

WARRANTY & TECHNICAL ASSISTANCE

How to Receive Technical Assistance and Conduct Warranty Business with Cascade Corporation

Manual Number 670489-R4

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	Page
TECHNICAL ASSISTANCE	1
How to Receive Technical Assistance	1
WARRANTY	2
WARRANTY POLICY	3
WARRANTY CLAIM FORM	4
STANDARD LABOR TIMES	6
Non-Revolving Clamps	6
Revolving Clamps	6
140D Bale Clamps	6
Carton Clamps (D-Series)	6
Carton Clamps (E-Series)	6
Fork Positioners (C-Series)	7
Fork Positioners (F, H & K-Series)	7
Paper Roll Clamps (F, G & H-Series)	7
Rotators (D, E & G-Series)	7
Single-Double Pallet Handlers (G-Series)	7
Hose Reels	7
Sideshifters	7
Integral Sideshifters	7
Load Push/Pulls (including QFM)	8
Hoses	8

How to Receive Technical Assistance

1 Check the Cascade Website: www.cascorp.com

- A** Select Americas
- B** Select an attachment model
- C** Click on Technical Literature
- D** Choose one of the three search methods:
 - Search for Parts Manuals and Recommended Spare Parts.
 - Search for Service Manuals, Operator Guides, Installation Instructions, User Manuals and Technical Bulletins.
 - Search using Keyword.

2 Phone: Technical assistance is available from 6:00 AM to 4:00 PM Pacific Time, Monday–Friday.

Prior to calling, record the following information:

- A** Catalog and Serial Number or Sales Order Number of the unit involved.
- B** Record a clean list of symptoms.
- C** If the complaint involves speed, clamp force or overheating, then also record the actual pressure and flow delivered to the truck carriage through the supply hoses. Also note the hose size on the Hose Reel or reeved through the mast.

Remember that General Troubleshooting is limited to 1 hour unless you have called Cascade and been given specific directions.

WARRANTY

Cascade warrants its products to conform to published specifications as found in its quotations, spec sheets, brochures and price lists.

Cascade new products consisting of attachments, hose reels and service parts are warranted for 12 months following date of installation.

Cascade Remanufactured products are warranted for 6 months following date of installation.

Cascade will repair or replace, at its option, any part that a Cascade inspection reveals to be defective in materials or workmanship.

To preserve Cascade's Warranty, Dealers and Customers must carefully follow applicable Cascade Installation Instructions, Service Manuals and Operator Guides when maintaining and operating Cascade equipment.

Customers must obtain written authorization for repairs or maintenance other than removal or replacement of defective parts. Unauthorized repairs, modifications or alterations, use of parts not provided by Cascade, or failure to follow Cascade's Installation Instructions, Service Manuals and Operator Guides will result in loss of Warranty and Customers assumption of all liability resulting from the repair, maintenance, modification or alteration.

For information on warranty, installation, or service, contact the nearest authorized Cascade Dealer. For the name of the nearest Dealer or for product information, call 1-800-CAS-CADE (227-2233).

Exclusions: Cascade does not warrant that its products will perform any particular task. Cascade assumes no responsibility for loss, damage or injury to persons or property, or for consequential damages, resulting from the possession or use of its products. Cascade's warranty does not cover wear, tear, abnormal applications, normal or scheduled maintenance. THERE ARE NO WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE WHICH EXTEND BEYOND THOSE STATED IN THIS WARRANTY AND THE PRODUCT DESCRIPTION ON THE FACE OF CASCADE'S ORDER ACKNOWLEDGEMENT.

WARRANTY POLICY

LIFT TRUCK PRODUCTS

Cascade's warranty statement includes WARRANTY LABOR on new and remanufactured attachments, hose reels and service parts at 70% of your retail labor rate.

CASCADE DOES NOT WARRANTY PRODUCTS DAMAGED OR ALTERED DURING FIELD REPAIR:

Cascade may request return of any part for which a claim is filed. Retain all parts including packing for return upon request.

Do not return any part without a return goods authorization (RGA).

Refer to your Cascade Service Manual before performing field repair. If attempted repair does not solve your problem, contact a Cascade Technical Representative for assistance. CASCADE DOES NOT WARRANT REPEAT REWORK.

CASCADE DOES NOT WARRANT REPACKING OF HYDRAULIC COMPONENTS SUCH AS CYLINDERS AND VALVES:

If it is not feasible to replace a component, contact the Cascade Warranty Department for authorization.

SO THAT WE CAN PROCESS YOUR CLAIMS QUICKLY:

The complete Cascade attachment serial number must be on your claim form.

Hose reels, junction blocks and accessory item replacements should be identified with the part number and sales order.

If we should receive a claim without the proper number or vital information, it will be returned to you. If returned, please provide additional information and return as soon as possible.

Include your latest retail labor rate on every claim. Cascade policy is to reimburse labor commensurate with our Standard Times Schedule at 70% of your retail labor rate. Troubleshooting time is limited to one hour unless otherwise authorized by a Technical Representative. Travel allowance is figured at forty miles per hour.

We should receive your claim within 30 days of the date of repair.

Restrict your repairs to adjustments and/or replacement of Cascade parts (repairs, i.e. honing, grinding, drilling, welding, etc. are not covered by warranty) unless previously authorized to perform a specific modification or alteration by a Cascade Service Representative.

Installation expenses, adjustments, and recommended Periodic Maintenance are not considered warrantable procedures.

Cascade does not pay for Rental Trucks or Attachments.

WARRANTY CLAIM FORM

FILLING IN INFORMATION

We suggest you complete the claim form in the sequence listed to assure your information contains enough detail to allow us to serve you with immediate claims processing.

- 1 Dealer and end user data must be recorded as indicated to assure prompt and accurate processing of claim.
- 2 Record Serial Number of attachment. (If hose reel or replacement parts, record date code or provide your purchase order number and/or Cascade's sales order number.)
- 3 Record catalog number.
- 4 Enter date attachment was delivered to end user.
- 5 Record date failure was reported by end user.
- 6 Record part that caused problem.
- 7 Describe in complete detail the symptoms, definition of actual problem source and solution. Itemize troubleshooting and repair steps as reported by the mechanic. Note any circumstances resulting in repair hours exceeding "Standard Labor Time." Attach any documentation to substantiate.
- 8 Enter mailing date of warranty claim form sent to Cascade Corporation.
NOTE: Claim must be submitted within 30 days of failure.
- 9 Accurately record labor hours expended in actual repair. See "Standard Labor Times" for allowances. Troubleshooting time must be recorded separately.
- 10 Indicate number of hours spent traveling to/from job site. If more than one trip required, explain in notes.
- 11 State number of hours used in testing and troubleshooting to identify actual source of problem.
- 12 List your retail labor billing rate as if billing a customer for work at his facility.
- 13 Enter your invoice number, or work order number. This number will be referenced on all correspondence for this claim.
- 14 List lift truck model no., serial no., aux. relief pressure, and volume GPM. This will assist Cascade Technical Support in identifying truck/attachment compatibility issues.
- 15 List all Cascade parts used to repair unit. Indicate net invoice price (and attach copy of Cascade parts invoice for verification if parts not withdrawn from your stock). Save all parts until notified by Cascade to return them or until you receive warranty credit indicating you may dispose of them. Identify parts by Cascade part numbers.



cascade[®] **corporation**
 2201 NE 201st St., Fairview, OR 97024 800-227-2233 503-669-6300

D E A L E R I N F O R M A T I O N

DEALER **1** _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ FAX _____

WARRANTY ADMINISTRATOR _____ SERVICE CONTACT _____

SERVICING DEALER _____ CITY _____ STATE _____
 (If different than above)

END USER _____ CITY _____ STATE _____

HAS A CASCADE SERVICE TECHNICIAN BEEN NOTIFIED OF THE PROBLEM? YES NO

A T T A C H M E N T I N F O R M A T I O N

SERIAL NO. OF CASCADE ATTACHMENT **2** _____

MODEL/CATALOG NO. **3** _____ DATE CODE (Replacement Parts & Hose Reels only) _____

INSTALLATION DATE **4** _____ FAILURE DATE **5** _____

F A I L U R E I N F O R M A T I O N

NAME AND PART NUMBER(S) THAT CAUSED PROBLEM **6** _____

COMPLETE DESCRIPTION OF PROBLEM AND SOLUTION **7** _____

WARRANTY CLAIM FORM
 FAX to: 888-329-8207 DATE **8** _____

W O R K O R D E R I N F O R M A T I O N

LABOR HOURS CLAIMED **9** _____ TRAVEL HOURS CLAIMED **10** _____

TROUBLESHOOTING HOURS **11** _____ LABOR RATE \$ **12** @ 70% = \$ _____

CLAIM, WORK ORDER, OR INVOICE NO. **13** _____

T R U C K I N F O R M A T I O N

LIFT TRUCK MAKE & MODEL **14** _____ HOURS _____

TRUCK SERIAL NO. _____

TRUCK HOURS: _____ VOLUME: _____ AUXILIARY RELIEF PSI: _____

F A I L E D P A R T I N F O R M A T I O N

QTY FAILED PART NO. DESCRIPTION **15** COST \$ _____

F O R M I N S T R U C T I O N S

- Fill out Claim and FAX to: 888-329-8207
 Or mail to: P.O. Box 20187, Portland, OR 97220
- File Claims within thirty (30) days of failure.
- Identify product by **Cascade Serial No. (Only those properly identified can be considered for warranty.)**
- Cascade new product warranted for 12 months from date of installation. Cascade Remanufactured product warranted for 6 months from date of installation. Please limit your claims to the warranty period.
- Retain all parts until you receive an RGA (return goods authorization) from Cascade.

Standard Labor Time is the average time required to perform each operation described.

The Standard Labor Allowance is based on the assumption that a qualified serviceman is working on a reasonably clean attachment with adequate tools. We realize the actual time required to perform an operation may occasionally be greater than that listed, especially if a "first time" serviceman lacks the needed tools, or if a bolt is frozen. But considering all factors that can affect the job, Cascade can only honor warranty labor claims based on these carefully evaluated averages.

We strongly urge servicemen to read the applicable Service Sections of the manual before repairs are initiated. If problem diagnosis is difficult, call the Cascade Technical Support Team 800-227-2233 (CASCADE).

NON-REVOLVING CLAMPS (including D-series Fork Positioners)

Clamp Removal and Installation	1.0
Check Valve Removal & Installation	0.5
Check Valve Service	1.5
Frame and Mounting Plate Disassembly and Reassembly (each)	2.0
Arm Assembly Removal & Installation	1.0
Arm Bearing Removal and Installation	2.0
Bolt-On Arm Removal and Installation	1.0
Arm Contact Surface Replacement	1.0
Turnafork Arm Disassembly and Reassembly	2.5
Turnafork Arm Indexing Procedure	3.0
Cylinder Removal and Installation	1.0
Cylinder Service	2.0
Restrictor Cartridge Service	0.5
Restrictor Cartridge Adjustment	0.5
Pressure Check Procedure	0.5

REVOLVING CLAMPS

Clamp Removal and Installation	0.7
Drive Motor Check Valve Assembly Service	0.5
Drive Group Removal & Installation	1.5
Drive Group Disassembly & Reassembly	2.5
Drive Motor Removal & Installation	1.5
Drive Motor Service	2.0
Bearing Assembly Removal & Installation	5.0
Revolving Connection Removal & Installation	1.0
Revolving Connection Service	1.5
Check Valve Cartridge Service	1.0
Arm Assembly Removal and Installation	1.0
Bolt-On Arm Removal and Installation	1.0
Arm Bearing Replacement	2.0
Frame Removal and Installation	1.5
Arm Contact Surface Replacement	1.0
Cylinder Removal and Installation	1.5

Cylinder Service	2.5
Restrictor Cartridge Service	0.5
Restrictor Cartridge Adjustment	0.5
Stop Valve Service	0.5
Pressure Check Procedure	0.5

140D BALE CLAMP

Clamp Removal and Installation	1.0
Check Valve Removal and Installation	1.0
Check Valve Service	1.5
Frame and Mounting Plate Disassembly and Reassembly (each)	3.0
Arm Assembly Removal and Installation	2.0
Arm Bearing Removal and Installation	4.0
Bolt-On Arm Removal and Installation	1.5
Multi-Purpose/Rigid/Drum Arm Contact Surface Replacement	1.5
Cylinder Removal and Installation	2.0
Cylinder Service	3.0
Restrictor Cartridge Service	0.5
Restrictor Cartridge Adjustment	0.5
Pressure Check Procedure	0.5
Lower Bearing Removal and Installation	0.5

CARTON CLAMP (D-Series)

Clamp Removal and Installation	0.5
Check Valve Removal and Installation	1.0
Check Valve Service	1.5
Check Valve Cartridge Service	0.5
Frame and Mounting Plate Disassembly and Reassembly (each)	1.0
Arm Assembly Removal and Installation	1.0
Arm Bearing Removal and Installation	2.0
Arm Disassembly, Service and Reassembly	2.0
Cylinder Removal and Installation	1.0
Cylinder Service	2.0
Contact Pad Replacement	1.0
Pressure Check Procedure	0.5

CARTON CLAMP (E-Series)

Clamp Removal and Installation	0.5
Check Valve Removal and Installation	0.5
Check Valve Service	1.0
Check Valve Cartridge Service	0.5
Frame and Mounting Plate Disassembly and Reassembly	2.0
Arm Assembly Removal and Installation	1.0
Arm Bearing Removal and Installation	1.0
Arm Disassembly, Service and Reassembly	1.0
Cylinder Removal and Installation	1.5
Cylinder Service	2.0
Contact Pad Replacement	1.0
Pressure Check Procedure	0.5

FORK POSITIONER (C-Series)

Removal and Installation	1.0
Cylinder Removal and Installation	1.0
Cylinder Service	2.0
Valve Removal and Installation	0.5
Valve Service	1.5
Bronze Bearing Removal and Installation	0.5
Fork Assembly Removal and Installation	1.0

FORK POSITIONERS (F, H & K-Series)

Removal and Installation	0.5
Lower Bearing Removal and Installation	0.5
Sideshift Cylinder Removal and Installation	0.5
Sideshift Cylinder Service	1.0
Fork Positioner Cylinder Removal and Install	0.5
F & H-Series Cylinder Service	1.0
K-Series Cylinder Service	2.0
Valve Removal and Installation	0.5
Valve Service	1.0
Sequence Valve Removal and Installation	0.5
Sequence Valve Service	1.0
Solenoid Valve Removal and Installation	0.5
Solenoid Valve Service	1.0

PAPER ROLL CLAMPS (F, G & H-Series)

Arm Assembly Removal and Installation	
25F-45F	1.0
60F, 60G-77F, H-Series	1.5
90F-130F	2.0
Frame Bushing Service (Fixed Frame Clamps)	
25F-45F	2.0
60F, 60G-77F, H-Series	2.5
90F-130F	3.0
Swing Frame Removal and Installation	
25F-45F	2.0
60F, 60G-77F	2.5
90F-130F	3.0
Swing Frame Bushing Service	
25F-45F	3.0
60F, 60G-77F	3.5
90F-130F	4.0
Contact Pad Removal and Installation	0.5
Cylinder Check Valve Cartridge Service	0.5
Cylinder Removal and Installation	0.5
Cylinder Service	1.5
Cylinder Bushing Replacement	1.0
Clamp Removal and Installation	1.0
Revolving Connection Removal & Installation	1.0
Revolving Connection Service	2.0
Drive Group Removal and Installation	1.5
Drive Motor Check Valve Assembly Service	0.5
Drive Motor Removal and Installation	1.5
Bearing Assembly Removal and Installation	4.0
Adjustable Bumper Service	1.0
Pressure Check Procedure	0.5

ROTATORS (D, E and G-Series)

Attachment Removal and Installation	1.0
Drive Motor Check Valve Assembly Service	0.5
Drive Group Removal & Installation (except 125D)	1.5
Drive Group Removal and Installation (125D)	2.0
Drive Group Disassembly & Reassembly (per drive) ..	2.5
Motor Removal & Installation (per motor)	1.5
Drive Motor Service (per motor)	2.0
Bearing Assembly Removal & Installation	4.0
Fork Bar Removal and Installation	1.0
Stop Valve Service	0.5
Pressure Check Procedure	0.5

SINGLE-DOUBLE PALLET HANDLERS (G-Series)

Clamp Removal and Installation	1.0
Flow Divider Valve Removal and Installation	1.0
Flow Divider Valve Service	0.5
Arm Removal and Installation	1.0
Arm Bearing Removal and Installation	1.0
Inner Fork Control Group Cylinder Replacement	1.5
Cylinder Removal and Installation	1.0
Cylinder Service	1.0
Sideshift Cylinder Removal and Installation	0.5
Sideshift Cylinder Service	1.0
Pressure Check Procedure	0.5

HOSE REELS

Removal and Installation	0.8
Service (includes troubleshooting time)	1.5

SIDESHIFTERS

Sideshifter Removal and Installation	0.5
Lower Bearing Removal and Installation	0.7
Cylinder Removal and Installation	0.5
Cylinder Service	1.0
Service (includes troubleshooting time)	1.5

INTEGRAL SIDESHIFTERS

Sideshifter Removal and Installation	1.5
Lower Bearing Removal and Installation	0.7
Cylinder Removal and Installation	0.7
Cylinder Service	1.0
Outer Carriage Removal and Installation	1.0

LOAD PUSH/PULLS (including QFM)

Attachment Removal and Installation	0.5
QFM Attachment Removal and Installation	0.5
Faceplate and Pantograph Disassembly and Reassembly	3.0
Gripper Mechanism Disassembly and Reassembly ...	1.5
Gripper Cylinder Removal and Installation	1.0
Gripper Cylinder Service (per cylinder)	1.0
Gripper Pad Replacement	1.0
Push/Pull Cylinder Removal and Installation	1.0
Push/Pull Cylinder Service (per cylinder)	1.5
Sheet Retainer Cylinder Removal and Installation	0.5
Sheet Retainer Cylinder Service	1.0
Adjustable Platen Cylinder Removal and Installation .	1.0
Push/Pull Valve Removal and Installation	1.0
Push/Pull Valve Service	1.5
Solenoid Valve Removal and Installation	1.0
Solenoid Valve Service	1.5
Platen Removal and Replacement (each)	0.5
Sheet Retainer Mechanism Removal and Installation	2.5
Gripper Hose Replacement	1.0
Hydraulic Faceplate Stop Adjustment	0.5
Stop Valve Service	1.0
Pressure Check Procedure Per Cylinder	1.0

HOSES

Removal and Installation	1.0
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