



Submitting Warranty Claims

Genesis' standard warranty for most products is 12 months or 1500 hours, whichever occurs first, and when something goes wrong, we stand behind our Promise of Performance.



LIMITED WARRANTY

Subject to the terms and conditions set forth in this limited warranty, Genesis Attachments, LLC will warrant its products as follows:
(a) for new manufactured product for a period of 12 months from the date of shipment or 1,500 hours of operation, whichever occurs first, and (b) for reconditioned Genesis built product: six months from date of shipment, or 750 hours of operation, whichever comes first, and (c) for a remanufactured competitor's product: for a period of 90 days from the date of shipment or 375 hours of operation, whichever comes first. This limited warranty protects against faulty material or workmanship only for the applicable period set forth above.

We've recently received, however, a number of claims for which pre-approval was not requested. So, to prevent future claims from being denied, here are some reminders.

Pre-Authorization, Pre-Authorization, Pre-Authorization!

We cannot stress this enough! All work and repairs **must be pre-authorized** by our Service Department to ensure proper diagnostics and repairs with minimal downtime. We'll also direct and supply parts as needed.



Null and Void

Not terms we like to use, but that's what happens to your warranty if alterations, modifications or repairs are performed without pre-authorization. Improper operation, incorrect excavator-to-attachment plumbing or improperly performed maintenance may also void the warranty.

Know Your Numbers

Please have your attachment serial number and hours in service when you call.



Returning Parts

Pre-approval is required, and we'll provide you an RMA number with shipping instructions. All items must be shipped within 14 days.

Parts must be clean with machined surfaces protected from corrosion or physical damage. Likewise, all hydraulics must be capped when they're removed to prevent contamination.

Genesis Warranty Form

View and download the [Genesis Warranty Form](#) for complete information.

Genesis must receive a completed Warranty form within 30 days of attachment start-up.

For pre-approval of your repair or if you have questions, contact Tim at 218-349-5755, talseth@genesisattachments.com