The Dealer Warranty Handbook is a valuable tool for dealers to help reduce the amount of time spent on the warranty process.
Introduction

- **About Morbark**

Morbark, LLC., established in 1957 and based in Winn, Michigan, manufactures durable, high performance equipment for the forestry, recycling, tree care, biomass energy and sawmill markets. Morbark equipment helps customers harvest, process, and convert wood and other organic materials into valuable, useful and profitable products. The company produces a full line of whole tree chippers, flails, brush chippers, horizontal and tub grinders, sawmill equipment, material handling systems and more. Over fifty years of ideas, innovation and phenomenal growth find Morbark positioned as a world-class manufacturing company with world-wide markets and a reputation for designing and building reliable, high performance, heavy equipment.

- **Morbark Vision**

Morbark will lead the direction for the industry through a continuous flow of new equipment designs and ideas. Not limited to the "forest" we came from, we will find new opportunities to develop equipment, dotting the world with the color orange.

Helping our customers reach their goals and having them view Morbark as the Best, we reach our goals. Our quality, pride and teamwork shows as we attract and keep Morbark people who together are committed to continuing our legacy of innovation and growth!

- **Statement of Purpose**

To develop and build equipment that creates opportunities.

- **Quality Policy**

By fully understanding the requirements of our jobs, we will provide defect free products and services that conform to the requirements of our customers, suppliers and co-workers on time...every time.
Dealer Warranty Handbook
Statement of Purpose

The Morbark Dealer Warranty Handbook is a comprehensive tool designed to enable the Dealer to process customer warrantable failures as quickly and efficiently as possible in order to ensure customer success.

This Handbook provides an explanation of the Morbark Warranty Policy, general guidelines for Warranty Consideration, and a detailed breakdown of the processes established for Warranty Registration, Warranty Preliminary Review, and the process for filing Warranty Claims through Morbark’s web-based Frontlines system.

The Handbook also provides an outline of the responsibilities and requirements of Morbark, the Dealer, and the Customer to preserve and maintain Warranty eligibility throughout the product’s established warranty period.

This handbook is intended only for dealers of Morbark products. Any other use is expressly forbidden. It is not intended for use or distribution to end customers.
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Section 1
Warranty Statement

Morbark, LLC. (Morbark) warrants to the original purchaser that this product will be free from defects in materials and workmanship under normal use and operating conditions subject to the conditions and exclusions stated below. No representative, agent or dealer of Morbark or any other person is authorized to modify, expand or extend this warranty in any manner or make any representation on Morbark’s behalf in connection with the sale of any product covered by this warranty. The warranty period starts with the start-up in-service date. See the Warranty Period Charts for information on the warranty period.

EXCLUSIONS
This warranty shall not apply to:

1. Product which has been subject to misuse, neglect, modification, alteration, accident or lack of normal maintenance or service
2. Fire damage
3. Labor, unless provided by an authorized Morbark dealer

REMANUFACTURED PARTS
Morbark reserves the right to use remanufactured parts, when available, for warranty replacement parts. The remanufactured component has the same warranty as if it was new.

PURCHASER’S EXCLUSIVE REMEDY
The exclusive remedy of the purchaser in the event the product does not conform to this Warranty shall be repair or replacement of the product (at the option of Morbark) without charge to the purchaser, when the product is returned to Morbark’s factory at 8507 South Winn Road, Winn, Michigan, 48896, or at such other locations as may be designated by Morbark. Morbark shall have sole discretion to determine whether and to what extent the product is defective in material or workmanship. The acceptance by Morbark of any product returned is not an admission that the product is defective and if Morbark determines the product is not covered by this Warranty, the product may be returned to the purchaser at purchaser’s expense.

DISCLAIMER OF WARRANTY
This warranty is in lieu of all other warranties express or implied. Morbark makes no other warranties regarding the equipment and in particular, makes no implied warranty of merchantability or fitness for a particular purpose, which are expressly disclaimed.

LIMITATION OF DAMAGES
Morbark shall not be liable for any incidental or consequential damages, directly or by subrogation, including but not limited to any claims for fire damage, lost profits, downtime or loss of use in the event the product is defective.
# Equipment Warranty Period Chart

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Morbark Manufactured Components</th>
<th>Vendor Purchased Components</th>
<th>Extended Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Beever Chippers except M20</td>
<td>Two (2) years/3,000 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>New Stump Grinders</td>
<td>One (1) year/500 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>New Beever M20R</td>
<td>One (1) year/1,500 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>New Forestry, Recycling and Sawmill Equipment</td>
<td>Six (6) months/1,000 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>Used Equipment</td>
<td>As stated on equipment order</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>New Engines</td>
<td>N/A</td>
<td>See Engine Warranty Statement</td>
<td>Can purchase prior to start-up or possibly up to two (2) years after start-up depending on the programs offered by the engine supplier</td>
</tr>
</tbody>
</table>

**New After Market Purchased Components that do not have a one year warranty:**

<table>
<thead>
<tr>
<th>Axles</th>
<th>N/A</th>
<th>Nev-R-Lube – Five (5) years, EZ Lube – Two (2) years</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morbark Integrated Control System</td>
<td>N/A</td>
<td>LOR – One (1) year, Electronics Innovation – Two (2) years</td>
<td>N/A</td>
</tr>
<tr>
<td>Equipment Controls</td>
<td>N/A</td>
<td>Tachometer – Two (2) years</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Wear Items such as belting, chipper & counter knives, flail chain, anvils, hammers, screens, belts, bearings & tires**

Manufacturer’s limited warranty extended to the original purchaser to cover conditions that are reasonably considered to have been within the manufacturer’s control. Conditions not within the manufacturer’s control such as irregular wear, lack of maintenance, damage due to accidents or vandalism are not covered.

Manufacturer’s limited warranty extended to the original purchaser to cover conditions that are reasonably considered to have been within the manufacturer’s control. Conditions not within the manufacturer’s control such as irregular wear, lack of maintenance, damage due to accidents or vandalism are not covered.
## After Market Component Warranty Period Chart

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Morbark Manufactured Components</th>
<th>Vendor Purchased Components</th>
<th>Extended Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Morbark Manufactured Components</td>
<td>Ninety (90) days from the date of purchase</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Advantage 3 Drum Assembly</td>
<td>3 years from date of purchase</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Remanufactured Morbark Manufactured Components (part # is followed by the initials RM)</td>
<td>Ninety (90) days from the date of purchase</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Used, reconditioned, refurbished Components</td>
<td>As is, no warranty</td>
<td>As is, no warranty</td>
<td>N/A</td>
</tr>
<tr>
<td>New After Market Purchased Components</td>
<td>N/A</td>
<td>One (1) year except as noted below:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

New After Market Purchased Components that do not have a one year warranty:

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Morbark Manufactured Components</th>
<th>Vendor Purchased Components</th>
<th>Extended Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axles</td>
<td>N/A</td>
<td>Nev-R-Lube – Five (5) years</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EZ Lube – Two (2) years</td>
<td></td>
</tr>
<tr>
<td>Morbark Integrated Control System</td>
<td>N/A</td>
<td>LOR – One (1) year</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Electronics Innovation – Two (2) years</td>
<td></td>
</tr>
<tr>
<td>Equipment Controls</td>
<td>N/A</td>
<td>Tachometer – Two (2) years</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Wear Items such as belting, chipper & counter knives, flail chain, anvils, hammers, screens, belts, bearings & tires:

Manufacturer’s limited warranty extended to the original purchaser to cover conditions that are reasonably considered to have been within the manufacturer’s control. Conditions not within the manufacturer’s control such as irregular wear, lack of maintenance, damage due to accidents or vandalism are not covered.
Warrantable Expenses

- **Dealer Labor**
  - Dealers will be reimbursed for a reasonable amount of their labor time to complete the removal and replacement of the warrantable component (number of hours multiplied by Morbark’s approved warranty labor rate)
  - Dealers will be reimbursed for a reasonable amount of time needed to repair a warrantable defect (number of hours multiplied by Morbark’s approved warranty labor rate)
  - Morbark wants to fairly compensate dealers for actual warranty expenses incurred, but reserves the right to amend any labor reimbursement requests that seem excessive or unwarranted
- **Dealer Outgoing Ground Freight to Morbark** – Normal ground transportation expenses will be reimbursed if Morbark requires the component to be returned
- **Dealer Mileage** – Reimbursement may be considered on a case-by-case basis
- **Dealer Travel Time**– Reimbursement may be considered on a case-by-case basis

**Dealer Labor Rates**

Dealer reimbursement rate will be evaluated annually.
Expenses/Items Not Covered

- **Maintenance**
  - Required scheduled maintenance including proper maintenance schedule intervals
  - Procedures to maintain correct fluid levels: fuel, oil, and lubricants recommended in the Operator’s manual
  - Labor involved in adjusting, lubricating, as well as performing other normal maintenance services detailed in the Maintenance Schedule and/or Operator’s manual
  - Items considered expendable or normal maintenance items such as: lubricants, anti-freeze, fluids, filters, clutch linings, brake pads, wear parts (i.e. such as knives, inserts, and grates), light bulbs

- **Damages Due to Accidents, Misuse, or Alterations**
  - Collision, fire, theft, abuse, negligence, freezing, vandalism, riot, explosion or objects striking the equipment, environmental damage, and caustic cleaning solutions
  - Modifications or temporary repairs made to equipment
  - Use of equipment for something other than it’s intended use

- **Unauthorized Service**
  - Repairs or service work performed by unauthorized service outlets, without prior approval

- **Damage resulting indirectly from a prior warranty issue**
  - Warranty will only be allowed for direct cause
  - Any damage caused because equipment was allowed to continue to operate with a warrantable problem allowing additional issues to develop will not be covered

- **Freight Inbound to Dealer/Customer**
  - Expenses over and above normal ground transportation for procurement of warranty materials

- **Freight Outbound to Morbark**
  - Morbark will not always require that a component be returned for warranty. Complete the Warranty Preliminary Review Form to find out whether or not an item must be returned
  - Freight to Morbark will not be reimbursed if Morbark did not require the component be returned

- **Towing**

- **Payment for loss profits or downtime**

- **Materials** – Shop materials; maintenance items.

- **Travel expenses including lodging and meals**

- **Rental Equipment Expenses**
Section 2
Receipt of Goods and Pre-Delivery (RGPD) Form

This form is used to inspect, check, and document the condition of a machine upon receipt by a dealer. It is also used to inspect and document the condition of a machine prior to delivery to a customer if that delivery does not occur when the machine is initially received. Receipt of Goods forms are required for both new and used industrial and TCP machines.

Morbark uses this information to identify quality issues that exist when the dealer receives the equipment so quality can be improved. This information is used by the dealer to ensure their customers receive a high quality machine, as well as to identify opportunities for Morbark to improve quality.

This is a walk thru form that requires the dealer to operate and check certain items on a machine to ensure they are in good working order. All dealers must complete the RGPD upon receipt of all machines, and if the machine is not immediately being delivered to a customer it must be completed again prior to delivery. This form should be sent to Morbark within seven (7) days of receipt of a machine at your dealership and no more than seven (7) days after delivery of a machine to a customer.

This form is located on the Morbark Intranet under “Service”. There is a printable and online form. You will need to print the printable form, fill it out at the machine, and then transfer it to the online form. You can send the form to Morbark by clicking “submit” at the end of the online RGPD form (the form will be automatically emailed to Morbark at that time). Retain a copy in your equipment file.
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Section 3
Warranty Validation and Registration

EQUIPMENT WARRANTY VALIDATION
A properly dated Start-up/Warranty Validation Form (SWV) must be completed, signed by the purchaser and returned to Morbark, Inc., 8507 South Winn Road, Winn, Michigan, 48896, within seven (7) days of the start-up in-service of the equipment.

ENGINE WARRANTY
Morbark offers several makes of diesel or gasoline engines on its various equipment models. Each engine manufacturer offers its own specific Warranty time periods and Extended Service Coverage (ESC) options. Late fees may apply if ESC is purchased after start-up. Refer to the specific Morbark machine invoice for details on the length of the Warranty and ESC coverage on any given model. It is highly recommended that any potential warranty issues involving engines or engine related components be initially directed to Morbark’s Warranty or Service Departments for review.

Engine failures are warranted directly through the Manufacturer’s local OEM Distributor or certified Service outlet. However, in many cases, engine add-on components such as wiring harnesses, other electrical components, clutches, radiators, air cleaners, pre-cleaners, mufflers, and batteries are supplied and installed by Morbark or an Engine Distributor rather than the actual Engine Manufacturer. Requesting a Service Tech visit from an OEM distributor for a failure related to non-OEM issues can lead to very expensive service charges without guaranteeing to fix the problem. This is why it is highly recommended that warranty issues involving engines or engine related components be initially directed to Morbark’s Warranty or Service Departments.

Electric motors have a twelve (12) month warranty and do not require any special registration.

OEM ENGINE WARRANTY REGISTRATION
Registration of the respective Warranties and Extended Service Contracts are processed through Morbark, Inc. and are initiated by filing the Start-up/Warranty Validation Form.

In order to ensure OEM acceptance of full warranty coverage, Warranty registrations must be filed prior to certain machine hour guidelines and conditions. Conditions requiring registration are:

1. Retail sale of machine
2. Retail rental of machine
3. Machine Demo or Loaner hours reaching or exceeding manufacturer’s limits of operation prior to warranty registration. Common Manufacturer limits for most Morbark Beever and Industrial Models are:
   - Caterpillar/Perkins: 150 Engine hours
   - Cummins: 150 Engine hours
   - John Deere: 250 Engine hours
   - Kubota: 50 Engine hours or 3 months use as demonstrator
In the event that engine manufacturer limits are reached prior to the sale of the machine, Morbark must be notified so that the engine warranty can be registered with the manufacturer. Failure to register within the acceptable guidelines may result in the Engine Manufacturer assessing penalty charges for late filing when the engine is eventually registered. These penalty charges will be invoiced to the dealer.

**WARRANTY TRANSFER**
Contact your Morbark factory representative for information on how to transfer the warranty.
Start-up and Warranty Validation Form (SWV)*

This is a multi-purpose form used to instruct the customer/operator on proper safety, operation and maintenance of their machine. Morbark uses this form to ensure the customer received good instructions on all aspects of their new machine. It is also used as a notification to Morbark to start the warranty on the customer’s new machine and engine, and triggers Morbark to send a follow up survey about the start-up to the customer.

To create customer success Morbark requires that all customers receive an instructional start-up explaining, safety, operation, and proper maintenance of their machine upon receipt of their new machine. The (SWV) form is specific to that family of machines and is to be filled out by both the technician performing the start-up and the customer/operator being instructed. It is also a check sheet that guides the technician through the start-up process.

This is a step by step walk thru form and is required by all dealers on all new machines. Return the form to Morbark within seven (7) days of the start-up in-service date.

Should the customer decline the instructional start-up there is a section at the bottom of the form that needs to be completed with the customer’s signature. This section documents the fact that the customer declined the start-up. This does not void their warranty; however it might help you and Morbark resolve a future dispute.

This is a three part form. The white copy is to be returned to Morbark. The yellow copy is to be retained by the dealer and the pink copy is to be retained by the customer for their records.
MORBARK, INC.
WOODHOG
START-UP/WARRANTY VALIDATION (SWV) FORM

<table>
<thead>
<tr>
<th>Customer Name:</th>
<th>Equipment In Service Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address:</td>
<td>City/State/Zip:</td>
</tr>
<tr>
<td>Machine Model:</td>
<td>Machine S/N: New Used</td>
</tr>
<tr>
<td>Engine Make/Model:</td>
<td>Engine S/N:</td>
</tr>
<tr>
<td>Dealer Name:</td>
<td>Branch/Location: Dealer Address:</td>
</tr>
</tbody>
</table>

THE TECHNICIAN AND CUSTOMER/OPERATOR MUST INITIAL EACH ITEM AS IT IS EXPLAINED OR COMPLETED. DO NOT INITIAL ANY ITEM ON THIS FORM UNLESS YOU PERSONALLY EXECUTE OR RECEIVE INSTRUCTIONS OR INFORMATION ON THAT ITEM. DOCUMENT ALL ISSUES ON THE BOTTOM OF THE LAST PAGE OF THIS FORM.

<table>
<thead>
<tr>
<th>START-UP PREPARATION</th>
<th>Technician</th>
<th>Customer Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Walk around and inspect the complete machine. It should be clean, with no damage or fluid leaks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Locate the satchel with the Schematics, OEM Manuals, Safety &amp; Operator’s and Parts Manuals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Locate and ensure all keys are with the machine.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Locate the load completion form in the satchel and ensure the proper tools arrived with the machine.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Review the safety procedures in the Safety &amp; Operator’s Manual prior to start-up.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRIOR TO STARTING, SAFETY &amp; MAINTENANCE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Review all safety devices, the procedures for using them, and the importance of following safety procedures.</td>
<td></td>
</tr>
<tr>
<td>a. Lockout Tag-out</td>
<td></td>
</tr>
<tr>
<td>b. Clutch lever lock</td>
<td></td>
</tr>
<tr>
<td>c. 5-Second start delay</td>
<td></td>
</tr>
<tr>
<td>d. Hood lock pins</td>
<td></td>
</tr>
<tr>
<td>e. Yoke locks</td>
<td></td>
</tr>
<tr>
<td>f. Hard hats and safety equipment</td>
<td></td>
</tr>
<tr>
<td>7. Perform proper lockout tag-out procedures. <strong>NEVER perform any maintenance unless the machine has been properly locked-out and tagged-out.</strong> Every person who performs maintenance on a machine must follow lockout tag-out procedures.</td>
<td></td>
</tr>
<tr>
<td>8. Discuss the risk of flying debris and the importance of having all personnel in the area wear hard hats and safety glasses.</td>
<td></td>
</tr>
<tr>
<td>9. Review how the fire extinguisher must be tipped and shaken weekly to prevent packing of the chemicals.</td>
<td></td>
</tr>
<tr>
<td>10. Identify where and how to disconnect the battery, all electronics on the panel(s) and ECU before performing any welding on equipment.</td>
<td></td>
</tr>
<tr>
<td>11. Identify where to check engine oil, coolant level, hydraulic oil level, and fuel level.</td>
<td></td>
</tr>
<tr>
<td>12. Identify where to check the hydraulic oil temperature. Discuss that 100° over ambient temperature is a general rule of thumb for maximum system temperature of the hydraulic systems, and if the temperature exceeds 170° refer to the hydraulic tank stickers or Operator’s Manual for proper recommendations.</td>
<td></td>
</tr>
<tr>
<td>13. Discuss the need to change the hydraulic oil filters every <strong>400</strong> hours of running. Identify where to check the filter gauge for excessive backpressure signaling a necessary filter change prior to recommended interval.</td>
<td></td>
</tr>
<tr>
<td>14. Identify where and how to change the hydraulic clutch filter after their first <strong>50</strong> hours of operation, and how if it is a PT Tech clutch the blue light comes on indicating the need to change the filter or when engaging the clutch. Locate where to check clutch oil and level, if applicable.</td>
<td></td>
</tr>
<tr>
<td>WOODHOG (SWV) CONTINUED: 2 of 3</td>
<td>Technician</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>15. Identify and explain the procedure for changing the hydraulic reversing fan oil filter after their first 50 hours of operation and every 400 hours of operation there after.</td>
<td></td>
</tr>
<tr>
<td>16. Explain the importance of inspecting the hammer mill area for obstructions and debris prior to starting engine and clutch engagement to assure free rotation.</td>
<td></td>
</tr>
<tr>
<td>17. Proceed thru proper sequences for starting engines and explain the warning horn.</td>
<td></td>
</tr>
<tr>
<td>18. Locate and test all emergency stops explaining how they affect the starting of the machine.</td>
<td></td>
</tr>
</tbody>
</table>

**START-UP GENERAL INFORMATION & OPERATION**

19. Review the MICS screen:
   a. Review the MICS operating manual and discuss how to change operating modes to get better results depending on the material running thru the grinder.
   b. Discuss the clutch control panels and troubleshooting lights if applicable.
   c. Discuss the functions that can be monitored while operating
   d. Discuss how to adjust the speed of the bed chain and feed wheel separately to slow down or speed up each system (20% is the slowest and 100% is the fastest). Make an adjustment.
   e. Adjust the speed of the tracks for tracking, loading and unloading of the machine.

20. Operate and discuss what all the functions in the control panel operate and how they work.

21. Operate and discuss what all the functions on the tether and remote control operate and how they work.

22. Perform the engagement and disengagement procedures several times on the PTO.

23. Perform process to adjust the clutch if it is an over center clutch, and discuss the fact that if this is not followed correctly, the clutch will fail. Discuss proper maintenance and shaft lubrication, and how it affects the feeling of adjustment tightness.

24. Locate the hydraulic controls on the side of the machine to run the stabilizers, bottom conveyor, and discharge conveyor. Unfold, fold, and engage the discharge and belly conveyors.

25. Discuss how to tighten and maintain the discharge and belly conveyor belts.

26. Identify the side access doors and hood; discuss why they should NEVER be opened when the mill is turning.

27. Identify the torque limiter. Discuss what it does and how it ONLY LIMITS DAMAGE. IT DOES NOT ELIMINATE IT. Review the operator’s manual requirements for proper greasing and maintenance. Discuss how to adjust if it is a JSE3 external adjustable and that it should never be adjusted over the max factory setting to ensure proper releasing.

28. Discuss how to tighten the drive belts. Double-check them for tightness before leaving the job site.

29. Discuss the extreme importance of checking and tensioning them frequently during the first week of operation.

30. Go over the proper way to grease and maintain the hammer mill bearings. Refer to Operator’s Manual for proper maintenance procedures and schedules.

31. Identify where and how to maintain and adjust the bed chain.

32. Identify where and discuss how to replace the oil for the feed wheel gearbox, if applicable.

33. Walk through the process used to change all protective wear plates installed in the hammer mill area.

34. Walk through the process used to change hammers. Discuss how to move and lubricate the hammer and rods weekly to prevent them from seizing, and then perform this process. Discuss the optimal hydraulic rod puller, if equipped, and the importance to ALWAYS USE BOTH YOKE LOCKS WHEN UNDER THE YOKE.

35. Walk through the process used for the raker gauge and discuss the aggressiveness and possible damage if not maintained.

36. Perform the process used to change the mill grates for proper sizing of material.

37. Discuss the proper maintenance procedures for blowing out the radiator, bearings, and the V of the engine daily to reduce the risk of a fire. If equipped with an optional reversing fan, discuss that just because the fan reverses to blow the radiator screen off does not mean that the radiator itself is being cleaned. THIS IS NOT A RADIATOR CORE CLEANING DEVICE.

38. Discuss how to load the hopper and the importance of maintaining a low but level load. The hopper has high sides to contain brushy materials, and should not be filled to the top. (Yoke only opens so far.)

---

**NEVER BY-PASS ANY SAFETY DEVICE**

White Copy – Morbark, Inc., PO Box 1000, Winn, MI 48896

Yellow Copy – Dealer
Pink Copy – Customer

REV (3/2010)

3-5
WOODHOG (SWV) CONTINUED: 3 of 3

REVIEWS AND ACKNOWLEDGMENTS

39. Discuss the lube and maintenance schedules in the Safety & Operators manual with the customer.

40. Run the machine in a normal manner for the balance of the day. The machine was observed under actual working conditions for at least ______ hour(s).

41. Discuss the Morbark Equipment Limited Warranty on the backside of this form.

42. Discuss that it is important that in the first month’s operation the belts, chains, hydraulic fittings, bearings, etc., must be check every day for tightness, due to a natural tendency to stretch and seat themselves.

43. Inspect the machine looking for loose bolts and leaks with the customer before leaving.

COMMENTS


CUSTOMER/OPERATOR ACKNOWLEDGEMENT/AGREEMENT

All the above items have been completed while performing the startup of the equipment and reviewing its safe operation. I hereby confirm my understanding of these items. I have been instructed and informed of the importance of the foregoing safety procedures, and reviewed all safety procedures contained in the Operator's and Safety Manual provided. The equipment has been thoroughly serviced and checked. I am satisfied with the instructions and inspection. The customer has been provided with a copy of this Start-up/ Warranty Validation form and agrees with its terms.

Customer/Operator signature ___________________________ Date __________ Technician performing start-up signature ___________________________ Date __________

Printed Name ___________________________ Printed Name ___________________________

CUSTOMER ACKNOWLEDGEMENT/ AGREEMENT DECLINING STARTUP INSTRUCTIONS

I acknowledge that Morbark or its agent has offered to provide a technician to provide startup instruction and review the above items, and I have declined such instructions because I am already familiar with the equipment and its safe operation. I am aware of the importance of the preceding proper safety procedures, including all safety procedures contained in the Operator's and Safety Manual, which have been provided to me. I agree the equipment has been thoroughly serviced and checked by the above named representative and I have been provided with a copy of the Morbark Start-up/ Warranty Validation and agree with its terms.

Witness ___________________________ Date __________

Print Name ___________________________ Print Name ___________________________

NEVER BY-PASS ANY SAFETY DEVICE

White Copy – Morbark, Inc., PO Box 1000, Winn, MI 48896
Yellow Copy – Dealer
Pink Copy – Customer

REV (3/2010)
# Warranty Statement

Morbark, Inc. (Morbark) warrants to the original purchaser that this product will be free from defects in materials and workmanship under normal use and operating conditions subject to the conditions and exclusions stated below. No representative, agent or dealer of Morbark or any other person is authorized to modify, expand or extend this warranty in any manner or make any representation on Morbark’s behalf in connection with the sale of any product covered by this warranty. The warranty period starts with the start-up in-service date. See the Warranty Period Charts for information on the warranty period.

## EXCLUSIONS

This warranty shall not apply to:

1. Product which has been subject to misuse, neglect, modification, alteration, accident or lack of normal maintenance or service
2. Fire damage
3. Labor, unless provided by an authorized Morbark dealer

## REMANUFACTURED PARTS

Morbark reserves the right to use remanufactured parts, when available, for warranty replacement parts. The remanufactured component has the same warranty as if it was new.

## PURCHASER’S EXCLUSIVE REMEDY

The exclusive remedy of the purchaser in the event the product does not conform to this Warranty shall be repair or replacement of the product (at the option of Morbark) without charge to the purchaser, when the product is returned to Morbark’s factory at 8597 South Winn Road, Winn, Michigan, 48896, or at such other locations as may be designated by Morbark. Morbark shall have sole discretion to determine whether and to what extent the product is defective in material or workmanship. The acceptance by Morbark of any product returned is not an admission that the product is defective and if Morbark determines the product is not covered by this Warranty, the product may be returned to the purchaser at purchaser’s expense.

## DISCLAIMER OF WARRANTY

This warranty is in lieu of all other warranties express or implied. Morbark makes no other warranties regarding the equipment and in particular, makes no implied warranty of merchantability or fitness for a particular purpose, which are expressly disclaimed.

## LIMITATION OF DAMAGES

Morbark shall not be liable for any incidental or consequential damages, directly or by subrogation, including but not limited to any claims for fire damage, lost profits, downtime or loss of use in the event the product is defective.

## EQUIPMENT WARRANTY PERIOD CHART

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Morbark Manufactured Components</th>
<th>Vendor Purchased Components</th>
<th>Extended Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Beaver Chippers</td>
<td>Two (2) years/3,000 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>New Stump Grinders</td>
<td>One (1) year/500 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>New Beaver M20R</td>
<td>One (1) year/1,500 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>New Foresty, Recycling and Sawmill Equipment</td>
<td>Six (6) months/1,000 hours, whichever comes first</td>
<td>One (1) year</td>
<td>Can purchase prior to start-up</td>
</tr>
<tr>
<td>Used Equipment</td>
<td>As stated on equipment order</td>
<td>N/A</td>
<td>Can purchase prior to start-up or possibly up to two (2) years after start-up depending on the programs offered by the engine supplier</td>
</tr>
<tr>
<td>New Engines</td>
<td>N/A</td>
<td>See Engine Warranty Statement</td>
<td></td>
</tr>
</tbody>
</table>

### New After Market Purchased Components that do not have a one year warranty:

<table>
<thead>
<tr>
<th>Components</th>
<th>Manufacturer’s limited warranty extended to the original purchaser to cover conditions that are reasonably considered to have been within the manufacturer’s control. Conditions not within the manufacturer’s control such as irregular wear, lack of maintenance, damage due to accidents or vandalism are not covered.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axles</td>
<td>N/A</td>
</tr>
<tr>
<td>Morbark Integrated Control System</td>
<td>N/A</td>
</tr>
<tr>
<td>Equipment Controls</td>
<td>N/A</td>
</tr>
<tr>
<td>Wear Items such as belting, chipper &amp; counter knives, flail chain, anvil, hammers, screens, belts, bearings &amp; tires</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Section 4
Scheduled Maintenance

Owners and operators of Morbark products are required to review and comply with the Maintenance Schedules and all recommended service procedures as prescribed in the Safety – Operator Manual of their respective machines.

As Dealers you should be aware of your customers’ maintenance and service procedures and whether or not they are following the Maintenance Schedules properly. Well maintained equipment operates at peak performance optimizing the owner’s profitability and success. Therefore, following the Maintenance Schedule is a good business practice. Sales and service personnel should review equipment maintenance with the customer and let the customer know if there are any issues with the maintenance program. The Start-Up/Warranty Validation Form can be used as a checklist when reviewing maintenance with a customer. Please reference the Safety-Operator Manual for complete instructions.

Failure to properly lubricate, adjust, or otherwise maintain machine systems and components as stated in the Safety – Operator Manual may result in the denial of Warranty Claims filed for failures of same.
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Section 5
Warranty Preliminary Review Form

The Warranty Preliminary Review Form was developed as a tool for Morbark dealers to complete and return prior to starting warranty work. This tool enables dealers to easily communicate warranty information to Morbark and allows Morbark to let dealers know if the parts being removed need to be returned or if digital photographs will be accepted. It also allows Morbark to give you a preliminary determination of the warranty claim. If properly completed this warranty information can be routed quickly, allowing Morbark to react faster to meet your needs.

This form is available on the Morbark Dealer Intranet by clicking on “Service” and then looking under “Warranty Preliminary Review Form.”

Fill in form and hit the “submit” button at the bottom of the page. Form will automatically be emailed to Morbark for review when the “submit” button is clicked.
Warranty Standard Labor Removal & Replacement Time Sheet

In an effort to streamline the warranty claim process Morbark is preparing a list of failures and the amount of time it normally takes to remove and replace the failed component. The labor times presented in this Standard Labor Removal & Replacement Time Sheet are intended to help the servicing dealer complete warranty claims, but can also be used for estimates when working on Morbark equipment.

Time to remove and replace will be calculated at the Morbark Standard Repair Time for the failed component. If the failed component does not have a standard repair time established in the time sheet below, the Morbark Warranty Administrator will establish a reasonable and prudent repair time. Should circumstances arise that require deviation from the norm, approval for extra labor time should have prior approval from Morbark’s Warranty Administrator.

**INDUSTRIAL EQUIPMENT**
(All times are stated in hours)

<table>
<thead>
<tr>
<th>Component</th>
<th>WoodHog</th>
<th>Tub Grinder</th>
<th>Flail</th>
<th>Drum Chipper</th>
<th>Chiparvestor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel Tank Assy</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Hvy Oil Tank Assy</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Magnetized / Non-Mag End</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Pully</td>
<td>7</td>
<td>8</td>
<td>8</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>Over Center Clutch Assy</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>Pt Tech Clutch Assy</td>
<td>8</td>
<td>8</td>
<td>10</td>
<td>9</td>
<td>NA</td>
</tr>
<tr>
<td>Twin Disc Assy</td>
<td>9</td>
<td>9</td>
<td>8</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Torque Limiter Assy</td>
<td>9</td>
<td>8</td>
<td>NA</td>
<td>NA</td>
<td>5</td>
</tr>
<tr>
<td>Hammer Mill Assy</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Drive Shaft Assy</td>
<td>14</td>
<td>3</td>
<td>NA</td>
<td>14</td>
<td>4</td>
</tr>
<tr>
<td>Drum Assy</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>16</td>
<td>NA</td>
</tr>
<tr>
<td>Main Drive Belt Assy</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Disc Assy</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

**TREE CARE EQUIPMENT**
(For all equipment excluding Stump Grinders)
(All times are stated in hours)

<table>
<thead>
<tr>
<th>Component</th>
<th>8</th>
<th>2</th>
<th>6</th>
<th>10</th>
<th>4</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>2</th>
<th>2</th>
</tr>
</thead>
</table>

**STUMP GRINDER**
Stump grinder equipment only
(All times are stated in hours)

<table>
<thead>
<tr>
<th>Component</th>
<th>2</th>
<th>2</th>
<th>2</th>
<th>2 1/2</th>
<th>1 1/2</th>
<th>1/2</th>
<th>2</th>
<th>5</th>
<th>2</th>
<th>2</th>
<th>1/2</th>
<th>1/2</th>
</tr>
</thead>
</table>
Instructions For: FrontLines - how to enter a Warranty Claim RMA (customer/dealer)  
Prepared By: Susan Yaw  
Effective Date: 11/12/08  
Revisions: 12/15/09

*Please note all fields with an asterisk (*) are required fields.

- Through web browser locate the following site: www.frontlines247.com/morbark.htm  
- Enter User Name (from when Account was created)  
- Enter Password (from when Account was created)  
- Click Submit
- My RMA Requests - Active screen will appear
- Click Request RMA

<table>
<thead>
<tr>
<th>RMA</th>
<th>Submitted On</th>
<th>State</th>
<th>Date of Current State</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sep 05, 2009</td>
<td>Submitted</td>
<td>Sep 05, 2009</td>
</tr>
</tbody>
</table>
Click Continue
• Create an RMA Request screen (NOTE: if the following contact information is changed after initial entry, the RMA will reflect most recent information entered):

**Contact Information:**
- Enter Company Name
- Enter Customer (Account) Number
- Enter Contact Name
- Enter Email address
- Enter Phone Number
- Enter Fax Number, if applicable
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code
**Billing Address:**
*If the same as contact address as above, check box to next to Bill Address header auto populate the fields.*
- Enter Company Name
- Enter Contact Name
- Enter Phone Number
- Enter Fax Number, if applicable
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code
Shipping Information:
*If the same as contact address or billing address, check the appropriate box to next to header auto populate the fields.
- Enter Company Name
- Enter Phone Number
- Enter Address 1
- Enter Address 2, if applicable
- Enter City
- Enter State/Province
- Enter Country
- Enter Zip/Postal Code
- Click Continue
• Type of RMA Return screen
  o Click drop-arrow to select Morbark RMA Warranty Claim
  o Click Continue
• Morbark RMA Warranty Return screen
  o Read all instructions and information regarding the Morbark RMA Warranty Claim

**Morbark RMA Warranty Claim**

1. Complete the Morbark Warranty Claim RMA form in detail. If the information is not complete, the claim WILL NOT be processed or credit issued.
2. After claim is submitted, print two (2) copies of the claim. One is to be retained for your records. The second is to be attached to or placed in the shipping carton containing returned parts as a packing slip (if applicable).
3. Return for all documentation pertaining to the claim to: Morbark, 4109 Kalamazoo Avenue SW, Zeeland, MI 49464. ATTN: JOHN GOTTLEBER, MORBARK WARRANTY CLAIMS.
4. Shipping cost must be prepaid on all returned warranty parts.
5. In large or bold print, mark the outside of the carton with “WARRANTY PARTS RETURN” and the RMA Warranty Claim Number clearly visible.
6. Ship to: MORBARK WAREHOUSE DEPARTMENT, 800 N. WINN RD. WINN, MICHIGAN 48096

PLEASE USE WARRANTY PRELIMINARY REVIEW FORM while completing this RMA Warranty Submission, and please be sure to RECORD CORRECT WARRANTY PRELIMINARY REVIEW FORM NUMBER to ensure proper processing of this warranty claim.

**MORBARK WILL NOT RECOGNIZE A CLAIM FILED OVER 30 DAYS FROM DATE OF FAILURE**

If you have come to this page to return an item for CORE CREDIT, please submit a Core Credit RMA. It can be found in the drop down selection along with the Warranty and
- Enter Failure Date
- Choose either one Industrial unit, one Tree Care Unit or one from the Sawmill Unit fields from the drop down arrows
- Enter Machine S/N
- Enter Hours on Unit
- Enter Name of Machine Owner
- Enter Address of Owner
- Enter City of Owner
- Enter State of Owner
- Enter Zip of Owner
- Enter Machine Delivery Date
- Enter Customer Issue
- Enter Warranty Preliminary Review Number (from Warranty Preliminary Review Form in regards to this claim completed and returned by John Gottleber)
- Enter Dealer Reference Number
- Enter Quantity of This Item
- Enter Morbark Part Number of Item \( \text{ONE part number ONLY, addtl parts will be added later in claim process} \)
- Enter Description of Part
- Enter Unit Price Each
- Enter Morbark Invoice Number
- Select Yes or No if the item has been replaced before
- Enter Morbark Invoice Number
- Enter Morbark Sales Order Number
- Select Yes or No if the item is being returned
- Enter Freight Being Claimed (ONLY claim once)
- Enter Total From Above (total from items PLUS freight)
- Enter Shipment Tracking Number
- Enter Hours of Labor for Consideration (ONLY claim once)
- Enter Miles Incurred for Consideration (Industrial Equipment Only)
- Enter Amount of Misc. Material (e.g., welding rod, etc.)
- Remaining fields (Labor Accepted for Credit, Freight Accepted for Credit, Miles Accepted for Credit, Amount of Materials Accepted, Warranty Notes, etc.) are for **WARRANTY MANAGER'S USE ONLY**
- Click Continue
• Summary screen.
  o If all information shown in summary is correct, click All Information Correct - Submit.
  o If summary information shown is incorrect, click Go Back and Change Information.
- Your RMA Request has been Submitted screen
  - Record RMA number provided for use later in steps
  - If there are no additional units to be added, click Done
  - If additional units are to be added to this RMA, click Add Another Unit to this RMA. Complete steps above beginning with Morbark RMA Warranty Return screen.
    - Please note some fields will be populated from entry of the previous unit
• Click List My RMAs
• My RMA Requests - Active screen
• Click number of RMA just entered (recorded in above steps)
• Once RMA appears on screen, use the Print button on the toolbar of the web browser to print two copies
  o Copy #1 - to remit to Morbark with returned parts. This will serve as a packing slip.
  o Copy #2 - to be saved by customer for records
• Click Log Out to end session

PLEASE NOTE: When boxing parts for shipment to Morbark, write the following information on the outside of the box:
  • RMA number (as documented above)
  • “WARRANTY PARTS RETURN”
Section 6
Morbark Contacts

To discuss any warranty issues please call Morbark at 800-233-6065 and ask for:

John Gottleber, Warranty Administrator - at extension 1408

If John is not available ask for:

Dave Noch, Warranty and Service Manager - at extension 1536

Any warranty documents needed to support a warranty claim can be faxed to Morbark at 800-832-5618 or e-mailed to John.Gottleber@Morbark.com.

For other Morbark contacts visit our website at www.Morbark.com or use the Intranet and click on “Parts and Service” and then click on “Dealer Policies and Procedures.”

Your Morbark factory sales representative is also available for additional assistance regarding warranty or any other matter.