

Global Warranty Policies and Procedures

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Warranty return authorization policy and procedures

All Dodge® products are warranted against defects in workmanship and materials. The warranty matrix below provides details of warranty by product type.

| Warranty Policy Matrix | | | | |
|-------------------------------|--|--|--------------------------|-----------------------|
| General product category | Product category | | Warranty period (months) | |
| | | | From installation date | From manufacture date |
| Enclosed gearing | Tigear®-2 | Tigear-2 reducers | 12 | 36 |
| | | E-Z Kleen® Tigear-2 reducers ² | 12 | 36 |
| | | FoodSafe™ Tigear-2 reducers ² | 12 | 36 |
| | Quantis® | Quantis reducers | 12 | 36 |
| | | E-Z Kleen Quantis reducers (A1 and A4 position) ² | 36 | 42 |
| | | FoodSafe Quantis reducers (A1 and A4 position) ² | 36 | 42 |
| | TXT® | | 12 | 36 |
| | Torque-Arm II | | 18 | 36 |
| | Motorized Torque-Arm | | 18 | 36 |
| | Maxum® XTR | | 36 | 42 |
| | MagnaGear XTR® | | 36 | 42 |
| | Controlled Start Transmission | | 12 | 18 |
| Power transmission components | Couplings ¹ | Couplings and accessories | 12 | 18 |
| | | Para-Flex® with warranty card information ¹ | 60 | |
| | | Raptor with warranty card information ¹ | 60 | |
| | Conveyor components | Drive components | 12 | 18 |
| | | Conveyor components | 12 | 18 |
| | | Engineered conveyor pulleys | 18 | 24 |
| Mounted bearings | Mounted bearings ¹ | Mounted bearings, take-up frames, and accessories | 12 | 18 |
| | | FoodSafe mounted ball bearings ² | 12 | 18 |
| | | Extreme Duty mounted ball bearings | 36 | 42 |
| | | Type E Defender mounted tapered roller bearings ³ | 12 | 18 |
| | | TAF Defender mounted tapered roller bearings ³ | 12 | 18 |
| | | Steel-housed (HD) mounted spherical roller bearings ⁴ | 12 | 18 |
| IIoT technologies | OPTIFY™ Sensor ⁵ | | 12 | 36 |
| | OPTIFY Performance Sensor ⁶ | | 24 | 48 |
| | OPTIFY Intelli-Lube™ ⁷ | | 12 | 24 |
| | OPTIFY Breather ⁸ | | 12 | 36 |
| | OPTIFY Gateway ⁹ | | 12 | 36 |
| System1™ | System1 packages ¹⁰ | | | 36 |

¹ Whichever warranty period occurs first.

² FoodSafe mounted ball bearings and FoodSafe/E-Z Kleen gear reducers carry a performance guarantee of 12 months from installation date or 18 months from manufacture date against failure due to water ingress.

³ Defender Series mounted tapered roller bearings carry a performance guarantee of 12 months from installation date or 18 months from manufacture date against failure due to solid particle contamination when commissioned with OPTIFY Intelli-Lube upon installation and actively maintained with Intelli-Lube (i.e., replace cartridge and ensure working condition) for the entire period of 12 months. Limited to one bearing replacement per purchase.

⁴ Steel-housed (HD) mounted spherical roller bearings carry a lifetime guarantee against breakage in the cast steel housing.

⁵ OPTIFY Sensor warranty is based on the activation date of the product and peak operating temperature, not to exceed 185 °F: Up to 36 months from manufacture date or 12 months from the first activation date—whichever comes first. No warranty for sensors activated for On-Premise gateway installations.

⁶ OPTIFY Performance Sensor warranty is based on the activation date of the product and peak operating temperature, not to exceed 221 °F: up to 48 months from manufacture date or 24 months from the first activation date—whichever comes first. No warranty for sensors activated for On-Premise gateway installations.

⁷ OPTIFY Intelli-Lube warranty is based on the activation date of the product and peak temperature measured by the drive: up to 24 months from the manufacture date or 12 months from the activation date and operating in ambient temperatures not exceeding 140 °F. No warranty for naturally-degraded cartridges or products activated for On-Premise gateway installations.

⁸ OPTIFY Breather warranty is 12 months from first fit, inclusive of the communication hardware, with the consumable desiccant cartridge being 180 days. No warranty for naturally-degraded desiccant cartridges or products activated for On-Premise gateway installations.

⁹ OPTIFY Gateway warranty is 12 months from first commissioning date. No warranty for On-Premise gateway installations.

¹⁰ With approved packages with a Class II service factor or greater that are designed in PT Wizard or by a System1 Engineer and purchased through the System1 team.

If a customer believes that a Dodge product has not fulfilled its stated warranty, they may initiate a warranty claim using the following procedure.

1. Submit all warranty claims to your Dodge Inside Sales representative
2. The following information is required to enter and authorize the warranty claim:
 - Reason for the return (detailed mode of failure or error)
 - Application information
 - Time in service
 - Name, address, and account number
 - Sales order number and invoice date
 - Quantity and part number of the product being considered for warranty
 - Products authorized for return will be issued a return authorization (RA)
3. Products shall be returned to the location specified on the RA
4. All returned products must have the RA number clearly marked on the outside of the shipment
5. Product returned without prior approval will be returned to the customer freight collect
6. Requests for warranty consideration for work done without authorization will not be considered

Limited warranty policy

If within the warranty period Dodge receives from the purchaser written notice of any alleged defects in any such product and if the product is found to not be in conformity with this warranty (the purchaser having provided Dodge a reasonable opportunity to perform any appropriate tests thereon), Dodge will, at its discretion, either repair the same or supply a replacement.

Under either option, Dodge shall have the right to require the purchaser to deliver the product for this purpose to its designated service center or manufacturing facility and the buyer shall pay all charges for in-bound and out-bound transportation and for services of any kind, diagnostic or otherwise, excepting only direct and actual costs of product repair or replacement as provided above. Dodge is not responsible for incidental or consequential charges to include, but not limited to, removal, installation, downtime, etc.

This limited warranty does not apply to normal wear items or any product which has been subject to misuse, misapplication, neglect (including without limitation, inadequate maintenance, or failure on the part of the purchaser to ensure proper storage), accident or improper installation, modification, adjustment, or repair.

Misuse shall include, but is not limited to, deterioration in a product due to applied chemicals, wash solutions applied in a pressurized manner (unless designed for this type of washdown process), or wear caused by the presence of abrasive materials. All other Dodge standard terms and conditions of sale apply.

The above warranties are in lieu of all other warranties whether expressed, implied or statutory—including implied warranties or merchantability or fitness for a particular use, or performance or application warranties—and extend only to customers purchasing from seller or its appointed distributor.

No employee, agent, dealer, or other person is authorized to give any warranties on behalf of Dodge nor to assume for Dodge any other liability in connection with any of its products unless otherwise agreed to in writing by Dodge headquarters

Field scrap warranty policy

To simplify the warranty process, the following products are not required to be returned and are eligible to be scrapped in the field and to receive a no-charge replacement.

- Stock products with an original invoice value of \$200 USD or less
 - This excludes Tigear-2 gearboxes, which must be returned to the manufacturing facility for inspection and consideration under the standard warranty policy
- Size 1 and 2 Torque-Arm and Torque-Arm II shaft-mount gear reducers

To initiate a warranty claim and receive the replacement product under the field scrap policy:

Contact your Dodge Inside Sales representative

1. Provide the date code, length of time in service, and reason for the claim
2. If the product in question is a gearbox, a return authorization (RA) will be issued to return the nameplate to the specified plant. If requested, the replacement product may be sent in advance of the nameplate return
3. Customer shall hold the product for 30 days after the submission of the request. During this time, Dodge warranty administration reserves the right to have any product returned for inspection and warranty determination



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