional Claimable Expenses: For outside services or items such as oil or hydraulic fluid. We may ask for invoices for these.

9. Status: Email address of person submitting claim. Any correspondence from Rhino Warranty will go to this email address. This section will also tell you if the claim is New, Waiting on Parts, Waiting on Info, Processed, Rejected or Invoiced.

There is a submit button at the bottom. Upon submitting the claim the dealer will get an acknowledgment of the claim with an Application Number.

ACTION	PART NUMBER	INVOICE NUMBER	DESCRIPTION	QUANTITY	PRICE	NET PRICE	CAUSAL PART	RETURN PART
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SUBMIT



WARRANTY GUIDE

SECTION 7

ALAMO GROUP (IL) INC.
Agricultural Division

CLAIM SETTLEMENT CODES

This section addresses the method Rhino Ag uses to communicate information to the Dealer concerning the disposition of the claim.

Rhino Ag may utilize a list of codes that print descriptions on the credit memo. These codes are put on the memo when there is a difference between what is claimed and what is paid. The descriptions are designed to communicate to the Dealer why the claim was not paid as expected and what action (if any) is required to secure payment. These descriptions will be printed on the credit memo, so the warranty coordinator at the dealership should make arrangements to see these memos to reconcile warranty claims.

Rhino Ag utilizes an electronic method (Email) of notifying Dealers of claim disposition. Since the description is limited by space, a list of the descriptions and any additional explanation is provided here. Some are self-explanatory and no additional explanation is required.

OIL NOT COVERED PER WARRANTY POLICY

TRAVEL NOT COVERED PER WARRANTY POLICY- It is the User's responsibility to return the product to the Dealer for warranty service.

MILEAGE NOT COVERED PER WARRANTY POLICY

PARTS NOT RETURNED AS REQUESTED: This means that Rhino Ag requested the return of the parts and either the parts were not returned within the time frame allowed or that the wrong parts were returned.

CLAIM LABOR PER FLAT RATE MANUAL: Labor was not broken down and claimed in accordance with Flat Rate Manual.

INSPECTION INDICATES REPAIR NOT WARRANTY: This means that Rhino Ag has inspected the parts returned and does not see where a defect in material or workmanship caused the failure or that Rhino Ag was responsible for the failure. If additional information exists that would clarify Rhino Ag's responsibility, a supplemental claim may be submitted.

REQUIRES ADDITIONAL EXPLANATION: This means that Alamo Group Ag. does not have enough information to base a warranty decision on. This does not mean that Servis- Rhino will not pay the claim. It means that the claim can not be paid until sufficient information is provided to establish Alamo Group Ag.'s responsibility or to justify expenses claimed.

PLEASE CORRECT AND RESUBMIT CLAIM: This will be used in conjunction with other descriptions to communicate what needs to be corrected before a claim can be processed.

HYDRAULIC PARTS NOT CAPPED OR PLUGGED: See "Warranty Parts Handling"

WARRANTY PERIOD EXPIRED: The failure occurred outside the warranty period.

LABOR ADJUSTED TO FLAT RATE MANUAL: Labor was paid in accordance with Flat Rate Manual.

EMAIL TO FOLLOW: An email will be coming to explain disposition of claim.

ALLOWED AS POLICY ADJUSTMENT: This means that the claim was partially or completely paid even though something on the claim exceeded normal warranty guide-lines.



WARRANTY GUIDE

SECTION 8

ALAMO GROUP (IL) INC.
Agricultural Division

FACTORY REQUESTED REPAIRS

Occasionally Rhino Ag may discover a situation that requires that certain products be repaired before failure. When appropriate for the situation, rhino Ag will issue a "Service Bulletin".

The **Service Bulletin** authorizes certain repairs to be made and includes claim allowances, claiming instructions, products to be repaired, and instructions on how to complete the rework. Prepare and submit claims according to instructions provided in the bulletin.

Another form of factory communication is the "**Technical Information Bulletin**"(TIB). This should not be confused with the Service Bulletin. **The Technical Information Bulletin does not authorize payment for any repairs.** The only instance in which a Technical Information Bulletin can be used with a claim is when the product fails within the warranty period and the failure is covered in the bulletin. The purpose of the TIB is to disseminate technical information concerning repairs, procedures, etc.

Both Service Bulletins and Technical Information Bulletins are proprietary information for the use of Rhino Ag Dealers only and are not to be reproduced for, distributed to, or otherwise made available to anyone outside Rhino Ag and the Rhino Ag Dealer organization.



WARRANTY GUIDE

SECTION 9

ALAMO GROUP (IL) INC.
Agricultural Division

NEW PARTS WARRANTY

This section addresses warranty procedures for new genuine Rhino Ag parts sold as replacement parts.

Rhino Ag warrants new replacement parts against defects in materials or work-manship for 90 days from the **Dealers date of sale** of the part.

Administration

Unless otherwise noted in this section, policies and procedures stated elsewhere in this manual apply.

Claimable Expenses

Parts: New parts warranty covers only the purchased part that failed. In the event there are other parts damaged by the failure of a new replacement part, consult Rhino Ag Warranty Department for guidance.

Labor: Labor is claimable only to salvage a part or component in lieu of replacement of the part or component. See "Warranty Repair Guidelines, Repair vs. Replacement". Labor to remove and install the part is not claimable.



WARRANTY GUIDE

SECTION 10

ALAMO GROUP (IL) INC.
Agricultural Division

CUTTER SHAFT WARRANTY

This section addresses the handling of warranty requests for flail mowers that concern cutter shaft balancing or vibration.

Cutter shafts, as are other parts of the mower, are warranted against defects in materials or workmanship. There is the possibility that the cutter shaft can be damaged or bent during shipping. Out-of-balance cutter shafts can cause extreme damage to the rest of the machine due to vibration. Any out-of-balance situation on the cutter shaft that exists from the factory will be noticeable immediately. While it is not impossible, it is extremely unlikely that a warrantable out-of-balance condition will develop later if it is not present when the machine is first delivered. To prevent any misunderstandings, it is very important that cutter shaft warranty be handled according to the guidelines in this section.

Every flail mower should be run with knives installed, tested for vibration, and documented before delivery to the User. A cutter shaft that is out of balance will not get better, only worse. Any mower that is vibrating before delivery must have the cause determined and corrected before the unit is put into service. There are only a few things that can cause a new cutter shaft to be out-of-balance, but there are many things, most of which are caused by operation or damage, that can cause a used shaft to be out-of-balance. For these reasons, it will be much more difficult to get reimbursed for an out-of-balance claim on a used cutter shaft than on a new one.

Test for vibration at rated cutter shaft speed with knives attached. Cutter shafts are balance to run smoothly at the "Cutter shaft Speed" as described in the Operator's Manual. Cutter shafts are designed to operate at the rated PTO RPM. Operation of the flail mower at speeds lower than specified can actually cause the shaft to bend. Improper cutter shaft speed can be caused by the operator running the engine at too low a speed or from the ground speed being too fast for the cutting conditions, causing the shaft to slow down.



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