



**WARRANTY**



**POLICY**



Portable Winch Co. guarantees all its new products against manufacturing or material defects under normal operating conditions. Please see the full details of our warranty policy below.

The warranty is transferable from one user to another provided that the new buyer has a copy of the original invoice in his possession.

IMPORTANT: THE WINCH'S SERIAL NUMBER MUST BE WRITTEN ON THE ORIGINAL INVOICE.

	WINCHES	COMMERCIAL USE	PRIVATE USE
<b>PORTABLE WINCHES</b>	PCW3000	1 year	2 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
<b>ENGINES</b>	Honda	International Honda warranty <a href="http://engines.honda.com/parts-and-support/warranty-info">http://engines.honda.com/parts-and-support/warranty-info</a>	
	Baldor	International Baldor warranty <a href="http://www.baldor.com/brands/baldor-reliance/product-support/warranty-info">http://www.baldor.com/brands/baldor-reliance/product-support/warranty-info</a>	
<b>ACCESSORIES</b>	Ropes	3 months	
	Pelican boxes	Lifetime warranty <a href="http://www.pelican.com/ca/fr/about/guarantee-of-excellence/">http://www.pelican.com/ca/fr/about/guarantee-of-excellence/</a>	

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 these periods, the customer must notify the dealer or approved distributor and make the product available for repair.

The dealer/distributors will complete the warranty claim and send it to our warranty department within 30 days of replacement or repair of the product to receive a credit. Any defective part must be retained for subsequent inspection. Failure to return these parts at the request from Portable Winch Co. will automatically cancel the warranty claim.

Any parts replaced or repaired will be guaranteed for the remaining warranty period for the product on which they were installed or repaired or according to the warranty period of these parts, where applicable. The product's warranty period cannot be extended due 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



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, to the product or parts already sold.

## Exclusions

This warranty, in its entirety, 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 unauthorised alteration.

No warranty claim shall apply in the following cases:

- a) Product damaged during transit or storage;
- b) Transportation costs for the product or part for inspection and/or repair;
- c) Costs incurred for repairs carried out 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 due to communications 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 engines.

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

Baldor engines, subject to commercial or domestic use or lease, are covered for a period which varies from one country to another. Repair claims under the warranty for engines can be made to any Baldor service centre. The portable winch's serial number must be written on the customer's original invoice and will be used by the Baldor service centre to determine the warranty's validity period.

This warranty will be cancelled 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 approval from Portable Winch Co. and/or repair carried out with the 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 of installation or parts of components or a lack of normal and proper maintenance.

THIS WARRANTY CONSTITUTES AND REPLACES ANY OTHER WARRANTY, WHETHER THIS IS EXPRESSED OR IMPLICIT, WRITTEN OR ORAL, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY IMPLICITY MARKET-ABILITY OR SUITABILITY WARRANTY FOR A SPECIFIC USE.

THIS WARRANTY WILL BE APPLIED AND INTERPRETED ACCORDING TO THE LAWS AND COMMERCIAL PRACTICES OF THE PROVINCE OF QUEBEC, CANADA.

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

You can find the warranty claim form in the 'forms' section.



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# WARRANTY REGISTRATION FOR AN INDIVIDUAL

(Available online at [www.portablewinch.com](http://www.portablewinch.com))

Date

Return this form by email to [gdauid@portablewinch.com](mailto:gdauid@portablewinch.com) or by fax at +1 514 227-5196

First name

Last name

Address

City

Postal code

Province/ State

Phone

Country

Email

## FOR WHICH APPLICATION DO YOU USE YOUR WINCH?

Forestry     Hunting     Industrial     Other

## ELEMENTS INFLUENCING PURCHASE

Power     Warranty     Experience     Brand     Performance

Reliability     Weight     Price     Recommendation

## MODEL

PCW3000     PCW5000     PCW5000-HS     PCH1000     PCH2000

PCT1800-60Hz     PCT1800-50Hz

## IMPORTANT

Date of purchase

Serial Number (engraved on the gearbox)

Name of the retailer (where the purchase has been made)

## SUBSCRIBE TO THE NEWSLETTER

Yes     No

In order to thank you for your purchase, Portable Winch Co. offers you ONE (1) additional YEAR FREE WARRANTY!

Please note that only winches registered before the expiry date of the regular warranty are eligible for extended warranty. Regular warranties vary depending on winch model and usage.

Regular warranties	WARRANTIES FOR INDIVIDUALS (PRIVATE USE)	FOR BUSINESSES (COMMERCIAL USE)
• PCW3000 :	2 years	1 year
• PCW5000 :	5 years	1 year
• PCW5000-HS :	5 years	1 year
• PCH1000 :	2 years	1 year
• PCH2000 :	2 years	1 year
• PCT1800 :	2 years	1 year

Please refer to the Warranty Policies for details on warranties. Registering your winch(es) will allow us to better serve you and your retailer in the event that technical assistance or warranty is required. Please note that this information will only be used to verify the warranty. The information provided will only be used by Portable Winch Co. At no time will this information be distributed or sold for commercial purposes. En aucun temps, ces informations ne seront distribuées ou vendues à des fins commerciales.



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# WARRANTY REGISTRATION FOR A COMPANY

(Available online at [www.portablewinch.com](http://www.portablewinch.com))

Date

Return this form by email to [gdauid@portablewinch.com](mailto:gdauid@portablewinch.com) or by fax at +1 514 227-5196

First name

Last name

Address

City

Postal code

Province/ State

Phone

Country

Email

## FOR WHICH APPLICATION DO YOU USE YOUR WINCH?

Forestry     Hunting     Industrial     Other

## ELEMENTS INFLUENCING PURCHASE

Power     Warranty     Experience     Brand     Performance

Reliability     Weight     Price     Recommendation

## MODEL

PCW3000     PCW5000     PCW5000-HS     PCH1000     PCH2000

PCT1800-60Hz     PCT1800-50Hz

## IMPORTANT

Purchase date

Serial no. Winch #3

Serial no. Winch #1

Serial no. Winch #4

Serial no. Winch #2

Serial no. Winch #5

Name of the retailer (where the purchase has been made)

## SUBSCRIBE TO THE NEWSLETTER

Yes     No

In order to thank you for your purchase, Portable Winch Co. offers you ONE (1) additional YEAR FREE WARRANTY!

Please note that only winches registered before the expiry date of the regular warranty are eligible for extended warranty. Regular warranties vary depending on winch model and usage.

### Regular warranties

- PCW3000 :
- PCW5000 :
- PCW5000-HS :
- PCH1000 :
- PCH2000 :
- PCT1800 :

### WARRANTIES FOR INDIVIDUALS (PRIVATE USE)

- 2 years
- 5 years
- 5 years
- 2 years
- 2 years
- 2 years

### FOR BUSINESSES (COMMERCIAL USE)

- 1 year
- 1 year
- 1 year
- 1 year
- 1 year
- 1 year

Please refer to the Warranty Policies for details on warranties. Registering your winch(es) will allow us to better serve you and your retailer in the event that technical assistance or warranty is required. Please note that this information will only be used to verify the warranty. The information provided will only be used by Portable Winch Co. At no time will this information be distributed or sold for commercial purposes. En aucun temps, ces informations ne seront distribuées ou vendues à des fins commerciales.