



Rubber Track Warranty Policy

Patriot Track and Tire (PT&T) offers a two-year limited warranty on all rubber tracks. Our customers at PT&T can rest easy knowing that we support and stand behind all our products offered. Our warranty guarantees that the product sold will not have manufacturing defects in materials or workmanship. See specifics below:

Compact Track Loader:

Compact Track Loader (CTL) Warranty: CTL rubber tracks are covered under limited warranty for a period of 24 months from date of purchase. Full replacement honored in the first 6 months of purchase with the remaining 18 months prorated.

0-6 months: Replacement to be covered under a warranted/verified manufacturing failure (see below specifications for replacement)

6-12 months: 50% of the original value of the track to be used against replacement tracks or credited back on customer's account.

12-18 months: 25% of the original value of the track to be used against replacement tracks or credited back on customer's account.

18-24 months: 10% of the original value of the track to be used against replacement tracks or credited back on customer's account.

Compact Mini-Excavator:

Compact Mini-Excavator (CME) Warranty: CME rubber tracks are covered under limited warranty for a period of 24 months from date of purchase. Full replacement honored in the first 6 months of purchase with the remaining 18 months prorated.

0-6 months: Replacement to be covered under a warranted/verified manufacturing failure (see below specifications for replacement)

6-12 months: 75% of the original value of the track to be used against replacement tracks or credited back on customer's account.



12-18 months: 50% of the original value of the track to be used against replacement tracks or credited back on customer's account.

18-24 months: 25% of the original value of the track to be used against replacement tracks or credited back on customer's account.

All other Rubber Tracks Offered:

All other Rubber Tracks offered by PT&T:

All other rubber tracks offered: All other delineations of rubber tracks offered by PT&T are covered under limited warranty for a period of 24 months from date of purchase. Full replacement honored in the first 6 months of purchase with the remaining 18 months prorated.

0-6 months: Replacement to be covered under a warranted/verified manufacturing failure (see below specifications for replacement)

6-12 months: 50% of the original value of the track to be used against replacement tracks or credited back on customer's account.

12-18 months: 25% of the original value of the track to be used against replacement tracks or credited back on customer's account.

18-24 months: 10% of the original value of the track to be used against replacement tracks or credited back on customer's account.

How to File a Warranty Claim:

Contact PT&T Customer service: Call in to the main line of PT&T 801-916-1566 or email info@patriottrackandtire.com for customer service. Please have ready the below:

- Make and Model of the machine
- Invoice number
- Date of installation with hours on the machine
- Number of hours on the machine since installation on the rubber track

PT&T will need photos of the below: (to attach to and approve the warranty claim)



- Photo of the defective track on the machine
- Photo of the defective area of the track
- Photo of the undercarriage parts that contact the rubber track (Sprocket, idler, rollers, etc.)
- Photo of the serial number printed on the track
- Photo of the worksite the machine was being used on when the failure happened

Before installation of your new rubber tracks:

Please refer to your OEM Equipment operations manual for the replacement timeline or wear thresholds to be aware of for any undercarriage parts. Worn or defective undercarriage parts can cause premature failure of rubber tracks which may result in a denial of your warranty claim. PT&T recommends calling your local OEM dealer for further instructions on, help with, or advise about installation of rubber tracks.

This warranty does not cover the following:

- Normal wear and tear
- Operator misuse or abuse
- Incorrect installation (refer to OEM operators manual or call the OEM in your area for specifics)
- Damage by recycling, demolition or any use of the rubber track outside of the standard scope of use.
- Shipping damages done by carrier mishandling
- Cost of installation
- Loss of product or machine

All warranties are nontransferable.