

WARRANTY & TECHNICAL ASSISTANCE

How to Receive Technical Assistance and Conduct Warranty Business with Cascade Corporation



A Division of Cascade Corporation



Construction Attachment Division

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TECHNICAL ASSISTANCE

How to Receive Technical Assistance:

- 1 Email:** Const-Support@cascorp.com
- 2 Phone:** Technical assistance is available from 7:00 AM to 4:30 PM Pacific Time, Monday–Friday, by calling 800-373-3514 and asking for Technical Service Department.

Prior to calling, record the following information:

- A** Serial Number or Sales Order Number of the unit involved.
- B** Record a clean list of symptoms.
- C** If the complaint involves speed, clamp force or overheating, then also record the actual pressure and flow delivered to the attachment through the supply hoses. Also note the hose size connected to the attachment cylinders.

Remember that General Troubleshooting is limited to 1 hour unless you have called Cascade Technical Support and been given specific directions.

WARRANTY

Cascade warrants its products to conform to published specifications as found in its quotations, specification sheets, brochures and price lists.

Cascade New products consisting of attachments, hose reels, forks and service parts are warranted for 12 months or 2000 hours, whichever comes first, following date of installation.

Cascade Remanufactured products are warranted for 6 months following date of installation.

Cascade Certified Used products are warranted for 6 months following date of installation.

Cascade will repair or replace, at its option, any part that a Cascade inspection reveals to be defective in materials or workmanship.

To preserve Cascade's Warranty, Dealers and Customers must carefully follow applicable Cascade Installation Instructions, Service Manuals and Operator Guides when maintaining and operating Cascade equipment.

Customers must obtain written authorization for repairs or maintenance other than removal or replacement of defective parts. Unauthorized repairs, modifications or alterations, use of parts not provided by Cascade, or failure to follow Cascade's Installation Instructions, Service Manuals

and Operator Guides will result in loss of Warranty and Customers assumption of all liability resulting from the repair, maintenance, modification or alteration.

For information on warranty, installation, or service, contact the nearest authorized Cascade Dealer. For the name of the nearest Dealer or for product information, call 800-373-3514.

Exclusions: Cascade assumes no responsibility for loss, damage or injury to persons or property, or for consequential damages, resulting from the possession or use of its products. Cascade's warranty does not cover wear, tear, abnormal applications, normal or scheduled maintenance. THERE ARE NO WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WHICH EXTEND BEYOND THOSE STATED IN THIS WARRANTY AND THE PRODUCT DESCRIPTION ON THE FACE OF CASCADE'S ORDER ACKNOWLEDGEMENT.

WARRANTY POLICY

Construction Products

REFER TO THE CASCADE SERVICE MANUAL BEFORE PERFORMING FIELD REPAIR.

A copy of the service manual is located at <https://www.psmcorp.com/literature>.

If you are unable to diagnose the failure and repair solution within 30 minutes, contact Cascade Technical Service Department at 800-373-3514 for assistance. Cascade does not warrant repeat work.

Cascade's warranty statement includes parts, labor, travel and troubleshooting on new and remanufactured attachments, hose reels and replacement parts.

CASCADE DOES NOT WARRANT PRODUCTS DAMAGED OR ALTERED DURING FIELD REPAIR.

Cascade requires the majority of all claimed parts back for inspection. Retain all parts for return upon request. Do NOT return any parts without a return goods authorization (RGA).

CASCADE DOES NOT WARRANT REPACKING OF HYDRAULIC COMPONENTS SUCH AS CYLINDERS AND VALVES WITHOUT PRIOR AUTHORIZATION.

Contact Cascade Technical Service Department for repacking authorization if it is not feasible to replace a hydraulic component.

TO PROCESS YOUR CLAIM QUICKLY.

File your claim online at:

<https://www.psmcorp.com/warranty>.

Cascade requires that your warranty claim be filed within 30 days of repair completion.

Cascade serial number and model/catalog number MUST be on the warranty claim for processing. Claims for accessory items and replacement parts need to be identified by the Cascade part number and your PO number or Cascade invoice number for proof of warranty.

CASCADE PAYS THE FOLLOWING ON ALL WARRANTY CLAIMS.

Parts: 100% of actual cost of part.

Labor Rate: Cascade reimburses labor at 70% of your posted retail shop labor rate. Your labor rate must be included on every claim.

Travel: Online mapping is used to verify travel time. Paid at the same rate as labor.

Troubleshooting: Labor allowance is one hour, unless authorized by a Cascade Technical Service representative.

Field repairs are restricted to repair and replacement of Cascade parts. Pre-authorization is required for all repairs requiring specific modification or alteration of any Cascade parts including, but not limited to: honing, grinding, drilling, welding etc.

STANDARD LABOR TIMES

Standard Labor Time is the average time required to perform each operation described.

The Standard Labor Allowance is based on the assumption that a qualified serviceman is working on a reasonably clean attachment with adequate tools. We realize the actual time required to perform an operation may occasionally be greater than that listed, especially if a "first time" serviceman lacks the needed tools, or if a bolt is frozen. But considering all factors that can affect the job, Cascade can only honor warranty labor claims based on these carefully evaluated averages.

We strongly urge servicemen to read the applicable Service Sections of the manual before repairs are initiated. If problem diagnosis is difficult or for labor allowances not listed, call the Cascade Technical Service Department at 800-373-3514.

PROGRESSIVE LINK THUMBS

3 Ton-8 Ton

Thumb Removal	1.0
Thumb Installation	1.5
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.0
Reseal Cylinder in Field	2.0
Main Pin Removal and Installation	1.0
Cylinder Rod Pin Removal and Installation	1.0
Thumb Link Removal and Installation	1.0

PROGRESSIVE LINK THUMBS

12 Ton-25 Ton

Thumb Removal	1.5
Thumb Installation	2.0
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.5
Reseal Cylinder in Field	2.5
Main Pin Removal and Installation	1.5
Cylinder Rod Pin Removal and Installation	1.0
Thumb Link Removal and Installation	1.0

PROGRESSIVE LINK THUMBS

30 Ton-50 Ton

Thumb Removal	1.0
Thumb Installation	1.5
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.0
Reseal Cylinder in Field	2.0
Main Pin Removal and Installation	1.0
Cylinder Rod Pin Removal and Installation	1.0
Thumb Link Removal and Installation	1.0

PROGRESSIVE LINK THUMBS

65 Ton-90 Ton

Thumb Removal	2.0
Thumb Installation	3.0
Cylinder Removal	1.5
Cylinder Installation	2.0
Reseal Cylinder in Shop	2.0
Reseal Cylinder in Field	3.5
Main Pin Removal and Installation	2.5
Cylinder Rod Pin Removal and Installation	2.0
Thumb Link Removal and Installation	2.5

PROGRESSIVE LINK THUMBS

100 Ton-120 Ton

Thumb Removal	2.5
Thumb Installation	3.5
Cylinder Removal	1.5
Cylinder Installation	2.0
Reseal Cylinder in Shop	2.5
Reseal Cylinder in Field	3.5
Main Pin Removal and Installation	2.5
Cylinder Rod Pin Removal and Installation	2.0
Thumb Link Removal and Installation	2.5

NO-LINK THUMBS

3 Ton-8 Ton

Thumb Removal	1.0
Thumb Installation	1.0
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.0
Reseal Cylinder in Field	2.0
Main Pin Removal and Installation	1.0

NO-LINK THUMBS

12 Ton-25 Ton

Thumb Removal	1.0
Thumb Installation	1.5
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.5
Reseal Cylinder in Field	2.5
Main Pin Removal and Installation	1.5

NO-LINK THUMBS

30 Ton-45 Ton

Thumb Removal	1.0
Thumb Installation	1.5
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.5
Reseal Cylinder in Field	2.5
Main Pin Removal and Installation	1.5

STANDARD LABOR TIMES

NO-LINK THUMBS

65 Ton-90 Ton

Thumb Removal	2.0
Thumb Installation	3.0
Cylinder Removal	1.5
Cylinder Installation	2.0
Reseal Cylinder in Shop	2.0
Reseal Cylinder in Field	3.5
Main Pin Removal and Installation	2.5

NO-LINK THUMBS

100 Ton-120 Ton

Thumb Removal	2.5
Thumb Installation	3.5
Cylinder Removal	1.5
Cylinder Installation	2.0
Reseal Cylinder in Shop	2.5
Reseal Cylinder in Field	3.5
Main Pin Removal and Installation	2.5

PIN GRABBER COUPLERS

3 Ton-5 Ton

Wedge/Cylinder Removal and Installation	1.5
Safety Latch Assy Removal and Installation	1.5
Control Valve Removal and Installation	1.5
Spool Valve Removal and Installation	1.0
Solenoid Coil Removal and Installation	0.5
Control Box Removal and Installation	0.5
Reseal Cylinder	1.5
Adjust Control Valve Pressure	1.0

PIN GRABBER COUPLERS

7 Ton-17 Ton

Wedge Removal and Installation	1.0
Cylinder Removal and Installation	1.5
Safety Latch Assy Removal and Installation	2.0
Control Valve Removal and Installation	1.5
Spool Valve Removal and Installation	1.0
Solenoid Coil Removal and Installation	0.5
Coupler Control/Switch Assy Removal and Installation	1.5
Reseal Cylinder	1.5
Adjust Control Valve Pressure	1.0

PIN GRABBER COUPLERS

21 Ton-32 Ton

Wedge Removal and Installation	1.5
Cylinder Removal and Installation	2.0
Safety Latch Assy Removal and Installation	2.5
Control Valve Removal and Installation	1.5
Spool Valve Removal and Installation	1.0
Solenoid Coil Removal and Installation	0.5
Coupler Controller/Switch Assy Removal and Installation	1.5
Reseal Cylinder	1.5
Adjust Control Valve Pressure	1.0

PIN GRABBER COUPLERS

45 Ton-75 Ton

Wedge Removal and Installation	2.0
Cylinder Removal and Installation	2.5
Safety Latch Assy Removal and Installation	2.5
Control Valve Removal and Installation	1.5
Spool Valve Removal and Installation	1.0
Solenoid Coil Removal and Installation	0.5
Coupler Controller/Switch Assy Removal and Installation	1.5
Reseal Cylinder	2.0
Adjust Control Valve Pressure	1.0

PIN GRABBER COUPLERS

100 Ton-120 Ton

Wedge Removal and Installation	2.0
Cylinder Removal and Installation	2.5
Safety Latch Assy Removal and Installation	2.5
Control Valve Removal and Installation	1.5
Spool Valve Removal and Installation	1.0
Solenoid Coil Removal and Installation	0.5
Coupler Controller/Switch Assy Removal and Installation	1.5
Reseal Cylinder	2.0
Adjust Control Valve Pressure	1.0

CLAMSHELLS/GRAPPLES

3 Ton-3 Ton

Grapple/Clamshell Removal	1.5
Grapple/Clamshell Installation	1.5
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.5
Reseal Cylinder in Field	2.5
Hydraulic Motor Removal and Installation.....	1.0

CLAMSHELLS/GRAPPLES

12 Ton-25 Ton

Grapple/Clamshell Removal	1.5
Grapple/Clamshell Installation	1.5
Cylinder Removal	1.0
Cylinder Installation	1.0
Reseal Cylinder in Shop	1.5
Reseal Cylinder in Field	2.5
Hydraulic Motor Removal and Installation.....	1.0

CLAMSHELLS/GRAPPLES

30 Ton-45 Ton

Grapple/Clamshell Removal	1.5
Grapple/Clamshell Installation	2.0
Cylinder Removal	1.5
Cylinder Installation	2.0
Reseal Cylinder in Shop	2.0
Reseal Cylinder in Field	2.5
Hydraulic Motor Removal and Installation.....	1.5

STANDARD LABOR TIMES

WHEEL LOADER COUPLERS

Coupler Removal and Installation	1.5
Cylinder Removal and Installation	1.5

WHEEL LOADER TOP CLAMP BUCKETS

Bucket Removal and Installation	1.0
Clamp Removal and Installation	1.0
Cylinder Removal and Installation	1.0

ROLL OUT BUCKETS

Bucket Removal and Installation	1.0
Cylinder Removal and Installation	1.0
Reseal Cylinder in Shop	1.0
Reseal Cylinder in Field	2.0

SNOW PLOW BLADES

Blade Removal and Installation	1.0
Cylinder Removal and Installation	1.0
Reseal Cylinder in Shop	1.0
Reseal Cylinder in Field	2.0
Accumulator Removal and Installation	1.0
Accumulator Charge	0.5



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