

WARRANTY & TECHNICAL ASSISTANCE

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

Manual Number 670489-R6

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corporation**

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How to Receive Technical Assistance:

1 Access Technical Literature on Cascade's Website: www.cascorp.com

- A** Select Americas
- B** Select an attachment model
- C** Click the Technical Literature link
- 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, by calling 800-CASCADE (227-2233) and asking for Technical Service Department.

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, specification sheets, brochures and price lists.

Cascade New products consisting of attachments, hose reels, forks and service parts are warranted for 36 months following date of installation.

Cascade Remanufactured products are warranted for 12 months following date of installation.

Cascade Certified Used 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 800-CASCADE (227-2233).

Exclusions: 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 EXPRESSED 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.

REFER TO THE CASCADE SERVICE MANUAL BEFORE PERFORMING FIELD REPAIR.

A copy the service manual is located at <https://www.cascorp.com/americas/en/downloads/serviceliterature>.

If you are unable to diagnose the failure and repair solution within 30 minutes, contact Cascade Technical Service Department at 800-CASCADE (227-2233) for assistance. Cascade does not warrant repeat work.

Cascade's warranty statement includes parts, labor, travel and troubleshooting on new and remanufactured attachments, hose reels and replacement parts.

CASCADE DOES NOT WARRANT PRODUCTS DAMAGED OR ALTERED DURING FIELD REPAIR.

Cascade requires the majority of all claimed parts back for inspection. Retain all parts for return upon request. Do NOT return any parts without a return goods authorization (RGA).

CASCADE DOES NOT WARRANT REPACKING OF HYDRAULIC COMPONENTS SUCH AS CYLINDERS AND VALVES WITHOUT PRIOR AUTHORIZATION.

Contact Cascade Technical Service Department for repacking authorization if it is not feasible to replace a hydraulic component.

TO PROCESS YOUR CLAIM QUICKLY.

File your claim online at: <https://www.cascorp.com/americas/en/order/warrantyclaim>.

Cascade requires that your warranty claim be filed within 30 days of repair completion.

Cascade serial number and model/catalog number MUST be on the warranty claim for processing. Claims for hose reels, accessory items and replacement parts need to be identified by the Cascade part number and your PO number or Cascade invoice number for proof of warranty.

CASCADE PAYS THE FOLLOWING ON ALL WARRANTY CLAIMS.

Parts: 100% of actual cost of part.

Labor Rate: Cascade reimburses labor at 70% of your posted retail labor rate. Your labor must be included on every claim.

Travel: Online mapping is used to verify travel time.

Troubleshooting: Labor allowance is one hour, unless authorized by a Cascade Technical Service representative.

Field repairs are restricted to repair and replacement of Cascade parts. Pre-authorization is required for all repairs requiring specific modification or alteration of any Cascade parts including, but not limited to: honing, grinding, drilling, welding etc.

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 or for labor allowances not listed, call the Cascade Technical Service Department at 800-CASCADE (227-2233).

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

120G-170G & 200D 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 & L-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 & L-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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LAYER PICKERS

Replace Actuator	5.0
Shim Mast Rollers.....	2.0
Shim Carriage Rollers.....	2.0
Contact Pad Replacement	2.0
Clamp/Boom Cylinder Service (each).....	1.0
Mast Cylinder Service	6.0
Clamp Arm Replacement (each).....	1.0
Mast Chain Replacement (each).....	2.0
Electronic Stop Control Troubleshooting & Service.....	3.0
Carriage Roller Replacement	3.0

iFORKS

Troubleshoot & Repair Communications between Forks and Display	0.7
Troubleshoot & Repair iForks not Weighing Correctly	1.5
Reset to Factory Default (Software up to 2.10) and Recalibrate.....	1.5
Reset to Factory Default (Software 2.15).....	0.5
Troubleshoot Error Codes.....	0.1
Fork Cover Replacement (includes recalibration).....	2.0

Blank

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