



X-TREME SNOW BLOWER



USE AND MAINTENANCE GUIDE

15-25 GPM

SBLOW60

SBLOW72

SBLOW78

SBLOW84

USO E MANUTENZIONE
GEBRAUCH UND WARTUNG
EMPLOI ET ENTRETIEN
EMPLEO Y MANTENIMIENTO



Read and understand the manual. This manual provides information and procedures to safely operate and maintain the X-Treme Snow Blower.

AUGUST 2023



WWW.CIDATTACHMENTS.COM

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Register this Product

WWW.CIDATTACHMENTS.COM/WARRANTY-REGISTRATION

PURCHASE DATE

DEALER NAME

ADDRESS

PHONE NUMBER

MODEL

SERIAL



“WHY WOULD I WANT TO REGISTER MY MACHINE?”

HERE'S THE LOWDOWN. YOU NEED TO REGISTER YOUR NEW PRODUCT WITHIN 30 DAYS OF DELIVERY. WITHOUT REGISTRATION, YOUR WARRANTY CLAIMS WILL NOT BE HONORED.

Registering your machine means you get the full benefits of the warranty terms we offer.

Scan this QR code to our warranty page and select the “REGISTER” tab for an easy-peasy process.

You'll be glad you did.



LETTER TO OWNER

Dear Owner:

Congratulations on the purchase of your new X-treme Snow Blower attachment. This product will provide years of satisfaction and safe operation.

This manual will provide instructions on how to safely operate and maintain the X-treme Snow Blower. All users must read and understand this manual before operating this machine. Upon reading this manual, all users should sign the "Safety Acknowledgement Form" at the end of this manual. Store this manual in the document canister attached to this machine.

Please record your model and dealer information on the inside front cover.

You will be asked to provide this information when ordering parts or requesting service. If you need more information on this product, contact your local dealer.

MODEL SPECS

X-TREME SNOW BLOWER

- 15-25 GPM FLOW RATE
- AVAILABLE WIDTHS: 60", 72", 78", 84"
- 14" AUGER
- SINGLE STAGE HYDRAULIC BLOWER
- 180 DEGREE ROTATING CHUTE
- OPTIONAL ELECTRIC CONTROLLED CHUTE ACTUATOR
- UNIVERSAL, 7 ,8, 14 PIN CONTROLLER AVAILABLE



STORE THIS MANUAL IN THE DOCUMENT CANISTER ATTACHED TO THIS MACHINE.



SAFETY INFORMATION

1.1 INTRODUCTION

The following terms are used interchangeably throughout this manual.

X-TREME SNOW BLOWER	SKID STEER	OPERATOR
implement, attachment, product, machine, blower	skid steer loader, skid steer tractor, loader, prime mover	user, personnel

The X-treme Snow Blower is designed and manufactured with safety in mind. However, improper use and operator error can result in death or serious injury. It is important that you read and fully understand the safety instructions and operating procedures in this manual before operating this brush cutter. Accident prevention is a combination of good judgement, common sense, awareness and proper training!



BEFORE you operate this attachment:

- 1. KNOW HOW TO SAFELY OPERATE YOUR SKID STEER LOADER.**
- 2. READ AND UNDERSTAND THE SAFETY INSTRUCTIONS AND OPERATING PROCEDURES CONTAINED IN THIS MANUAL.**
- 3. ACKNOWLEDGE YOUR UNDERSTANDING OF ALL SAFETY INSTRUCTIONS PRESENTED IN THIS MANUAL BY SIGNING THE “SAFETY ACKNOWLEDGEMENT FORM” AT THE END OF THIS MANUAL.**

Although every effort has been made to ensure a safe product, every possible circumstance that could pose a potential hazard cannot be anticipated. The safety warnings in this manual and on this product, are therefore not all-inclusive.

In addition to the safety messages presented in this section, you must also read and understand the safety messages presented in the other sections of this manual.

1.2 SAFETY SYMBOLS

This manual and decals on this machine use safety symbols, pictograms and color coded signal words to alert you to potential hazards that may cause death or severe injury if a safety instruction is ignored. Become familiar with the following symbols.



SAFETY ALERT SYMBOL - THIS SYMBOL IS USED TO ALERT YOU TO POTENTIAL PERSONAL INJURY HAZARDS. OBEY ALL SAFETY MESSAGES THAT FOLLOW THIS SYMBOL TO AVOID POSSIBLE INJURY OR DEATH.

HAZARD CLASSIFICATIONS HAZARDS ARE IDENTIFIED BY THE “SAFETY ALERT SYMBOL” AND FOLLOWED BY THE SIGNAL WORD “DANGER”, “WARNING”, OR “CAUTION”.



DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. This signal word is limited to the most extreme situations.



WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.



NOTICE

Indicates a situation which may cause damage to equipment or property. Messages are not related to personal injury.



SAFETY INSTRUCTIONS

Indicates specific safety-related instructions or procedures.

Safety Pictograms

Pictograms are graphic symbols meant to alert you of a potential hazard. Read and understand the hazard description for each of these symbols.



ROTATING BLADE HAZARD

Do not remove a clog in the displacement chute while the motor is running. Contact with rotating fan can amputate fingers and hands.



FLYING DEBRIS HAZARD:

ONLY operate this machine using a skid steer that has a shatter proof cab to prevent death or serious injury from objects being thrown. Bystanders could be killed or injured by flying rocks and/or debris.



OPERATING MANUAL:

Operators must read and understand the safety instructions in the operating manual to prevent death or serious injury.



EYE PROTECTION & CARDBOARD:

Operators and Maintenance personnel must wear proper eye protection and use cardboard or wood to investigate hydraulic leaks to prevent death or serious injury from being injected with high pressure hydraulic fluid.



HIGH PRESSURE FLUID INJECTION HAZARD:

Operators and maintenance personnel must not place fingers or hands directly over a hydraulic leak to prevent death or serious injury from being injected with high pressure hydraulic fluid.



ENTANGLEMENT HAZARD:

STAY BACK from machine while in use. Contact with rotating auger could kill or cause serious injuries.

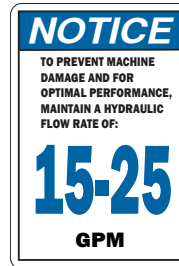
1.3 SAFETY DECALS

The safety decals affixed to this machine are in place to keep you safe. DO NOT ignore these decals. Read and understand each decal's safety message. The following safety decals are affixed to this machine:

1.



2.



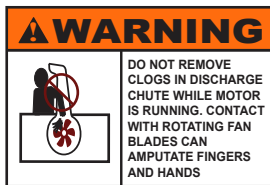
3.



4.



5.



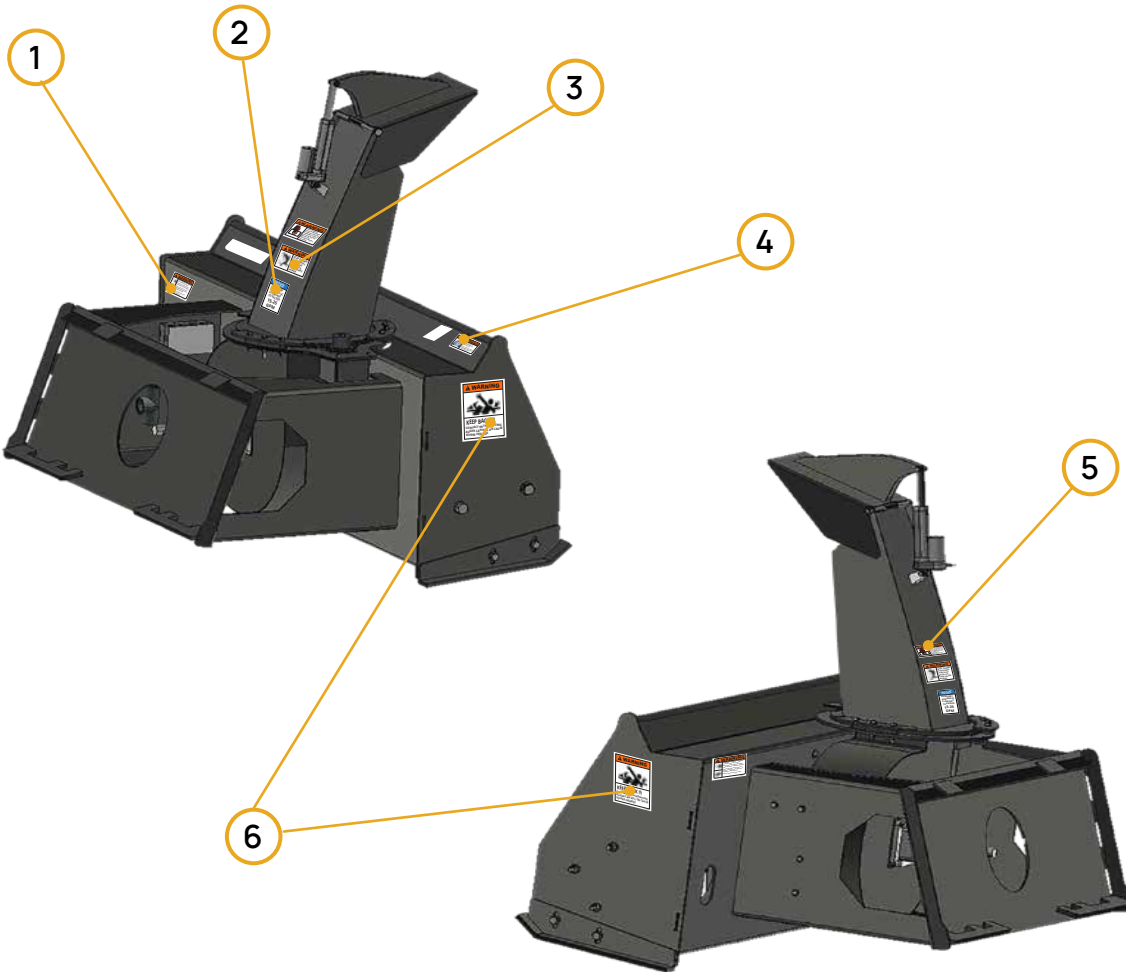
6.



SAFETY INSTRUCTIONS

- Decals must be kept clean and legible at all times.
- Operators must inspect the machine for safety decals.
- Replace missing, worn or damaged decals immediately.
- Use care when cleaning the machine. When using a hot pressure washer make sure water jet is not too close to the decal as this may cause the decal to peel.
- When replacing parts, be sure safety decals are in place prior to using the machine.
- Make sure metal surface is dry and free of dirt and grease before applying a new decal to this machine.
- Contact your local dealer to order replacement decals.

SAFETY DECAL LOCATIONS



REF	DESCRIPTION	QTY.
1	High-Pressure Fluid Hazard Warning Decal	1
2	Auxiliary Hydraulic Flow Rate Notice Decal	1
3	Stay Clear Flying Debris Warning Decal	1
4	Read Owner's Manual Decal	1
5	Do Not Remove Clog Warning Decal	1
6	Keep Back Rotating Auger Decal	2

1.4 SKID STEER LOADER REQUIREMENTS

CAUTION



Ensure your skid steer loader is in good operating condition. Follow the operating instructions found in your skid steer operator's manual. Failure to do so could result in minor or serious injury.

WARNING



The X-treme Snow Blower should only be used on Skid Steer Loader's that meet the following requirements:

REQUIREMENTS	
Minimum Lift Capacity	1,800 lb
Minimum Weight w/ Bucket Removed	6,500 lb
Engine Horsepower Rating	65 HP
Impact Resistant Windshield and Cab Side Windows	
Roll Over Protective Structure (ROPS)	
12V Auxiliary Electrical Connector (not required if using optional controller)	

NOTICE



A skid steer equipped with tracks (COMPACT TRACK LOADER) will provide superior stability in this application.



1.5 GENERAL SAFETY INSTRUCTIONS

Below are general safety instructions that relate to the overall operation and maintenance of this machine. It is important that you read and understand each message to prevent serious injury or death.



ALWAYS

watch for overhead power lines.



DO NOT

attempt to remove obstructions from the discharge chute, or auger with the machine turned on.



NEVER

operate this attachment when bystanders are within 300 feet of your work area. Flying debris could cause serious injury or death.



NEVER

put your fingers, hands or feet in the chute or auger.



DO NOT

allow this machine to contact buildings, utilities, large rocks or tree stumps or you may lose control of the skid steer loader.



DO NOT

allow riders on the skid steer loader or on this attachment.



NEVER



use drugs or alcoholic beverages while operating or servicing this machine.



ALWAYS

operate this attachment during daylight or well-lit areas.



ONLY

use this attachment for blowing snow.



INSTALL

this attachment on a skid steer loader equipped with a thermoplastic polycarbonate door panel and side panels only.



PREVENT

the skid steer loader and implement from rolling forward, stop the engine and set the parking brake when exiting the skid steer loader.



INSPECT

implement for missing hardware prior to using this machine.



DO NOT

allow children to play on or around this equipment at any time. Store this implement in an area not frequented by children.



ALWAYS



wear the proper personal protection equipment while operating or servicing this machine. NEVER operate or service this machine with bare feet, sandals, or other light footwear.



ALWAYS

use eye protection while operating or servicing this machine.



DO NOT

speed! Keep your driving speed between 2 and 5 mph.

OPERATING PROCEDURES

2.1 UNPACKING YOUR SNOW BLOWER

Your attachment arrives from the factory strapped to a wood pallet, and requires no final assembly. Use a pair of tin snips to remove the steel strapping.



CAUTION

Shipping straps are under great tension, and could lash out uncontrollably when cut causing injuries to your body. Keep bystanders away and wear safety glasses and gloves while removing the straps.

2.2 PRE-OPERATING CHECKLIST

Pre-Operating Checklist	
✓	Item
	Snow blower is securely attached to skid steer.
	Snow blower fan, auger and cutting edge is not damaged and free of obstructions / debris.
	Bolts and nuts are not missing and tightened.
	Hydraulic hoses are connected and locked to skid steer hydraulic couplers with no signs of leaks.
	Safety labels are present and legible.
	The operator has been trained to operate the skid steer and has read and fully understands the safety and operating instructions in the snow blower owner's manual.
	Operator is of good health, not under the influence of drugs or alcohol and is wearing proper seasonal garments and personal protective equipment.
	The area of operation is clear of obstacles that could damage equipment or cause injury to the operator. All bystanders are clear of the work area.

2.3 MOUNTING SNOW BLOWER

Consult your skid steer operator's manual for specific instructions on how to connect your attachment to your skid steer loader.

GENERAL ATTACHMENT METHOD

1. Enter operator's cab and start skid loader.
2. Tilt the skid steer loader quick attach coupler slightly down and drive forward to the rear of the attachment until the top edge of the quick coupler connects into the attachment mounting bracket.
3. Tilt the skid steer quick attach coupler up until the coupler and mounting bracket fully engage.
4. Activate the coupler pin mechanism to lock the pins into the attachment bracket. If your skid steer does not have this mechanism, shut skid steer engine off and exit the cab.
5. Push the skid steer quick attach locking levers down until you can see the coupler pins extend into the slots on the attachment bracket.
6. Connect the hydraulic hoses to the auxiliary supply couplers on your skid steer loader.



NOTICE

To keep contaminants from entering the hydraulic system; wipe off any dirt or dust from the male or female hydraulic flat face couplers with a clean rag before attaching hoses.

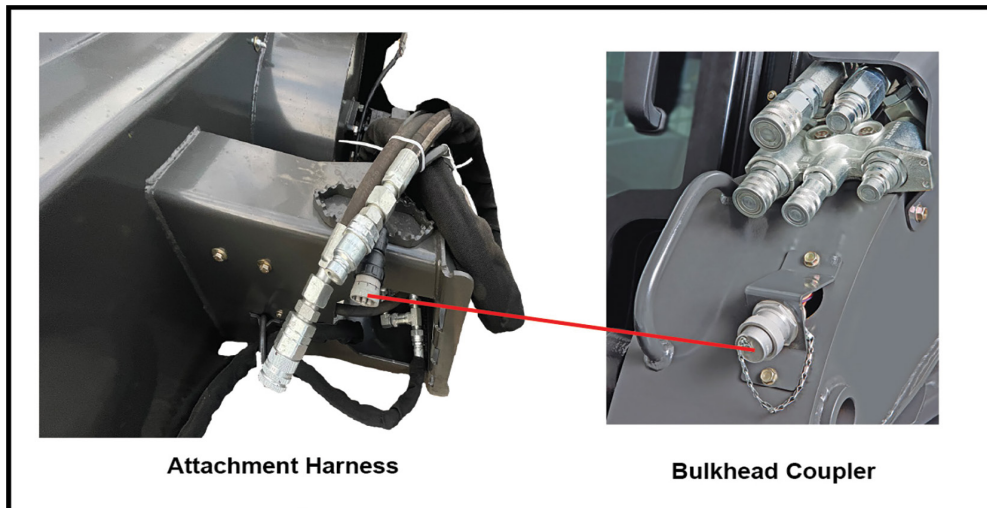


NOTICE

Check that hydraulic hoses are locked into the skid steer couplers before starting the blower.

2.4 CONNECTING ELECTRICAL HARNESS

Connect the control harness from the snow blower to the electrical bulkhead connector mounted on the skid steer loader. A universal, 7, 8 or 14 pin harness adapter is available to make this connection.



UNIVERSAL CONTROLLER

If your skid steer loader does not support auxiliary electrics, an optional universal controller will control chute rotation and chute deflection (requires optional chute actuator)

NOTICE



To prevent possible equipment damage, it is recommended the universal controller be installed by a qualified technician who is familiar with your skid steer's electrical system.



UNIVERSAL CONTROLLER INSTALLATION

1. Place the control box inside the skid steer cab and connect the red wire with the fuse to the skid steer's operator presence system and the black wire to the skid steer's grounding system.

WARNING

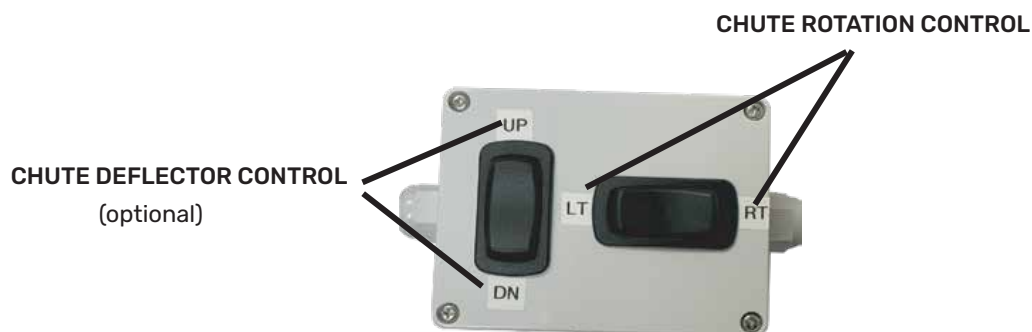


The paddle controller must connect to the skid steer's operator presence system to avoid serious injury or death. This system will disconnect power to the attachment when the operator restraint bar is raised or when the operator rises from seat.

Do not connect the controller directly to the skid steer's battery or other source that is energized at all times. Death or serious injury could happen if a control switch is accidentally bumped while exiting the operator's cab.

2. Route the control cable that extends from the right side of the controller box through the side of the cab and up to the back of the loader pivot arm, then down the arm to a point near the bulkhead coupler. Secure cable with plastic cable ties or velcro straps.
3. Check that the cable is free of tension when raising and lowering the skid steer loader arms.

SNOW BLOWER CONTROLS



2.5 FIRST TIME USE CHECKLIST

START HERE

01

SKID STEER CHECK

Before operating the snow blower, check the skid steer's hydraulic oil level and add oil if necessary.

HYDRAULIC HOSES

Ensure that hoses are securely locked to the skid steer hydraulic couplers.

02

03

SKID STEER

Turn on skid steer loader and activate the auxiliary hydraulic system.

SKID STEER

Increase engine RPM and check for abnormal vibrations or sounds.

04

05

SNOW BLOWER

Rotate discharge chute in both directions 3 times. Chute should rotate freely.

SNOW BLOWER

Raise and lower chute deflector 3 times. Deflector should freely move up and down. (If optional chute actuator is installed.)

06



07

SKID STEER

After 10 minutes, reduce engine RPM.

SKID STEER

Turn off the auxiliary hydraulic system, set parking brake, turn off engine and exit the operator's cab.

08

09

SNOW BLOWER

Inspect for hydraulic leaks and loose hardware

SNOW BLOWER

After performing the previous steps and all snow blower functions are working properly, the snow blower is ready for snow blowing operations.

10

WARNING



A small stream of oil from a pinhole leak could penetrate your skin if contacted. To avoid an accident that could result in Death or Serious Injury, never use your hand or other body parts in an attempt to locate a hydraulic leak.

2.6 SNOW BLOWING OPERATIONS

WARNING



Fan and auger will rotate when the auxiliary hydraulic system is activated. Ensure discharge chute is pointed away from the skid steer loader and the work area is clear of bystanders and obstacles prior to activating the auxiliary hydraulic system. Flying debris from chute could cause serious injury or death.

STARTING SNOW BLOWER

After properly mounting the snow blower to the skid steer loader:

START HERE

01

SKID STEER

Turn on skid steer engine and activate the auxiliary hydraulic system.

SKID STEER AND SNOW BLOWER

Raise the loader arms to lift the snow blower from the ground. Release the parking brake and drive to the work area.

02

03

SNOW BLOWER

Lower/tilt snow blower to desired position as follows: a) On the cutting edge to remove snow from asphalt or concrete; b) On shoe skids to remove snow from unfinished surfaces.

SNOW BLOWER

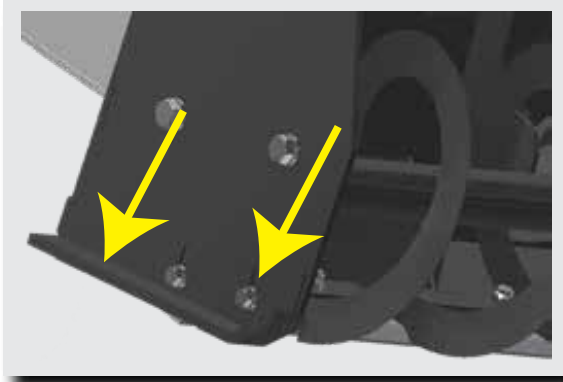
Rotate discharge chute to area where snow will be thrown.

04

05

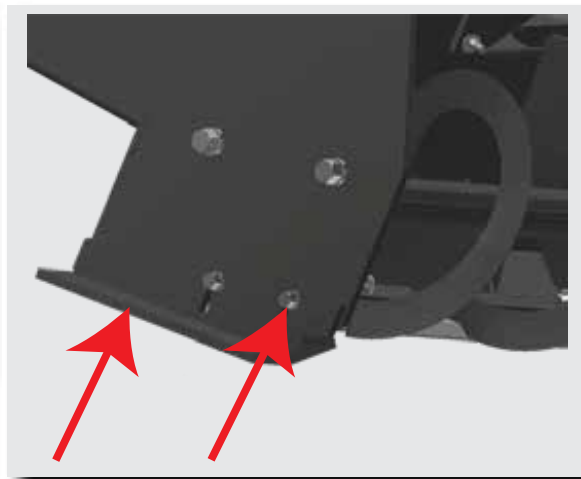
SKID STEER

Increase engine RPM to max. Drive forward and adjust speed as needed.



SNOW REMOVAL - UNFINISHED SURFACES

Loosen Bolts
Lower Skid Shoe
Tighten Bolts



SNOW REMOVAL - FINISHED SURFACES

Loosen Bolts
Raise Skid Shoe
Tighten Bolts

SNOW BLOWING TIPS

1. To blow snow to the left or right sides of the work area, begin snow blowing with the snow blower positioned in the center of the work area and rotate the discharge chute 90 degrees to the right or left. Drive forward from one end to the other making right hand turns at each end.
Note: Discharge chute does not have to change direction at each pass.
2. To blow snow to one side of a work area, begin snow blowing at the opposite end of the snow discharge area. Drive forward to the end of work area then turn in the direction of the snow discharge area. Rotate the discharge chute 180 degrees at the end of each pass to keep the snow in the discharge area.
3. Adjust your speed according to the depth and thickness of the snow. Use lower speeds in deeper snow to prevent overloading the snow blower.
4. When removing deep snow (snow deeper than snow blower housing), several passes with the snow blower adjusted to different heights will be necessary.
5. Do not lower or raise the skid loader arms while snow is being discharged from the chute as this may cause the chute to be clogged due to reduced fan and auger speeds.

SAFETY PRACTICES

SAFETY PRACTICES

- ONLY OPERATE IN WELL LIT WORK AREAS.
- NEVER OPERATE DURING SNOW STORMS, FOG OR OTHER ADVERSE WEATHER CONDITIONS.
- DO NOT OPERATE NEAR STEEP EDGES OR DROP OFFS.
- WATCH FOR VEHICLES AND PEDESTRIANS ON HIGHWAYS, ROADS AND PARKING LOTS.
- DO NOT OPERATE ON FROZEN LAKES OR PONDS.
- ENSURE WORK AREA IS CLEAR OF OBJECTS THAT MAY BE DISCHARGED AND MARK ALL OBSTACLES.
- BEFORE STARTING BLOWER, REMOVE ANY ICE BUILDUP FROM FAN/AUGER.
- DO NOT ATTEMPT TO UNCLOG SNOWBLOWER WITH THE ENGINE RUNNING. TURN OFF AUXILIARY HYDRAULICS, TURN OFF SKID STEER ENGINE, AND ALLOW ROTATING PARTS TO STOP BEFORE UNCLOGGING.

MAINTENANCE PROCEDURES

3.1 MAINTENANCE OVERVIEW

The maintenance procedures described in this manual should only be carried out by qualified mechanics who have been trained to repair this machine.

Some procedures require special tools and skills to complete. DO NOT attempt to repair or perform service work on this machine unless you have the skills and tools to do so. Contact your local dealer for maintenance and repair services.



NOTICE

Improper maintenance or modifications to the design or performance of this machine will void the warranty. ONLY use genuine CID replacement parts on this machine.

3.2 SAFETY INSTRUCTIONS

Obey the following safety instructions when servicing or repairing this machine.



WEAR

proper Personal Protective Equipment (PPE) while working on this machine, which may include safety glasses, hard hats, steel toe boots, gloves, etc.



WEAR

a welding helmet when welding to protect your eyes, face and neck from flash burn, ultra-violet radiation and heat.



ENSURE

all jack stands, lifts and hoists are in good working condition and have the rated load capacity to support the load.



SERVICE

If servicing is performed while the snow blower is attached to the skid steer, turn engine off, set parking brake and chock wheels to prevent skid steer from moving.



ONLY

perform service work in a well-lit area.



ALLOW

the machine to cool down before servicing this machine. Hot oils can burn your skin.



NEVER

work under an unsupported loader arms.

3.3 MAINTENANCE SCHEDULE

This attachment will provide years of dependable service if routine maintenance procedures are performed. The maintenance tasks listed below are based on normal operating conditions. More frequent maintenance may be necessary with intense use or when operating in adverse environmental conditions.

MAINTENANCE TASK	BEFORE EACH USE	WEEKLY	YEARLY
Check skid steer loader hydraulic fluid level. Add fluid as necessary.	✓		
Check that all fasteners (nuts, bolts,, washers, pins, keepers) are in place. Tighten as necessary. (See Bolt Torque Table on page 30)	✓		
Inspect and replace any worn, torn, or missing safety decals.	✓		
Inspect hydraulic plumbing (hoses and connectors) for damage or leakage. Repair or replace hydraulic items as necessary.	✓		
Check and remove ice or debris from chute	✓	✓	✓
Wash snow blower.		✓	

MAINTENANCE LOG

Document all maintenance and service activities performed on this brush cutter using the maintenance log included at the end of this manual.

3.4 STORAGE

STORAGE TIPS

To get years of quality use out of your brush cutter, follow these tips when storing your brush cutter:



THOROUGHLY WASH

then dry your brush cutter. Ensure brush cutter is free of debris, dirt, grime and grease.



STORE

your brush cutter in a dry area such as in a shed or garage.




COVER

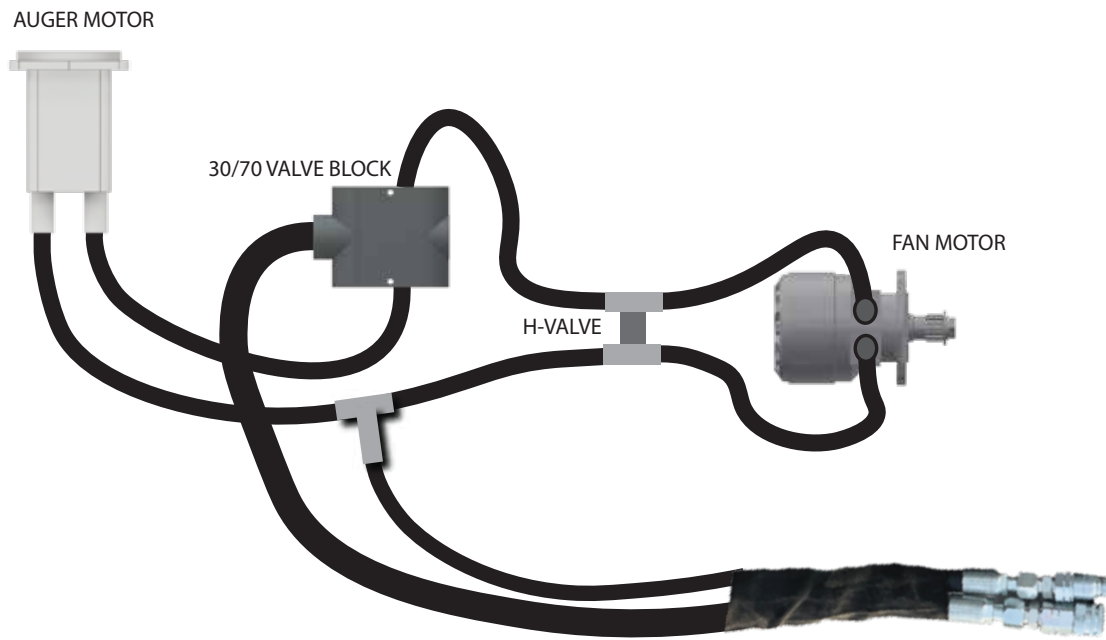
your brush cutter with a waterproof tarp if storing outside.

3.5 TORQUE SPECIFICATION TABLE

TORQUE VALUES SAE GRADE 8

	DRY LB-FT	LUBRICATED LT-FT
1/4"	12	9
5/16"	24	18
3/8"	45	35
1/2"	110	80
3/4"	380	280
7/8"	600	450
1"	910	680

3.6 HYDRAULIC SYSTEM



TROUBLESHOOTING

4.1 TROUBLESHOOTING CHART

PROBLEM	CAUSE	SOLUTION
SNOW BLOWER DOES NOT WORK	Auxiliary hydraulics not activated.	Activate the auxiliary hydraulic system.
	Hydraulic hoses not properly connected to skid steer couplers.	Ensure hose ends are completely engaged into couplers.
	Low hydraulic fluid.	Add hydraulic fluid to skid steer hydraulic reservoir.
	Skid steer hydraulic pump is <u>damaged</u> .	Contact dealer.
	Snow blower auger or fan is blocked by debris.	Remove debris. Check for ice; thaw and remove.
CHUTE / DEFLECTOR DOES NOT WORK	See items above.	
	Control harness not connected or damaged.	Connect harness to controller and solenoid valves.
	No electrical power to controller or solenoid valves.	Check for power at valves; check electrical cable for damage and replace as necessary.
	Damaged solenoid valves.	Contact dealer, replace valves.
SNOW BLOWER RUNS POORLY.	Auxiliary hydraulic flow is too low.	Ensure the skid steer's auxiliary hydraulic flow rate matches the snow blower's rated flow.
	Air in hydraulic lines.	Bleed air from auxiliary hydraulic system. (see skid steer owner's manual)
	Hydraulic hoses are pinched or kinked.	Check where the hoses are pinched and straighten as necessary.
	Obstruction in the hydraulic system.	Flush hydraulic system. (see skid steer owner's manual)
	Insufficient engine RPM.	Increase the engine RPM.
	Auger or fan is obstructed.	Remove debris. Check for ice; thaw and remove as necessary.
	Skid steer travel speed is too high.	Reduce travel speed to allow blower to discharge snow.

PARTS INFORMATION

Factory fresh parts specifically designed for your implement are readily available.

For hassle free service and to ensure you receive the correct parts for your implement, please provide your dealer with the following information.

MODEL	
SERIAL NUMBER	
GPM REQUIREMENTS	
DATE OF OWNERS MANUAL (Bottom left corner of cover Page)	
PARTS DIAGRAM PAGE NUMBER	
PART DESCRIPTION	
REFERENCE NUMBER	
QUANTITY DESIRED	
SHIP TO INFORMATION	
BILL TO/PAYMENT INFORMATION	

Use Genuine Parts from Construction Implements Depot, Inc.

WARRANTY INFORMATION

6.1 WARRANTY INFORMATION

LIMITED WARRANTY

Construction Implements Depot, Inc. products are warranted to be free from defects in workmanship or materials for a period of 12 months from the initial sale, lease or rental date.

WARRANTY EXCLUSIONS

This warranty does not cover normal wear items, including but not limited to: bearings, hoses, ground engaging parts such as teeth, blades, cutting edges, pilot bits, auger teeth and broom bristles. This warranty does not cover maintenance, service or adjustments. This warranty does not cover damage due to misuse, negligence, accidents, improper maintenance or modifications of this product. This warranty is void if any components have been disassembled, i.e., pumps, gear boxes or motors. Specially modified attachments built by CID X-treme Attachments to meet your customers' needs shall not be warranted by Construction Implement Depot, Inc. This warranty does not cover replacement parts not supplied by CID, Inc.

WARRANTY STATEMENT

Our obligation under this Limited Warranty shall be solely limited to repairing or replacing any part (see non-covered items above) free of charge that, according to our judgment, show evidence of a defect in quality of workmanship or materials for the stated 12 month warranty period. All defective parts must be routed directly to CID, Inc. with freight or delivery charges to be prepaid. This limited warranty shall not be interpreted to render CID, Inc. liable for any injury or damage to persons, businesses or property of any kind nor expenses or losses incurred for labor, supplies, substitute machinery rental or for any other reason. Repair or replacement parts are subject to the supply conditions at the time of repair or replacements, which may directly affect our ability to obtain material and/or replacement parts. CID, Inc. reserves the right to make improvements in design or changes in specifications at any time without incurring any obligations to owners of previously purchased products. No one but CID, Inc. is allowed to alter, modify or enlarge this warranty nor the exclusions, limitations and reservation at any time.

6.2 WARRANTY SERVICE

WARRANTY SERVICE PROCEDURE

RGA (Returning Goods Authorization) Policy:

If repairs are required, CID must obtain an RGA number from the manufacturer of the defective part and proof of purchase. RGA and services are rendered by CID only. Any responsibility of shipping costs on any item returned for repair is at the discretion of CID.

All returned parts must have:

1. A legible RGA number written on the outside of the package.
2. A Service Request Form.
3. The defective part.

RGA numbers are only valid for 30 days from the date of issue. All shipped replacement parts will require a PO number from the original CID Customer. If the defective part is rendered non-warranty, the PO number will be invoiced for the replacement. Should you have any problems with your attachment, please follow the following procedures to obtain service.

Upon a warranted issue, visit www.cidattachments.com, click on the warranty tab, and fill in the warranty information. CID will retain an RGA number from the manufacturer of the defective part. If all the information above is fulfilled the manufacturer will issue an RGA number.

Obtain a PO number from the original CID customer. PO numbers will be invoiced in the event the defective part(s) is un-warranted

CID will ship a replacement part with a Service Request Form and RGA #. There will be a call tag with the Manufacturer's address and instructions for returning the defective part.

Once the defective part is warranted by the manufacturer, CID will be issued a credit and the PO number will be void.

In the event the manufacturer renders that the attachment be returned to CID for repair, CID will make arrangements for pickup and return. Repairs will be performed by CID qualified technicians. Non-warranted issues will be discussed and repairs will be performed upon agreement of the owner, and payment for parts and labor will be issued.



336-859-2002

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