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Sherpa Product Warranty

The Sherpa Product Warranty only covers against faulty parts and workmanship, not general wear and tear from normal use.

Warranty Length:

Sherpa 12,000Lb Steel Cable Winch	5 Years*
Sherpa 12,000Lb Synthetic Rope Winch	5 Years*
Sherpa 17,000Lb Steel Cable Winch	3 Years*
Control Boxes, Solenoids and Hand Remotes	12 Months*
Synthetic Ropes	12 Months*
Steel Cables	12 Months*
Fairlead and Hawse	12 Months*
Snatch Blocks	12 Months*
Wireless Remotes	No Warranty*
Universal Winch Plates	12 Months*
Winch Hooks	12 Months*
Tree Trunk Protectors	12 Months*
Ground Anchors	12 Months*
Winch Dampners	12 Months*
55W HID Lights	12 Months*

***Warranty Terms & Conditions:**

- Products must be returned to the place of purchase at the buyer's expense for warranty assessment.
- Returned products must have a completed Warranty & Returns Form accompanied by proof of purchase.
- Sherpa is not liable for items lost or damaged during return freight.
- If the returned product is not covered under warranty the buyer is liable for the shipping costs to return the product to the buyer.
- Warranty and Returns are processed as fast as possible but can be up to 21 days depending on availability of parts and service technicians.

- The warranty starts from the date of purchase.
- Products showing corrosion or water damage are not covered under warranty.
- Synthetic rope is not covered under warranty if damage is due to neglect or general wear and tear. This will be at the discretion of Sherpa.
- Steel cables which are kinked or frayed due to improper operation are not covered under warranty.
- Wireless remotes are provided as a bonus offer and are not covered under warranty.
- The Sherpa Product Warranty does not include any defect caused by abuse, accident, improper installation or operation, lack of reasonable care, loss of parts, unauthorized modifications, tampering or attempted repair by an unauthorized person.
- If any object comes into contact with the winch causing damage, it is NOT covered by warranty.
- Damage due to lightning strikes, indirect or direct is Not covered by warranty.
- This warranty does not cover general wear and tear incurred by normal use of the product.
- Any modifications to the winch, control box or wiring will void this warranty.

Additional Conditions – For Sherpa Winches

- Your Sherpa Winch must be serviced every 12 Months by an Authorised Installer.
- A copy of service receipts must be presented for a warranty claim.
- The winch must be used with a minimum 650 Cold Cranking Amps battery
- The winch MUST have at least 1 complete layer of cable/rope on the drum at all times, the cable has a red mark which identifies the minimum that must remain on the drum.
- The winch MUST be mounted to a suitable steel winch compatible bull bar only.
- The winch MUST be used as per the instruction manual.
- Do Not use the winch for industrial or commercial applications
- Do Not hook the winch cable /rope onto itself
- Do Not exceed the pulling limits of the winch
- Do Not shock load the winch
- Do Not overwork the winch. The drives, like on all winches, have a duty cycle.
- Recommended use is for 1 minute with at least 1 minute break period. When under maximum load and working conditions the duty cycle should be reduced.