LIMITED WARRANTY ON SOUTHWIRE CONTRACTOR EQUIPMENT

What Does This Warranty Cover?

Five-Year Limited Warranty on Contractor Equipment

Under Southwire's Contractor Equipment 5-Year Limited Warranty, Southwire Company, LLC warrants that all Southwire Contractor Equipment will be free from manufacturer defects for a period of five (5) years from the date of the original end user's purchase or date of delivery (if later than the date of purchase). However, electrical components and consumable parts such as ropes, blades, dies, draw studs, grips, SIMpull TM Cradles are excluded from this 5-Year Limited Warranty and are subject to the One -Year warranty terms. Under this 5-Year Limited Warranty, the following are also excluded and Southwire Company, LLC will have no liability for any of the following: (i) has been repaired or altered by someone other than Southwire without the express, written consent of Southwire; (ii) has been subject to misuse, improper storage (including where stored in excessively hot or cold conditions), abuse, neglect, intentional misconduct, accident, customer, user or third-party negligence, unauthorized modification or alteration, use beyond rated capacity, a force majeure event, or improper or inadequate maintenance; (iii) is composed of materials provided by, or designed and/or manufactured pursuant to instructions from Customer; (iv) has failed due to ordinary wear and tear; (v) has been exposed to adverse operating or environmental conditions; or (vi) has been maintained or used not in accordance with the applicable owner's or operator's manual or other similar instructions.. This warranty also does not cover damage to Southwire Contractor Equipment products resulting from modification by any party other than Southwire Company, LLC or its authorized third-party designee. This 5-Year Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

Three-Year Limited Warranty on Material Boxes

Under Southwire's Material Boxes 3-Year Limited Warranty, Southwire Company, LLC warrants that all Southwire Material Boxes will be free from manufacturer defects for a period of three (3) years from the date of the original end user's purchase or date of delivery (if later than the date of purchase). Under this Three-Year Limited Warranty for Material Boxes, the following are excluded and Southwire Company, LLC will have no liability for any of the following: (i) has been repaired or altered by someone other than Southwire without the express, written consent of Southwire; (ii) has been subject to misuse, improper storage (including where stored in excessively hot or cold conditions), abuse, neglect, intentional misconduct, accident, customer, user or third-party negligence, unauthorized modification or alteration, use beyond rated capacity, a force majeure event, or improper or inadequate maintenance; (iii) is composed of materials provided by, or designed and/or manufactured pursuant to instructions from customer; (iv) has failed due to ordinary wear and tear; (v) has been exposed to adverse operating or environmental conditions; or (vi) has been maintained or used not in accordance with the applicable owner's or operator's manual or other similar instructions.. This warranty also does not cover damage to Material Boxes resulting from modification by any party other than Southwire Company, LLC or its authorized third-party designee. This 3-Year Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

One-Year Limited Warranty on All Products

LIMITED WARRANTY ON SOUTHWIRE CONTRACTOR EQUIPMENT

Under Southwire's 1-Year Limited Warranty, Southwire Company, LLC warrants that all electrical components and consumable parts such as ropes, blades, dies, draw studs, grips, SIMpull TM Cradles will be free from manufacturer defects for a period of one-year from the date of the original end user's purchase or date of delivery (if later than the date of purchase). Under this 1-Year Limited Warranty, Southwire Company, LLC will have no liability for any of the following: (i) has been repaired or altered by someone other than Southwire without the express, written consent of Southwire; (ii) has been subject to misuse, improper storage (including where stored in excessively hot or cold conditions), abuse, neglect, intentional misconduct, accident, customer, user or third-party negligence, unauthorized modification or alteration, use beyond rated capacity, a force majeure event, or improper or inadequate maintenance; (iii) is composed of materials provided by, or designed and/or manufactured pursuant to instructions from customer; (iv) has failed due to ordinary wear and tear; (v) has been exposed to adverse operating or environmental conditions; or (vi) has been maintained or used not in accordance with the applicable owner's or operator's manual or other similar instructions. . This warranty also does not cover damage to Southwire electrical components and consumable parts resulting from modification by any party other than Southwire Company, LLC or its authorized third-party designee. This 1-Year Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

90-Day Limited Warranty on Contractor Equipment Sold into Rental Channels

Under Southwire's Contractor Equipment 90-Day Limited Warranty, Southwire Company, LLC warrants that all Southwire Contractor Equipment sold into rental channels will be free from manufacturer defects for a period of 90 Days from the date of the original end user's purchase or date of delivery (if later than the date of purchase). Under this 90-Day Limited Warranty, the following are also excluded and Southwire Company, LLC will have no liability for any of the following: (i) has been repaired or altered by someone other than Southwire without the express, written consent of Southwire; (ii) has been subject to misuse, improper storage (including where stored in excessively hot or cold conditions), abuse, neglect, intentional misconduct, accident, customer, user or third-party negligence, unauthorized modification or alteration, use beyond rated capacity, a force majeure event, or improper or inadequate maintenance; (iii) is composed of materials provided by, or designed and/or manufactured pursuant to instructions from customer; (iv) has failed due to ordinary wear and tear; (v) has been exposed to adverse operating or environmental conditions; or (vi) has been maintained or used not in accordance with the applicable owner's or operator's manual or other similar instructions. This warranty also does not cover damage to Southwire Contractor Equipment products resulting from modification by any party other than Southwire Company, LLC or its authorized third-party designee. This 90-Day Limited Warranty is not transferable to or enforceable by any person other than the product's original end user.

For the United States Only: Because Southwire cannot control the quality of products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Southwire or a Southwire authorized seller in the United States, unless otherwise prohibited by law. Southwire reserves the right to reject warranty claims for Products purchased from

LIMITED WARRANTY ON SOUTHWIRE CONTRACTOR EQUIPMENT

unauthorized sellers, including unauthorized Internet sites/marketplace storefronts. If you have any questions about whether a seller is authorized in the United States, please contact us.

Limitation of Implied Warranties
There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Exclusion of Incidental, Consequential, Indirect, Special and Punitive Damages
SOUTHWIRE WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES FOR ANY BREACH OF THIS LIMITED WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

Warranty Claim Information/How Do You Get Service?
For all warranty, customer service, and product return authorizations and inquiries,
please contact Southwire's Tools & Assembled Products at:

Southwire Tools & Assembled Products
840 Old Bremen Road
Carrollton, GA, 30117
Phone Number: 1.855.SW.Tools

1. All warranty claims must be approved by Southwire's Tools & Assembled Products Warranty Department prior to return of product. If Southwire determines that a product is defective, Southwire will, at its option, repair or replace defective products or defective product components, free of charge.
2. Upon approval, Southwire will issue a Product Return Authorization Form which will include instructions on how and where to return the product. The product serial number and the original date of delivery must be set forth on the Product Return Authorization Form.

LIMITED WARRANTY ON SOUTHWIRE CONTRACTOR EQUIPMENT

3. Southwire will cover standard freight charges (Courier Ground rate) incurred in connection with products that are covered by this warranty.
4. All defective components and defective products that Southwire replaces under these Warranties will become Southwire's property and will be retained by Southwire.

Repairing Your Product When it is Out of Warranty

Southwire is happy to provide information about where a purchaser can send a product for repair at consumers' own expense, please contact **1.855.SW.tools** or visit www.southwiretools.com/tools/home.do for more information about servicing for Southwire Products.

Last Updated: 12.17.2025