



Quality People - Quality Products

PARTS & SERVICE POLICY MANUAL

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1. Purpose of Manual

The purpose of this manual is to describe Allied Systems Company Parts and Service policies, procedures, publications, and forms that relate to dealer parts and service operations. These policies are not intended to supersede or modify any formal dealer agreement.

2. Contents of Manual

The contents of this manual are subject to change as Allied Systems Company policies change. It is the dealer's parts and service managers' responsibility to retain this manual for future reference, to file any revisions that may be released in the future, and to be familiar with the contents of this manual.

3. Dealer Agreement

As a dealer, your organization operates under a formal agreement with Allied Systems Company. Dealers agree to use their best efforts to actively promote and solicit sales of the products within the territory, to maintain a suitable place of business with a staff of adequately trained sales and service personnel, and to maintain and warehouse a stock of the products and parts necessary to properly serve the territory.

4. Communications

4.1 Mailing and Shipping Address

Allied Systems Company
21433 Oregon Street
Sherwood, Oregon 97140-9799 USA

4.2 Phone and Facsimile Numbers

Telephone (Parts & Service Departments):	1.503.625.2560
	1.800.285.7000
Fax (Parts Department):	1.503.625.5132
	1.800.231.3273
Fax (Crane, Ranger & Wagner Service):	1.503.625.7616
Fax (Allied Winch Service):	1.503.625.7269

4.3 E-mail Addresses and web

Service Parts:	parts@alliedsystems.com
Service:	service@alliedsystems.com
Website:	www.alliedsystems.com
E-Commerce:	ec.alliedsystems.com

4.4 Office Hours

Monday through Friday
7:00 am to 5:00 p.m. USA Pacific Time Zone

5. Products Not Supported by Allied Systems Company

Spare parts required for engines and non-Allied attachments used in Allied Systems Company machines can be obtained from the local manufacturer's representatives.

Most other attaching parts, such as motor mounts, engine fans, dipsticks, etc. listed in the Allied Systems Company parts manuals, are obtainable from the Allied Systems Company Service Parts Department.

Allied Systems Company, as an OEM, is not authorized to stock parts for the following engine and grapple manufacturers:

5.1 CUMMINS Diesel Engines – Parts and Service

All requests for parts and service must be directed to an authorized Cummins dealer. Find your dealer at the address below. If you are unable to contact a local dealer, please call 1.800.CUMMINS (1.800.286.6467), or contact Cummins at the address below.

Dealer Locator: <https://www.cummins.com/locations>

Phone: 1.800.CUMMINS (1.800.286.6467)

Contact Page: <https://www.cummins.com/sales-and-service/request-a-quote>

5.2 CATERPILLAR Diesel Engines – Parts and Service

All requests for parts and service must be directed to an authorized CAT dealer. Find your dealer at the address below. If you are unable to contact a local dealer, please call 1.309.675.2337, or contact CAT at the address below.

Dealer Locator: https://www.cat.com/en_US/support/dealer-locator.html

Phone: 1.309.675.2337

Contact Page: <https://www.caterpillar.com/en/contact.html>

5.3 DETROIT DIESEL Engines – Parts and Service

All requests for parts and service must be directed to an authorized Detroit Diesel dealer. Find your dealer at the address below.

Dealer Locator: <https://demanddetroit.com/find-a-dealer/>

5.4 ALLISON Transmissions – Parts and Service

All requests for parts and service must be directed to an authorized Allison dealer. Find your dealer at the address below. If you are unable to contact a local dealer, please call 1.317.242.5000, or contact Allison at the address below.

Dealer Locator: <https://www.allisontransmission.com/sales-service-locator>

Phone: 1.317.242.5000

Contact Page: <https://www.allisontransmission.com/contact>

5.5 ESCO Grapples

All requests for parts and service must be directed to an authorized ESCO dealer. Find your dealer at the address below. If you are unable to contact a local dealer, please call 1.503.228.2141, or contact ESCO at the address below.

Dealer Locator / Contact Page: <https://www.esco.weir/contact-us/>

Phone: 1.503.228.2141

5.6 YOUNG Grapples and Swing Booms

All requests for parts and service must be directed to Young Corporation. Please call 1.206.624.1071, or contact Young Corporation at the address below

Phone: 1.206.624.1071

Website / Contact Page: <http://www.youngcorp.com/>

5.7 KUBOTA Diesel Engines – Parts and Service

All requests for parts and service must be directed to an authorized Kubota dealer. Find your dealer at the address below. If you are unable to contact a local dealer, please call 1.847.955.2500, or contact Kubota at the address below.

Dealer Locator: <https://www.kubotaengine.com/find-sales-service/>

Phone: 1.847.955.2500

Contact Page: <https://www.kubotaengine.com/company-profile/contact-us/>

5.8 SCANIA Diesel Engines – Parts and Service

All requests for parts and service must be directed to an authorized SCANIA dealer. Find your dealer at the address below. If you are unable to find a local dealer, please call 1.800.2.SCANIA (1.800.272.2642), or contact Scania at the address below.

Dealer Locator: <https://www.scania.com/us/en/home/dealer-locator.html>

Phone: 1.800.2.SCANIA (1.800.272.2642)

Contact Page: <https://www.scania.com/us/en/home/contact-us.html>

1. Parts Department Objectives

The Allied Systems Company Service Parts Department objective is to have available in each dealer's territory an adequate supply of replacement parts, and to assure prompt and satisfactory service for machine owners while providing the dealer with a fair profit. We have prepared these Policies and Procedures to assist you in providing the best possible parts and service for our customers.

2. After Hours Parts Service

For parts requirements after hours and weekends, call: 503.746.1672.

A fee of not less than \$100.00 USD will be added to the dealer's invoice for "after hours" parts service.

3. Price & Availability Requests

The Allied Systems Company dealer Service Parts Price List is a reflection of our currently active inventory, including the most complete cross-reference information available. ASC consistently maintains an extremely high first-pass fill rate, with many emergency orders shipping complete the same day. Dealers should always consult the current price list, or E-Commerce website, before contacting the factory. The only valid request for price and availability should be when the part number(s), or substitute part number(s) are not listed.

4. Procedure for Ordering Parts

The following information is required when placing a purchase order for service parts:

- Name of Individual Placing the Order
- Company Name
- Telephone, Fax, and/or e-mail address
- Billing Address
- Shipping Address
- Shipping Instructions, including courier and terms (collect or prepay and add)
- Request to ship complete or partial
- Purchase Order Number (names or phone numbers are unacceptable)
- Unit Model & Serial Number (Emergency or Breakdown Order Only)
- Quantity
- Part Number(s)
- Description

If specific routing is desired, this information should be forwarded to the Service Parts Department for permanent reference and should also be noted on each order. If no instructions are given, we ship via the least expensive carrier.

If an order includes backorders, a partial shipment will be made unless the dealer specifically requests the order to be shipped complete (domestic orders only). The original routing instructions will not be changed unless the dealer advises us in writing prior to the order being released to the warehouse.

Any changes to existing orders (emergency orders only) must be submitted in writing to the Service Parts Order Desk. No changes will be allowed once the order has been released to the warehouse for shipment.

Order cancellations (emergency orders only) must be submitted in writing to the Service Parts Order Desk. Allied Systems Company reserves the right to invoice the dealer a cancellation fee, if ASC incurs expenses due to the cancellation. Special Order items do not qualify for cancellation. The Allied Systems Company Customer Service Supervisor or Service Parts Department Manager must approve all cancellations.

Parts prices are EXW (ex-works), Sherwood, Oregon, or point of shipment in the case of drop shipments. All shipments will be made freight collect unless otherwise requested. If a prepaid shipment should be necessary, the transportation charges will be added to the invoice.

Parts prices are determined at time of order (not at time of shipment).

5. Order Types

There are two types of orders: Emergency orders and Stock Orders.

5.1 Emergency Orders (Dealer Net Price)

Emergency orders placed with the Service Parts Department will be invoiced at dealer net price. Shipping instructions for each order should be supplied by the dealer, and all shipping costs will be charged to the dealer, unless routed freight collect. Emergency orders are limited to one ship-to address per order.

All emergency orders received by 12:00 p.m. Pacific Time will attempt to be shipped the same day. Some restrictions may apply due to early cut-off times by the freight agents or carriers, and is dependent on the availability of stock on hand.

5.2 Stock Orders--Wagner, Winch & Ranger Only (Dealer Stock Price)

The definition of a dealer Stock Order is an order placed for parts to be inventoried on the dealer's shelf. An order issued for any other reason should be placed as an Emergency Order. Orders classified "STOCK" will be invoiced at dealer stock price as an incentive and reward for stocking genuine factory components at the dealer's location.

Orders designated "STOCK" by the dealer, but not meeting specified requirements, will receive the standard dealer net price.

The words "STOCK" or "STOCK ORDER" must be clearly visible on page one of the parts order.

All orders classified "STOCK" must be received via mail, fax, e-mail, or E-Commerce. TELEPHONE OR VERBAL ORDERS ARE NOT ACCEPTABLE.

Stock orders are limited to one a week without additions or amendments. Every possible effort will be extended to make shipment within seven working days following the receipt of the order. Parts ordered on a stock order will not be expedited.

C.O.D. shipments do not qualify as a dealer stock order.

6. Sales Taxes

Local, State, and/or Provincial taxes will be the responsibility of the dealer.

7. Prepaid Freight Terms

Allied Systems Company will prepay freight charges as a service to the dealer when requested. Freight charges will be determined at the time of shipment and will be added to the original parts invoice.

- Copies of the freight invoices paid by Allied Systems Company will NOT be provided.
- UPS and Parcel Post charges will be invoiced at actual cost plus a nominal fee to cover packaging and handling.
- Allied Systems Company reserves the right to select carriers and transport mode of prepaid shipments.

8. Transportation Insurance

It is the dealer's or consignee's responsibility to ensure that the carrier has adequate insurance to cover any and all damage or loss to cargo in situations where:

- Shipment is made on a freight collect basis.
- Shipment is made on a freight prepay and add basis with the freight being added to the parts invoice or when a third party other than Allied Systems Company is being billed for the freight charges.

The dealer or consignee must advise Allied Systems Company in writing when insurance charges are to be added to an order. **Allied Systems Company will not add insurance charges to freight collect or prepay and add shipments without prior approval from the dealer or consignee.**

Insurance rates may vary by carrier. For reference, UPS shipments are insured up to \$100.00 USD for no additional fee. Additional insurance for higher values is then billed at 50 cents per hundred dollars of value, with a minimum charge of \$1.50 USD.

Allied Systems Company reserves the right to add additional insurance to freight prepaid shipments when freight charges are being paid by ASC and not to the dealer or consignee. These charges may be added to the dealer's invoice.

In the event of damage or loss of cargo, ASC will only reimburse up to the amount credited by the carrier when no insurance is requested or added to the shipping charges. Generally, shipments made without insurance are credited at a low fixed minimum rate by the carrier. Full invoice value reimbursement for damaged or lost items will only be considered when appropriate insurance was requested and corresponding fees were added to the original shipping charges.

9. Loss or Damage Claims

It shall be the dealer's or consignee's responsibility to inspect all shipments for visible and/or concealed loss or damage at the time of receipt. Any and all loss or damage must be properly documented and reported to the carrier within the time limits and in the form and format required by the carrier, the tariff, or any related insurance or transportation regulation.

Documentation of visible loss or damage and/or shortages are to be clearly noted on the freight bill and appropriately signed by representatives of the carrier and the dealer or consignee **BEFORE ALLOWING THE DRIVER TO LEAVE YOUR DOCK.**

Appropriate documentation of concealed loss or damage shall include but not be limited to photographs evidencing loss or damage, evidence of the carrier's subsequent inspection and findings, and where appropriate, copies of the consignee's formal claim made on the carrier. The carrier may also insist that the original packaging (carton, pallet, box, crate, etc.) be saved for their inspection.

Allied Systems Company assumes no responsibility for any loss or damage, which has not been appropriately documented and reported.

10. Freight Claim Filing

Allied Systems Company, as shipper, shall be responsible for filing formal claims on the carrier when:

- Freight was actually invoiced to Allied Systems Company by the carrier.
- The dealer or consignee has reported and thoroughly documented the loss or damage in the manner outlined above.
- Supporting documentation has been provided to Allied Systems Company, enabling us to submit a formal claim to the carrier within the time constraints of the carrier, tariff and/or regulations.
- Shortages which appear to be non-carrier related are reported in writing (by e-mail) to the Service Parts Department within 5 days of receiving the shipment.

The dealer or consignee shall be responsible for filing claims on the carrier for freight collect and third party shipments (except those routed via UPS).

11. Disposition of Damaged Parts and Materials

Parts or materials damaged in freight collect shipments or when shipments are prepaid and invoiced by the carrier to parties other than Allied Systems Company, are to be held until the claim on the carrier is closed.

Parts or materials damaged in shipments where Allied Systems Company has either paid or prepaid and invoiced the freight charges are to be held by the dealer or consignee until formal disposition is made by Allied Systems Company. Parts or materials held are to be appropriately marked and protected against further damage while waiting final disposition.

12. International Shipments

Price and delivery terms are subject to the definitions in International Chamber of Commerce INCOTERMS 2020 or subsequent revision thereof.

In addition to freight charges there will be **a maximum 5%** packaging and handling fee applied to the EXW (ex-works) net price value of ocean freight orders. The packaging and handling fee includes but is not limited to export fees, boxing, processing, and inland freight to the USA port.

13. Used, Rebuilt, and Exchange Components

Allied Systems Company, as an OEM, does not intend to compete with its dealer organization for used, rebuilt, or exchange component parts business. However, used, rebuilt, and exchange components may be made available from the factory to provide dealers with additional parts marketing opportunities.

The following describes the factory program to market used, rebuilt, and exchange components:

13.1 Used Components

- Used parts will be visually inspected and non-destructive testing performed, where applicable.
- Dealer price will be 50% of the dealer price for a similar new component.
- The part number will be followed by a "U" in the price book and on the invoice to identify the part as "used".
- Direct any inquiries related to used parts to the Allied Systems Company Service Parts Department Manager.

13.2 Rebuilt Components

- Dealer price will be 80% of the dealer price for a similar new component.
- The part number will be followed by an "R" in the price book and on the invoice to identify the part as "rebuilt".
- Direct any inquiries related to rebuilt parts to the Allied Systems Company Service Parts Department Manager.

13.3 Exchange Component Program

Exchange components are new or rebuilt parts, and are subject to a core credit as noted below.

- The dealer will be invoiced at the new or rebuilt component price, and upon receipt and evaluation of the core, up to a 20% credit will be issued to the dealer.
- Cores returned to Allied Systems Company must be shipped freight and customs/duty charges prepaid.
- All cores returned to Allied Systems Company must include a Return Merchandise Authorization Number (RMA Number) obtained from the Service Parts Department Inside Sales Team. This number must be obtained prior to returning the cores, and must be clearly marked on the shipping container(s) and packing slip(s).

14. Repair & Return Components

Allied Systems Company offers a repair and return service for many serviceable parts using the following guidelines:

- The dealer will be invoiced on a time and material basis.
- The part number for a repaired and returned component will be followed by an “RR” on the invoice to identify it as a “repair and return” part.
- If the initial estimate to repair a component exceeds 60% of the dealer stock price for a similar new component, it will not be rebuilt unless authorized by the dealer.
- All repair and return parts must be shipped to Allied Systems Company freight and customs/duty prepaid.
- All repair and return parts being sent to Allied Systems Company must include a Return Merchandise Authorization Number (RMA Number) obtained from the Service Parts Department Order Desk. This number must be obtained prior to returning the cores, and must be clearly marked on the shipping container(s) and packing slip(s).
- An inspection fee of not less than \$50.00 USD will be invoiced to the dealer for all evaluations of potential repair and return components.

15. Parts Warranty

15.1 New Parts Warranty

Allied Systems Company agrees to repair or replace free of charge EXW (ex-works), any part or parts which by reasons of defective material or workmanship, shall fail under normal use, maintenance, and service within six months from date of purchase by the end user. This warranty does not cover labor and/or subsequent damages to other components.

15.2 Rebuilt, Exchange, and Repair and Return Component Warranty

Rebuilt, exchange, and repair and return components will carry the same six-month warranty as new parts.

15.3 Used Parts Warranty

Used parts will carry no warranty.

15.4 Specialty Parts Warranty

As a convenience to our dealers, Allied Systems Company provides a limited amount of specialty “piece parts” that require completion by the dealer (i.e. driveshaft weld yokes, cylinder stem eyes, etc.). These items will carry no warranty and are not to be resold by the dealer.

16. New Part(s) Returns

All part(s) returns must include a Return Merchandise Authorization Number (RMA No.) obtained from the Allied Systems Company Service Parts Order Desk. This number must be obtained prior to returning parts, and must be clearly marked on the shipping container(s) and packing slip(s).

Dealers have thirty (30) days to return the parts once the RMA number has been issued (North American dealers only). Returns received after the thirty (30) day limit may be subject to rejection or returned at the dealer's expense.

All parts must be in new and marketable condition.

All parts must be returned freight and customs/duty prepaid unless otherwise authorized in writing by Allied Systems Company.

Allied Systems Company will make every effort to process parts returns and issue credit within thirty (30) days from the receipt of the parts.

Two basic types of returns will be recognized:

16.1 Annual Stock Adjustments

Each dealer is allowed one Annual Stock Adjustment (ASA) return in any one twelve-month period. For example, if an ASA were submitted in January 2000 for time period January 1999 through January 2000, the dealer would not be eligible for another ASA until January 2001. The total value of parts returned is not to exceed 10% of the total value of parts purchased during the twelve-month period (before restock fee). All parts submitted for an ASA must have been purchased from Allied Systems Company within the twelve-month time period. Parts submitted that do not qualify for return (see "Non-Returnable Items" below), will be rejected and do not qualify for return/credit consideration.

A return list may be submitted, at the dealer's convenience, to the Allied Systems Company Service Parts Department. Lists in electronic format (Excel) are preferred but not required.

Dealers having more than one branch must submit one list only for their annual stock adjustment. That is, all surplus parts will be combined into one list and screened through one branch to qualify for the Annual Stock Adjustment.

Credit issued will be current dealer stock price, less a **10%** restocking fee for Wagner, Ranger and Winch. Credits for Long Reach and Freeman dealers will be issued at price paid less a **10%** restocking fee.

16.2 Parts Returned For Reasons Other Than Annual Stock Adjustments (All Product Lines)

A request for Return Merchandise Authorization may be submitted up to 90 days after receipt.

Credit issued will be current dealer stock price, less a **15%** restocking fee for Wagner, Ranger and Winch. Credits for Long Reach and Freeman dealers will be issued at price paid less a **15%** restocking fee.

16.3 Non-Returnable Items

The following parts are not returnable per Allied Systems Company Policy:

- Parts not listed in the current price book.
- Parts removed from machines or kits.
- Parts which are incomplete, rusty, or damaged.
- Parts not identified by Allied Systems Company part number.
- Parts having an extended total price of less than \$50.00 USD.
- Rubber goods, gaskets, filter elements, decals, packing, shims, kits, bearings, and friction products.
- Parts not purchased from Allied Systems Company
- Parts not used on current production units.
- Hazardous/Dangerous goods: paints, starting fluid, lubricants, adhesives, pressurized accumulators, or other regulated articles.
- Non-Stock and/or Special Order items

17. Dealer Termination

Upon termination of a dealer agreement, the dealer may return parts purchased from Allied Systems Company. The return request must be submitted within thirty (30) days following termination, and must adhere to the Allied Systems Company Annual Stock Adjustment guidelines.

Credit issued will be current dealer stock price, less a **10%** restocking fee and LESS liens thereon, if any.

18. E-Commerce (ec.alliedsystems.com)

Allied Systems Company's E-Commerce web site provides access to a rich collection of on-line resources and allows dealers to:

- Check price and availability with access to live Service Parts inventory
- Immediately order service parts
- Receive e-mail order confirmations
- View parts pages and other technical information using Adobe Acrobat Reader

E-Commerce is a business-to-business, secure web site accessible 365 days a year from anywhere in the world using any PC having an Internet connection and a web browser. Only authorized dealers will have access.

To apply for an Allied Systems Company E-Commerce User ID, go to ec.alliedsystems.com and fill out the on-line Application Form. By registering, you must agree to the special terms and conditions of the E-Commerce system.

1. Service Department Objectives

The Allied Systems Company Service Department objective is to provide the highest level of customer support and product service to the dealer and customer by:

- Providing a factory in-house system that monitors product quality, reliability, and serviceability, and reacts appropriately to identified product problems.
- Providing a customer service support organization to dealers and customers at a level that will assure a high degree of product quality, dealer satisfaction, and customer acceptance.

2. New Machine Inspection and Delivery

2.1 New Unit Delivery

One of the most important functions of a Dealer Service Department is the delivery of a new machine or attachment. The customer has made a significant investment in a new unit and expects it to be in top operating condition.

The manner in which the dealer performs the delivery of a new unit will reflect on the dealer's ability to service the machine in the future; therefore, the delivery of a new unit should be performed in a thorough, business-like manner.

After the dealer service representative has completed the reassembly and the pre-delivery inspection, a thorough review of the owner's and operator's manual including instructions regarding safety, operation, maintenance and warranty must be given to the customer. Specifically, the following instruction regarding operation and maintenance, if applicable, must be explained and demonstrated:

Routine Maintenance

- Fuel System-Fuel Filter
- Hydraulic System-Hydraulic Filter
- Electrical System
- Cooling System
- Engine - Oil Filter
- Transmission - Oil Filter
- Battery
- Air Cleaner
- Brake System
- Tires
- Steering System
- Lubrication Requirements/Location of Grease Points
- Fire Suppression System
- Wheel Nut Torque (Especially during the break-in period)
- Routine Adjustments to Cylinder Packing, Knotters, Pinion Gears, Snubbers, etc.

Operation of Controls

- Engine
- Transmission-Range Selector
- Transmission-Forward/Reverse
- Transmission Declutch Operation
- Horn
- Steering
- Hydraulic Functions
- Service Brake
- Parking Brake
- Emergency Shutdown System
- Fire Suppression System
- Winch Power in, Power out, Brake on/off, Freespool
- Twine Loading and Routing
- Balers will require adjustments to knotters, pinion gears, etc. after “wear-in” period.

2.2 Delivery Report (All Products Except Long Reach)

The Allied Systems Company “Delivery Report” is a list of items that must be checked on each new unit or attachment. The form should be completed by the dealer’s service representative, and it must be signed by the customer. Use form 80-40B for the Crane, Ranger and Wagner product lines. Use form 599521W for Allied Winch deliveries. Use form 80-765 for Freeman products.

These forms are sent with each respective product. They can also be found using the Publications Locator on our website at www.alliedsystems.com.

Because the initial use of a machine or attachment will determine the effective date of warranty, a delivery report is required under the following conditions:

- When the unit is delivered and sold to a customer.
- When the unit is delivered to a customer under lease.
- When the unit is delivered to a customer on rental.
- When the unit is first used as a demonstrator by the dealer.

2.3 Engine Delivery Service

Some Allied Systems Company products are equipped with diesel engines which may require an additional delivery service.

The engine manufacturers have worldwide dealer representation that is fully capable of providing excellent parts and service support for their engines. We recommend that you take advantage of their policies to provide delivery service on engines sold to original equipment manufacturers such as Allied Systems Company. This service may be provided at their expense. A customer receiving a new Allied Systems Company unit may be entitled to delivery services provided by the engine manufacturer's local representative. In some cases, these services may be performed at the customer's expense.

The Allied Systems Company dealer should make arrangements through the engine manufacturer's local representative for the delivery services at the time of delivery to the original machine owner. The inspection should involve the following areas:

- A thorough inspection of the engine should be carried out to assure that each system is functioning properly.
- Complete information on the recommended day to day lubrication and maintenance requirements.
- Instructions in the operation of the engine so that the best possible performance can be obtained.
- A parts book may be provided and the source of spare parts explained.
- Information on the availability of the dealer's service personnel and facilities.
- The warranty policy is reviewed and a copy left with the machine owner.

It is the customer's responsibility to initiate the warranty process with the Engine manufacturer.

3. New Equipment Delivery Assistance

An Allied Systems Company Field Service Representative may be made available to assist dealer personnel, upon request, for delivery assistance, maintenance and/or operator training. Contact the Service Department for current rates.

4. Reporting Problems and Requesting Assistance

4.1 Dealer Service Report

The service report is probably the most common form of communication from a dealer service representative to the factory. All problems with any piece of Allied Systems Company equipment occurring within the warranty period should be reported to the factory on a service report form. The dealer should submit a copy of his service report form to the Allied Systems Company Service Department.

Every service report is reviewed at the factory service office. Copies of the reports may be routed to other departments at the factory such as Engineering, Quality Assurance, or Marketing.

The Service Department may write or phone the dealer requesting additional information or comments on the status of the reported problem.

If a service report is on file at the factory and the problem later develops into a warranty situation, the factory may be in a better position to settle the claim promptly.

4.2 Call, Fax or E-mail the Factory

Whenever the dealer service representative wishes to report a problem to the factory service department immediately, or needs immediate factory assistance, the telephone, fax or e-mail may be the best form of communication.

5. Warranty Claim Procedures

5.1 Delivery Notice Requirement (All Products Except Long Reach)

Before a warranty claim will be accepted for processing a Delivery Report (warranty registration) for the unit or attachment involved must be on file at Allied Systems Company. The information contained on the delivery report is necessary for warranty claim processing.

5.2 Warranty Claim Documentation

All warranty claims must be submitted no later than sixty (60) calendar days after completion of the repair, or replacement, to receive warranty consideration.

Claims must be typed, hand written using a ballpoint pen or submitted electronically. All copies must be legible.

The following documentation is required to support dealer's claim for warranty consideration.

- Copy of dealer's service report.
- Copy of invoice for outside labor or materials.
- Copy of invoice or reference to the invoice number on which parts were purchased.
- References to date, time, and appropriate documentation of instruction from Allied Systems Company personnel to make repair.
- Other documentation as may be necessary to explain the situation and support corrective action taken.

5.3 Warranty Claim Forms

For faster service dealers are encouraged to submit warranty claims electronically using Adobe Acrobat forms available on the E-Commerce web site where printable and fillable forms including detailed instructions are available. Use form 80-226 for warranty claims on all products.

Proper completion of the form will minimize the time required to process and finalize your claim. The following information is required on all claims.

- Dealer's name, address, city, state, zip code and country
- Dealer's claim number
- Machine owner's name and location
- Unit model and serial number (one serial number per claim)
- Delivery date of unit or attachment and/or defective part
- Hours in service of machine and/or defective part
- Date of failure
- Date part(s) replaced or failure corrected
- Date repair completed
- Date part(s) returned
- Part number of part causing failure
- Part number(s) of part(s) claimed, if any
- Detailed explanation of failure and corrective action
- Dealer's authorized signature and claim date
- Total amount for all parts, labor, etc. (Grand Total Claim)

If parts are being claimed, the part number, description and cost for each part are to be stated on the claim.

All parts being claimed must be purchased from Allied Systems Company. If parts not purchased from Allied are being claimed, then attach a copy of written permission from Allied Systems Company authorizing the purchase and a copy of the invoice.

State currency used if other than U.S. Dollars.

5.4 Disposition of Defective Parts and Materials

All defective parts and materials claimed under warranty must be available for return to the factory for inspection and evaluation. Warranty parts are to be appropriately tagged, stored, and protected from any further damage which might void warranty consideration. Parts are to be retained by the dealer until return to the factory is authorized or until final disposition of the claim is received. Do not return warranty parts to our factory unless specifically requested to do so.

5.5 Parts Returned for Warranty Consideration

Allied Systems Company routinely requires that defective parts or materials be returned for factory and/or vendor inspection and evaluation. The return of said parts will be requested/authorized on the acknowledgment copies of the warranty claim form or in writing. Warranty claims will be denied if defective parts are not available when requested by Allied Systems Company.

All parts and materials are to be returned to Allied Systems Company freight and customs duty prepaid. All parts and materials returned must be clearly identified by part number and serial number, if any. Parts or materials returned must be accompanied by the following:

- Reference to Dealer's claim number
- Reference to Allied Systems Company claim number
- Packing slip copy of Allied Systems Company claim acknowledgment

Items returned must be properly identified and packaged to prevent further damage. If the defect is not clearly visible on the defective part, it should be marked with paint or other durable marker. Parts and materials from more than one claim may be packed in the same container provided each item is clearly identified.

5.6 Items Not Covered Under Warranty

The following replacements or service activities are not covered by Allied Systems Company's warranty and should not be included on dealer's warranty claims:

- Components which carry a separate warranty, such as Engines, Tires, Non-Allied attachments, Stereos, Allison Transmissions and Batteries.
- Parts which are not Allied Systems Company original factory equipment.
- Parts or materials not purchased from Allied Systems Company.
- Parts or materials altered or modified without prior written authorization from Allied Systems Company.
- Parts, materials, or labor required to correct dealer's improper reassembly and delivery services including pressure settings and adjustments.
- Costs of fuel, grease, oil, filters, antifreeze, refrigerants, etc.
- Parts or materials lost or damaged during loading, transport, unloading or reassembly.
- Parts or materials which were not removed from the unit for which the claim was submitted.
- Repairs, adjustments, or parts and material replacement which are the result of selling/using the unit in an application not approved by Allied Systems Company.
- Normal lubrication, periodic service and pressure setting adjustments.
- Subsequent damage caused by a failed part.
- Components rebuilt by the Dealer. Allied will reimburse the Dealer for the defective part only, if the rebuilt component fails at a later date.
- Freight, customs and brokerage charges to return failed/damaged parts.
- Normal wear items such as brake linings, adjustable hydraulic cylinder seals, guide bars, pickup fingers, etc.
- "Wear-in" adjustments to the knotter, pinion gears, etc.

5.7 Pre-Delivery Failures or Repairs

If units are shipped from the factory with the wrong parts or with parts missing, contact the appropriate Allied Systems Company Customer Service Department for the necessary corrections.

Failures or repairs which occur prior to delivery of a new unit should be submitted on a warranty claim form in the normal manner. Please indicate on the claim form that the failure occurred prior to delivery of the new unit.

5.8 Warranty Reimbursement

A warranty claim settlement can take several forms. At its option, Allied Systems Company may repair and return, replace with new, or reimburse the dealer for parts claimed under warranty. Monetary reimbursement will be sent to the dealer in the form of a credit memo in U.S. Dollars. Parts which are repaired and returned to the dealer will carry a six month parts only warranty. The warranty period will begin on the day of invoice to the end user.

5.9 Computation of Rates and Amounts Claimed

The labor allowance for Allied Winch and Wagner claims will be based on a rate of 50% of the dealer's straight time billing shop rate, or an equivalent rate deemed reasonable by Allied Systems Company.

It is the dealer's responsibility to notify Allied Systems Company of their shop labor rate annually. Approved rates will remain in effect for a period of not less than 12 months. The labor allowance covers straight time repair labor only. It does not cover overtime or field work premium, travel time labor, or mileage.

Allied Systems Company will determine that the labor time claimed is reasonable by comparison with other dealer's performance, and with standards established by Allied Systems Company.

Allied Winch claims will be reimbursed for parts at the current dealer sell price.

Wagner claims will be reimbursed for parts at the current dealer stock price. Items that are not normal stock items will be given additional credit if the dealer paid the Allied Systems Company net price. The dealer must request the additional credit for these items at the time the warranty claim is submitted, supported by copy of, or reference to, the original invoice.

Repair parts must be purchased from Allied Systems Company to receive credit on the warranty claim.

Outside labor and sublet repairs contracted by the dealer will be reimbursed at 50% of the outside labor charges, if deemed by Allied Systems Company to be a service that should normally be provided by the dealer.

See form 81-507 for a schedule of Ranger Warranty Computation Rates and Amounts Claimed policies.

See form 79-26 for a schedule of the Long Reach Attachment Warranty. This form details the effective warranty period, labor rate reimbursement, etc.

See form 79-28 for a schedule of the Winch Attachment Warranty. This form details the effective warranty period, labor rate reimbursement, etc.

See form 79-30 for a schedule of the Freeman Warranty. This form details the effective warranty period, labor rate reimbursement, etc.

6. Parts Returned for Reasons Other Than Warranty

All part(s) returned to the Service Department for reasons other than warranty must include a Returned Goods Authorization number (RGA No.) obtained from the Allied Systems Company Service Department. This number must be obtained prior to returning parts, and must be clearly marked on the shipping container(s) and packing slip(s).

All parts must be returned freight and customs duty prepaid unless otherwise authorized by Allied Systems Company.

1. Technical Manuals

Technical Manuals are available for mobile equipment and attachments manufactured by Allied Systems Company as follows:

1.1 Owner's and Operator's Manuals

The operator's manual is an "owner's manual," and will typically cover areas such as: General Information, Specifications, Safety, Instruments and Controls, Operation and Maintenance & Lubrication. One manual is packaged with each unit or attachment shipped from the factory.

Operator's and Maintenance manuals for engines and non-Allied attachments are included with machines when applicable.

Operator's manuals should be regarded as part of a machine. Dealers are advised to retain documentary evidence that operator's manuals were provided with each unit.

1.2 Parts Manuals

The parts book is a catalog of illustrated parts lists covering all serviceable parts, service kits, and optional equipment. Parts books are divided into sections grouped by major systems and components.

Parts books for engines, Allison transmissions and non-Allied grapples are not supplied by Allied Systems Company and should be purchased directly from the manufacturer.

Most parts manuals are supplied in electronic format unless otherwise requested.

1.3 Service Manuals

The service manual is primarily a shop manual covering general information, descriptions, specification, testing, troubleshooting, maintenance, lubrication, disassembly, and repair of the machine's various systems and components. Service manuals follow the same general structure as the parts book for ease of cross referencing.

Service manuals for some engines and non-Allied attachments are included with some machines, but most are not supplied by Allied Systems Company and should be purchased directly from the manufacturer.

Most service manuals are supplied in electronic format unless otherwise requested.

2. Other Literature Available

In addition to Technical Manuals, various other material is available as follows:

2.1 Parts and Service

Service Bulletins, Service Grams, Parts Marketing Bulletins, Parts & Service Policy Manuals, Service Parts Price Lists, Lubrication Charts, Miscellaneous Forms, Procedures, Parts Manual and Service Manual Binders, etc., are available through Allied Systems Company Service Parts Department.

2.2 Sales and Marketing

Sales literature including Unit or Attachment Specification Sheets, Price Sheets, Sales Bulletins, Sales Brochures, Ad Reprints, etc., are available through the Allied Systems Company Marketing Departments.

2.3 Suggested Spares Guides (SSG)

Suggested spares guides are available for many of our products. Quantities provided are typically quantities per equipment unit. Actual stocking levels should be determined based on equipment usage, population, maintenance practices, etc. These guides are available on the publications locator on our website.

Contact our service parts department if you cannot find a guide for your equipment.

3. Manual Distribution

Technical manuals are distributed as follows:

3.1 With New Units

Typically, one operator's manual is supplied with each new unit. Parts and Service manuals are typically supplied in electronic format. When received, the dealer should always keep the operator's manual WITH THE UNIT. Parts and Service CD's or thumb drives may be retained or distributed at the dealer's discretion.

3.2 Electronic Distribution

Several publications, including parts, service and operator's manuals as well as warranty claim forms, are available at our commercial web site, www.alliedsystems.com, using the Publications Locator.

All technical information currently available in electronic format is available to the dealers at our E-Commerce web site, ec.alliedsystems.com, using the Publications Locator. You must have an E-Commerce account and a user ID to access this information.

Technical Information distributed over the internet using our commercial or E-Commerce web sites is provided free of charge.

3.3 Paper Manuals

Additional printed copies of the operator's manual, or printed copies of parts and service manuals may be ordered through the Allied Systems Company Service Parts Department.