

BLUE DIAMOND® ATTACHMENTS

WARRANTY POLICIES

Effective 2026

Our Warranty Promise

At Blue Diamond Attachments, we stand by our products. Our warranty ensures you can depend on our attachments for your toughest jobs. We are committed to your satisfaction and peace of mind, offering reliable support for continued productivity.

Manufacturer's Limited Warranty

BLUE DIAMOND® ATTACHMENTS, LLC ("BDA"), a manufacturer of quality attachments, warrants new BDA products and/or attachments at the time of delivery to the original purchaser, to be free from defects in material and workmanship when properly set up and operated in accordance with the recommendations set forth by BDA.

BDA's liability for any defect with respect to accepted goods shall be limited to repairing the goods at a BDA designated location or at an authorized dealer location, or replacing them, as BDA shall elect. The above shall be in accordance with BDA warranty adjustment policies.

Warranty Term

BDA's warranty obligation is subject to the following terms, whichever occurs first:

- The warranty terminates twelve (12) months after the date of delivery of the attachment from the dealer to the end user (original purchaser); or
- The warranty terminates thirty-six (36) months after the date of BDA's invoice to the dealer, regardless of whether the attachment has been sold to an end user.

For the purposes of this warranty, "delivery" means the date on which the authorized dealer delivers the attachment to the end user.

Note: Certain products carry warranty terms that differ from the standard terms above. Where product-specific warranty coverage is outlined in the applicable owner's manual, product page on bluediamondattachments.com, or product specification sheet, those terms apply in place of the standard terms above.

Warranty Eligibility and Registration

BDA warrants its products to the original purchaser only. Warranty coverage is not transferable.

Product registration is strongly encouraged and assists BDA in processing warranty claims efficiently. Registration may be completed at any time prior to filing a warranty claim at bluediamondattachments.com/warranty-registration. If registration has not been completed at the time a claim is filed, BDA may request a valid bill of sale or other proof of original purchase to verify eligibility.

This warranty shall not apply to any machine or attachment which has been repaired or altered outside the BDA factory or an authorized BDA dealership in any way so as to, in BDA's judgment, affect its stability or reliability, nor which has been subject to misuse, negligence, or accident beyond the company-recommended machine rated capacity.

Used and Secondary Market Equipment

Attachments sold through used equipment channels, dealer-to-dealer transactions, auctions, or any source other than the original authorized sale to an end user do not carry BDA warranty coverage unless BDA has explicitly granted warranty coverage for that specific attachment by serial number in writing. No implied warranty applies to used or secondary market purchases.

How to Submit a Warranty Claim

At Blue Diamond Attachments, streamlining your warranty claim is a priority. Contact the Product Support Team at the first sign of equipment issues for efficient management of your claim.

SUBMITTING AN ONLINE WARRANTY CLAIM

To file a warranty claim, complete the online form at www.bluediamondattachments.com/warranty-claim. Before starting, gather the information below to ensure your claim can be processed without delay:

- Contact and shipping information, including your name, company, phone, email, and billing and shipping addresses.
- Attachment details, including the model number, attachment type, attachment name, and serial number.
- Purchase information, including the purchase invoice date, invoice number, and the name and city of the selling dealer.
- Failure information, including the failure date, the host machine make and model, and a description of the issue.
- Photos of the failure, including detailed images of the failed component and overall images showing the condition of the attachment.

When completing the form, provide a clear response in each of the following fields:

- Complaint, describing what is not functioning correctly.
- Cause, describing what you believe led to the failure.
- Correction, describing any corrective action taken or proposed.
- Key Part, providing the part number of the component that caused the failure.

Upload all supporting photos, accept the warranty policies, and click Submit. A member of the BDA Product Support Team will follow up to advise on next steps. Do not perform any repairs or disassembly until your claim has been reviewed and approved by BDA.

GENERAL CLAIM TERMS

- A claim must be filed with BDA and approved before any work is performed.
- BDA will advise on repairs and applicable parts exchanges.
- Submit detailed photos of the issue and images of the overall condition of the attachment to warranty@bdattachments.com. Photos are required for processing.
- Tampering with the failed part may void the warranty.

- This warranty does not include freight or delivery charges incurred when returning machinery for servicing. Dealer mileage, service calls, and pickup and delivery charges are the customer's responsibility and will not be paid by BDA.
- BDA covers standard LTL freight and UPS ground shipping on warranty parts and attachments sent from the plant to the dealer or end user. Next Day Air (NDA) or any other special freight services are not covered under warranty but can be arranged at the dealer and/or end user's expense.

LABOR, where covered, is typically credited to your account at \$105 per hour. When more than four (4) hours are needed for a repair, BDA requires an estimate before work is performed. Labor reimbursement claims must be submitted to BDA for approval within thirty (30) days of the date the repair is completed by the dealer; see the RMA Terms & Conditions, Section 7, for full labor credit requirements.

Coverage of travel time, host machine service and repairs, diagnostics, and business downtime are neither expressed nor implied.

Exclusions of Warranty

Except as otherwise expressly stated herein, BDA makes no representation or warranty of any kind, expressed or implied, AND MAKES NO WARRANTY OF MERCHANTABILITY IN RESPECT TO ITS MACHINERY AND/OR ATTACHMENTS OR THAT THEY ARE FIT FOR ANY PARTICULAR PURPOSE.

BDA shall not be liable for incidental or consequential damages for any breach of warranty, including but not limited to inconvenience, rental of replacement equipment, loss of profits, or other commercial loss. Upon purchase, the buyer assumes all liability for personal injury and property damage resulting from the handling, possession, or use of the goods by the buyer.

No agent, employee, or representative of BDA has any authority to bind BDA to any affirmation, representation, or warranty concerning its machinery and/or attachments except as specifically set forth herein.

Please note: Replacing genuine OEM parts with aftermarket parts may void the warranty.

HOSES, COUPLERS, HOSE ROUTING, AND CONNECTIONS

BDA supplies attachments with hoses that are universal in length, but hose configuration may vary by machine manufacturer. BDA cannot guarantee that the hose length will be correct on every machine or for every routing.

It is the responsibility of the end user to adjust hose length to fit their specific machine and to ensure that hose routing does not result in hoses becoming tangled, caught, pinched, crushed, or run over during operation.

- It is the end user's responsibility to ensure that hose routing clears pinch points and allows the attachment to move properly.
- BDA will not cover hose or coupler damage due to poor hose routing. Hose extenders and hose keepers are available at additional cost.

BDA supplies most attachments with standard size quick couplers; some attachments have couplers sold separately. Coupler configuration varies by machine manufacturer, and BDA cannot guarantee that the standard coupler will be correct for every application. Coupler changes can be made before the attachment leaves the BDA facility if noted on the sales order. BDA is not responsible for coupler compatibility after the attachment has left the facility unless a specific configuration was requested at the time of order.

30-Day Limited Warranty on Hoses, Couplers, and Fittings

Hydraulic hoses, hose ends, quick couplers, and adapters and fittings supplied by BDA (“Hose Components”) are considered wear parts and are not covered under the standard warranty terms set forth in this policy. BDA instead warrants Hose Components to be free from defects in material and workmanship for thirty (30) days, subject to the following terms:

- Hose Components supplied on a new BDA attachment are covered for thirty (30) days from the date of delivery of the attachment to the end user.
- Hose Components purchased separately as replacement parts are covered for thirty (30) days from the date of the BDA parts invoice.
- Covered defects include, but are not limited to, a failed or improperly crimped hose end, a leaking fitting, or a defective coupler body, provided the defect is discovered and reported within the thirty (30) day period.
- BDA will replace the defective Hose Component and credit up to one-half (0.5) hour of labor at BDA’s standard warranty labor rate for its replacement. Lost hydraulic fluid, host machine repairs, and all other costs are not covered.
- Claims must be submitted through the standard warranty claim process described in this policy and must include photos clearly showing the failed component. BDA may request that the failed component be returned for inspection.

After the thirty (30) day period, Hose Components are not covered by warranty. Damage resulting from improper hose routing, abrasion, cuts, crushing, pinching, twisting, contamination, excessive pressure or heat, improper installation, or normal wear is not covered at any time.

HYDRAULIC MOTORS

Do not disassemble any hydraulic motor. Disassembly of the motor voids the motor warranty.

BDA products equipped with hydraulic motors or gearbox assemblies carry a one (1) year warranty on parts and labor. A warranty claim must be submitted and reviewed by an authorized BDA representative before any action is taken.

Under no circumstances should a hydraulic motor or gearbox be disassembled by the customer. Disassembled units cannot be returned to the original manufacturer and will void the warranty. BDA will replace motors or gearboxes found to be defective under warranty. There are no user-serviceable internal parts in these components while under warranty.

CYLINDERS

Defective cylinders are covered for one (1) year. Disassembly of the cylinder will void the cylinder warranty. In any event of a cylinder failure, submit a warranty claim prior to disassembly or repair. Cylinders under warranty are exchanged if found to be defective. For a cylinder claim to be granted, the defective cylinder must be returned to BDA.

Product-Specific Warranty Terms

Augers

Auger units have a one (1) year warranty on mount and mount components, a lifetime warranty for shaft pull-out, a five (5) year planetary drive warranty, and a three (3) year hydraulic motor warranty.

Breakers

Hydraulic Breaker Hammers carry a three (3) year warranty: the first year covers parts and labor in full, and years two and three cover parts only. The monoblock carries an extended ten (10) year warranty against defects in materials and workmanship. Disassembly of the breaker in any way may void the warranty. Contact BDA for instructions and authorization before disassembly. Bent and broken tools are not covered by warranty; see ground engaging components note below.

Brush Cutters, All Models

Brush Cutters have a one (1) year warranty on parts and labor. Disassembly of the cutter in any way, including the blade carrier, housing components, and/or motor, may void the warranty. Contact BDA for instructions and authorization before disassembly.

Grapples

Grapples have a one (1) year warranty. Faulty cylinders are covered by warranty. Do not disassemble the faulty cylinder; it will be replaced outright if determined defective. Bent tines and/or bent hydraulic cylinders are not covered by warranty.

Hay Spears

Hay Spears have a one (1) year warranty, with a two (2) year warranty on tines against breakage from normal use. Warranty does not cover bent or damaged tines that have been used to prod or turn bales without being fully engaged in the bale.

Pallet Forks

BDA Pallet Forks have a one (1) year warranty. If forks are used in an application where the weight lifted exceeds the fork rating, all warranty coverage will be voided. Damage due to prying or pushing (side load) is not covered by warranty. The fork capacity rating applies when the load center is at the rated distance from the rear of the tine.

Stump Grinders

Stump Grinders have a one (1) year warranty on parts and labor. Disassembly of the grinder in any way, including housing components and/or motor, may void the warranty. Contact BDA for instructions and authorization before disassembly. Broken teeth are not covered by warranty; see ground engaging components note below.

Vibratory Rollers

Vibratory Rollers have a two (2) year warranty covering defects in materials or workmanship. Wear parts, including shock mounts, are not covered. Hoses, couplers, and fittings are covered only as described under Hoses, Couplers, Hose Routing, and Connections.

Thumbs

Thumbs have a one (1) year warranty on manufacturing defects, including weld cracks and leaking cylinders. Bent cylinders and/or bent tines or frame are not covered by warranty.

Rubber Tracks

Rubber tracks are warranted only to the original purchaser, from date of purchase, against defects in materials and workmanship. Tracks that become unserviceable due to a defect in materials or workmanship, as determined by BDA, will be replaced or credited toward replacement tracks.

Machine Type	Months of Service	Hours Limit
Compact Track Loaders	24	1,800
Mini Excavators	12	2,500
Multi-Terrain Loaders	24	1,000
Pavers	24	1,500

Rubber Track Warranty Exclusions:

- Normal wear and tear.
- Claims outside the listed months of service or hours limit coverage.
- Track manufactured more than 60 months prior to warranty request.
- Damage from misapplication or use exceeding the track's original design specifications.
- Failure resulting from abuse, misuse, negligence, alteration, accident, overload, mismatching of opposite side tracks, or poor mechanical condition.
- Cosmetic defects such as surface cracks or splits that do not render the track unusable.
- Damage or premature failure due to operator misuse, mishandling, or abuse as determined by BDA.
- Product not used in accordance with manufacturer's instructions or recommendations.
- Improper tensioning of the undercarriage assembly.

OTHER ATTACHMENTS

All attachments not listed above carry a one (1) year warranty covering manufacturing defects. Bent tines and/or bent cylinders are not covered. Ground engaging components, including blades, teeth, shanks, and cutting edges, are considered normal wear items and are not covered by warranty unless clearly the result of a product defect. Any modification or alteration of an attachment in any way may void the warranty. Blue Diamond Attachments, LLC reserves the right to decline any warranty claim at its discretion.

Freight Damage and Concealed Freight Damage

Blue Diamond Attachments, LLC ("BDA") is not responsible for damage that occurs during shipment once the product has been released to the carrier. It is the responsibility of the receiving dealer or end user ("Receiver") to inspect all shipments immediately upon delivery, regardless of shipping method, including small package carriers (e.g., UPS, FedEx) and Less-Than-Truckload (LTL) freight.

Visible Freight Damage

All shipments must be inspected at the time of delivery prior to signing the Bill of Lading (BOL) or delivery receipt. Any visible damage, shortage, or indication of mishandling must be clearly noted on the BOL or delivery receipt at the time of delivery and acknowledged by the carrier. The Receiver must retain a copy of the signed BOL with damage notation and submit clear photographic evidence of the damage and packaging to BDA.

If the BOL or delivery receipt is signed without notation of damage or shortage, the shipment will be deemed received in good condition. No freight damage claim may be made in such cases, and responsibility for any damage rests solely with the Receiver.

Concealed Freight Damage

Concealed damage is damage that is not reasonably apparent at the time of delivery and is discovered only after unpacking. The Receiver must notify BDA of any concealed damage within five (5) business days of receipt. Notification must include written notice and clear photographic documentation of the damage and all original packaging materials.

Failure to notify BDA and provide required documentation within five (5) business days will result in the concealed damage being deemed the responsibility of the Receiver, and BDA will have no obligation or liability for such damage.

General Conditions

- All original packaging must be retained until any freight damage claim is resolved.
- BDA reserves the right to request additional documentation or inspection as required by the carrier.
- Freight damage claims are separate from and not covered under BDA's product warranty.
- BDA's determination regarding freight damage claims shall be final.

WARRANTY MAY BE VOIDED IF ATTACHMENT IS ALTERED IN ANY WAY

This warranty policy supersedes any previous documents.

For the most current warranty information, visit bluediamondattachments.com/warranty-policies.

NOTE: Blue Diamond® Attachments is a trademark of BLUE DIAMOND® ATTACHMENTS, LLC.