



**RUBBER TRACKS & PADS
WARRANTY GUIDELINES**

1300 820 214



CHRIS YARED

Mini Undercarriage Product Manager

When you buy rubber tracks from ITR Pacific, you become one of the over 5900 customers in the last 24 months that chose ITR when replacing their rubber tracks. We know that most of these customers are owner-operators, which means the reliability of their machines and the parts used on them relates directly to their ability to perform their work on-site efficiently. It is this relationship between the reliability and performance of our parts and the ability of our customers' machines to work as intended that I personally take very seriously.

A rubber-tracked machine can be a versatile piece of equipment. That is why it is so important the undercarriage is correctly maintained. You can find our recommended general practices to follow on Page 6.

What happens when it doesn't quite go to plan? That is where ITR's industry-leading warranty and support network comes into play. In the event of a potential warranty failure, our team has the mandate to give honest feedback and get you back on track as soon as possible. Where the cause of the problem is unclear, we have a group of specialists with a combined experience of over 60 years who will commit to:

- Giving an objective assessment within an hour of receiving a complete warranty claim.
- If the claim is deemed warrantable, a replacement track will be delivered to you or sent via freight within 24 hours.

It is these commitments to make sure our customers are using the correct and quality products and when it doesn't go to plan they know they can rely on ITR to get them back to work as soon as possible.



ITR WARRANTY PERIOD

ITR is the world's leading aftermarket supplier of earthmoving machinery parts, giving you the confidence that products are manufactured to strict quality standards to meet Australian conditions. In the unlikely circumstance that manufacturing defects are identified, ITR will immediately meet its obligations to have your machine operating as soon as possible. You can find our full warranty policy on page 14 or on our website itrpacific.com.au/important-documents.



Immediate and free replacement for any manufacturing defects within the warranty period.

OUR COMMITMENT

- All warranty claims are assessed by our panel of qualified experts on the same business day of receiving all required information.
- You will be immediately informed of the decision and we can make the formal assessment report available to you on request.
- A warrantable replacement rubber track will be dispatched within 24 hours, free of charge.

PERFORMANCE⁺ GUARANTEE

We pride ourselves on the quality, reliability and performance of our Rubber Tracks. That's why we have created our Performance⁺ Guarantee. We warrant the same or better hours of your previous set of replacement rubber tracks operated under the same or similar applications.



Buy 2 x ITR Rubber Tracks



Installed by our Qualified Team



Performance⁺ Guarantee

HOW DO YOU QUALIFY FOR THE PERFORMANCE⁺ GUARANTEE?

ITR's performance⁺ guarantee is subject to the installing and undercarriage inspection by our qualified team of installers. Verified hours and expected application must be registered at the time of purchase. ITR will provide a pro-rata credit towards the cost of replacement rubber track/s, in the event the verified hours are not achieved.

NO WORRY 60 DAY WARRANTY

Free accidental damage cover for your Rubber Track purchased directly from an ITR Pacific branch. If a track is accidentally damaged and rendered unusable, ITR will replace this track free of charge within 60 days of purchase.



ITR INSTALLATION GUIDELINES

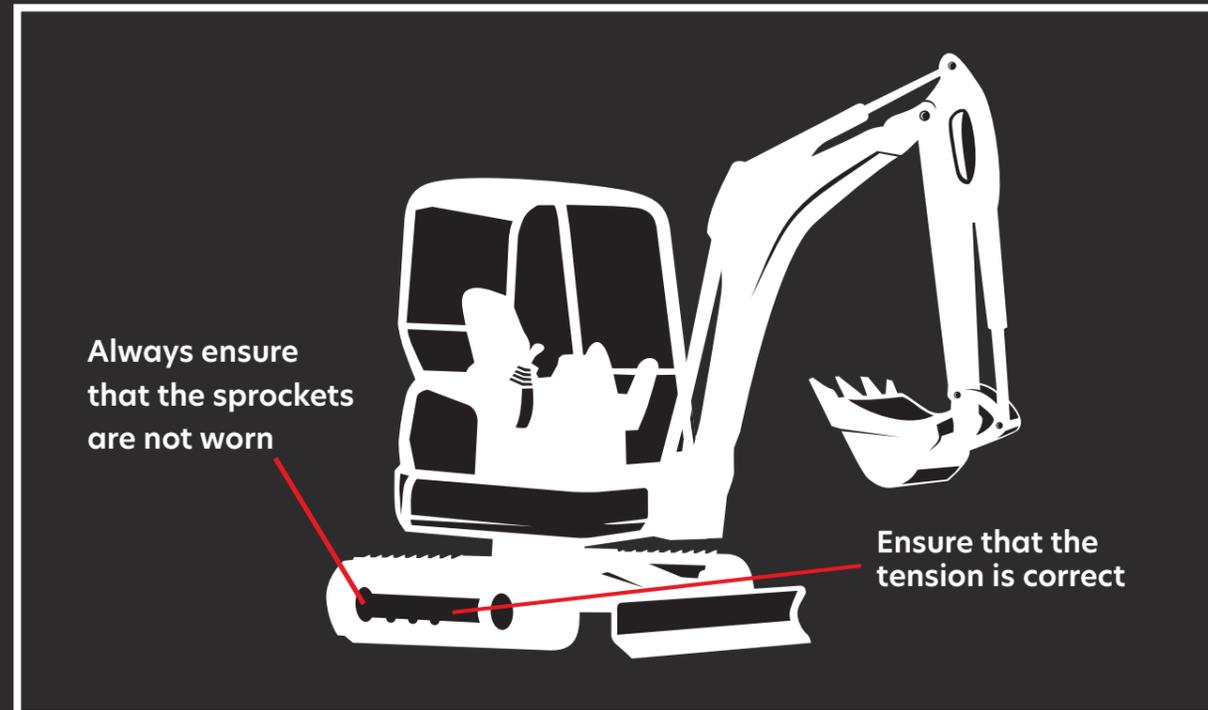
1. Firstly you need to ensure that the machine is on a flat and solid surface.
2. Lower the bucket and blade to raise the rubber track getting replaced off the ground to a low to medium height.
3. You will then need to release the tension of the rubber track by loosening the grease nipple.
 - a. Ensure the idler is as far back as possible. Find yourself a block of wood and place it between the track and idler and then move the undercarriage forwards and repeat as necessary. Another option is to use a large pry bar instead and push the idler backwards into the frame.
4. Remove the rubber track from the machine and inspect your undercarriage for any signs of wear.
5. Now it is time to install the new track. Firstly, place the rubber track over the sprocket and, if applicable, over the top roller and then over the idler. You may need the use of a pry bar to move the track.
6. Once the rubber track is firmly in place, tighten the grease nipple and pump grease into the track adjuster until the bottom of the rubber track is approximately 25-30mm from the bottom roller.
7. You then want to rotate the rubber track to check for loose spots and add more grease when found. Repeat as required.
8. Lower the machine back down to the ground and repeat these steps on the other side.



I have been installing rubber tracks in Australia for over 30 years. From my experience, a majority of track failures are usually because the rubber track has been installed to the machine incorrectly. That is why we started offering on-site installation services 20 years ago.

Ted Lockwood
Qualified Heavy Equipment Engineer

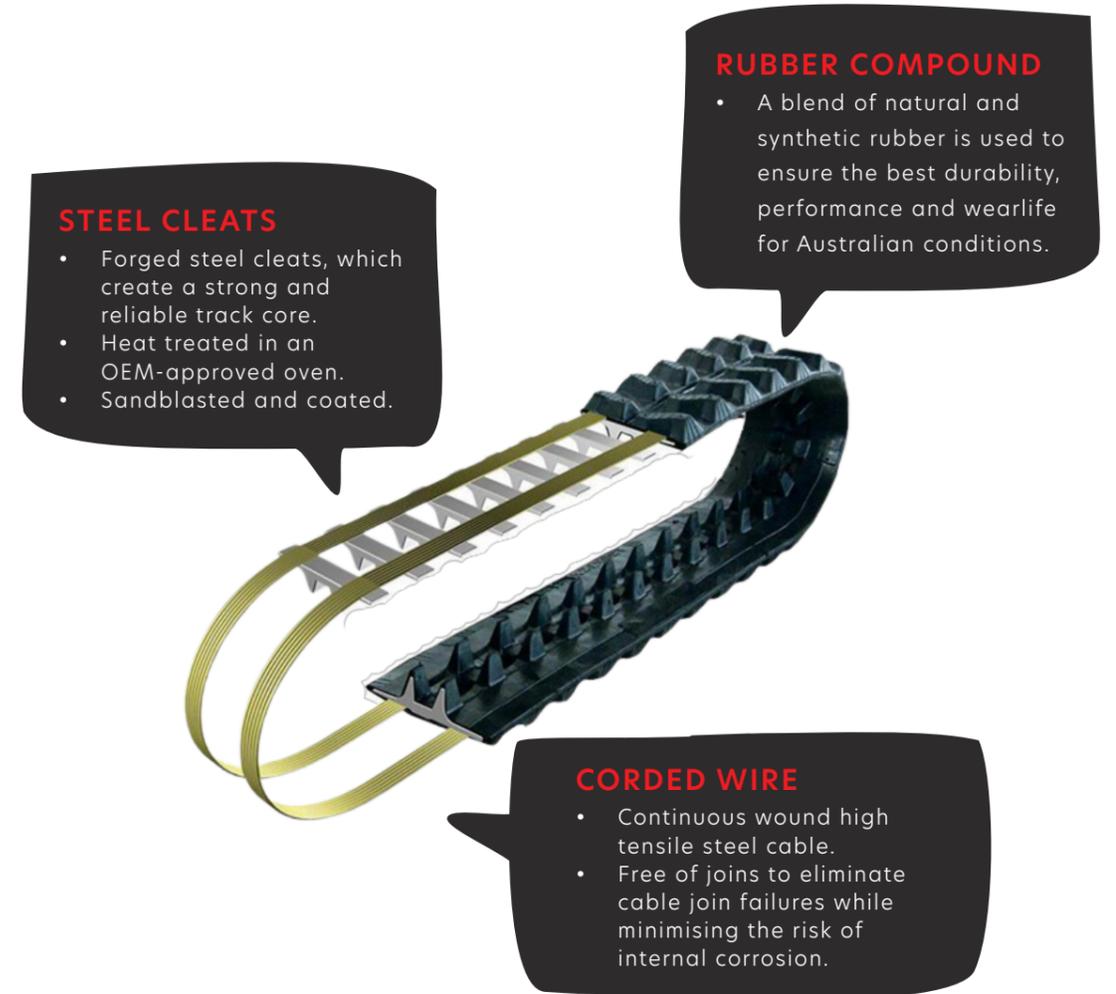
UNDERCARRIAGE COMPONENTS



MINIMISING WEAR AND TEAR

- Make sure you are using the correct track for your machine. If it doesn't look or sound right, it probably isn't.
- Avoid sharp or sudden turns, especially on uneven terrain.
- Avoid aggressive driving and unnecessary spinning of the track.
- When working off-road, make sure you remove excess debris from your undercarriage.
- Avoid tracking over sharp or rough surfaces and edges such as curbs and ramps.
- Be sure to understand the capabilities and limitations of your machine. If the task is beyond the machine-designed capabilities, it may be more cost-effective to slow it down or use another machine to do the task rather than risk breaking tracks or other parts, resulting in downtime.

RUBBER TRACK CONSTRUCTION



MANUFACTURING DEFECTS

The manufacturing process involves the blending, mixing and calendaring of raw stock rubber and synthetic compounds to produce the desired thickness and hardness. The rubber compound, corded wire and steel cleats are placed in a vulcanising press and subjected to a series of heating and pressure procedures to combine the three elements into a rubber track. Warrantable defects can arise from incorrect curing of rubber, additional rubber in the mould, the inclusion of foreign materials, poor adhesion between rubber and cleats, and damage during handling.

FLEX CRACKING vs SPLITS



NON-WARRANTABLE

APPEARANCE

When numerous horizontal shallow cracks between tread lugs are visible, this indicates the tracks are typically appearing towards the end of their track life.

CAUSES

Flex cracking occurs in the tracks as a part of natural aging due to extended exposure to sunlight and other elements.

PREVENTION

To help extend the life of your tracks, cover them when storing the machine outside for extended periods. Avoid using degreasers on your tracks where possible, and wash it off immediately when used.



WARRANTABLE

APPEARANCE

Splits are identifiable as horizontal separation of the rubber that appears between the tread lugs, usually 1-3 examples found early in a track's life.

CAUSES

Splits in your tracks can be caused by premature removal from the curing process. Splits can also occur when additional rubber is added to the mould as it causes stress to the outer layer of the track when turning the idlers and sprockets.

CLAIM CONDITIONS

The undercarriage is in working order and not worn past tolerance. Photos of the undercarriage are required before claim approval.

CUTS AND TEARS



NON-WARRANTABLE

APPEARANCE

Cuts and tears are jagged in appearance and usually appear in a vertical or diagonal direction to the track movement.

CAUSES

Cuts and tears occur when tracking over sharp debris and edges. They can also occur when trying the refit rubber tracks using a bucket.

PREVENTION

To help extend the life of your tracks, avoid tracking rubber tracks over sharp debris and edges, and use the bucket to help clear debris from your path. Rubber tracks are not made to work on sharp rocky ground. We advise changing your undercarriage to steel tracks if you are using your machine for this application. If your rubber track dismounts, refit it according to the operator's manual, do not use the bucket of the excavator.



WARRANTABLE

APPEARANCE

Pre-installation cuts are identifiable as punctures or cut marks in a new and unused track.

CAUSES

Cuts can occasionally occur during transportation or handling of the rubber track pre-installation. If found, please notify the sales branch before installation.

CABLE BREAKAGE

NON-WARRANTABLE



APPEARANCE

Complete separation of the internal cables. This may occur on one or both sides of the track. Operators will usually hear an audible bang at separation. A clean break of multiple cables indicate force resulting in breakage.

CAUSES

Cable breakage can occur when excess debris is caught between the track frame and rubber track, causing over-tension of internal cables. Dismounting of the sprocket, causing it to get caught between the cleats, causing separation. Damaged undercarriage components, such as the recoil spring.

PREVENTION

Regularly check the undercarriage for damage and monitor the wear. Ensure it is regularly cleaned and free of debris. Clear your path with the blade or bucket to help avoid rocks and other debris getting lodged in the undercarriage. Immediately remove any large debris from the frame, use 3-point turn manoeuvring and don't make any fast turns on angles or slopes.

PUNCTURE CAUSED BY CLEATS

NON-WARRANTABLE



APPEARANCE

The cleat has punctured through the track, but the track shows no signs of splitting elsewhere. There may be a mark on the inside edge of the track if there is material caught between the track frame and the edge.

CAUSE

A puncture caused by cleats occurs when foreign objects get caught between the frame and the track, causing the track to twist. Punctures can also occur when large debris gets caught between the track and roller/idlers.

SNAPPED CLEATS (WORN SPROCKETS)

NON-WARRANTABLE



APPEARANCE

Cleats have snapped in the middle.

CAUSES

If cleats have snapped in the middle, it may be a result of worn sprockets that are no longer in pitch. This places additional force on the cleats which causes a breakage.

PREVENTION

Take care not to operate the machine if the sprockets are showing excessive signs of wear and have exceeded their service life. It is recommended to change the sprockets on a CTL machine every 1200-1500 hours depending on wear.

EDGE DAMAGE

NON-WARRANTABLE



APPEARANCE

Tears in the outer edge of the track that runs lengthways.

CAUSE

Edge damage occurs when tracking over sharp edges such as curbs, using the incorrect ramps/load or unload methods. For CTLs, ensure the bucket covers the total width of the machine to ensure no excess material is tracked over.

PREVENTION

Ensure your tracking surface is even, take care when loading and unloading and always ensure your bucket covers the width of the machine including the tracks.

DELAMINATION

WARRANTABLE



APPEARANCE

Delamination is identifiable when the rubber layers separate cleanly from each other, and may also appear as a large air bubble.

CAUSE

Delamination in your tracks is a result of incorrect curing or contamination of rubber.

LOSS OF CLEAT

WARRANTABLE



APPEARANCE

Loss of cleat is identifiable when there is a smooth separation of the metal cleat and your sprockets are not showing signs of excessive wear.

CAUSE

Loss of a cleat occurs due to poor adhesion between the rubber layer and the steel cleat.

REPEATED TRACK DISMOUNTING

WARRANTABLE

If the rubber track is dismounting regularly, perform the below checks.

1. Is the undercarriage in working order?
2. Is the track dismounting when tracking in a straight line on a flat and even surface?
3. Is dismounting occurring at the same point of the track? Mark the suspected area to test. Check if there is an audible click or ratcheting noise present.
4. Is the dismounting specific to one side? If yes, swap your tracks over and see if the issue remains on the same side or swaps over to the other side.

If you answered yes to 2 or more of the above, contact your local branch to arrange further action.

TERMS AND CONDITIONS

All Rubber Tracks sold by ITR Pacific are covered by a manufacturer warranty which ensures all end users are protected in the event of any manufacturing defects. All rubber tracks sold in Australia have either a 24 or 12-month replacement warranty giving you confidence that should a fault which is caused by the manufacturing process occur during the warranty period, your track will be replaced.

*Warranty does not include freight, labour or downtime that may be incurred in the event of a failure; however, our team will work with you to minimise these incursions as much as possible.

Rubber Track Warranty Periods

All ITR Excavator Rubber tracks sold in Australia are covered by a 24-month full replacement manufacturer warranty. This warranty protects you from failures which are caused by the manufacturing process that would lead to early failure.

Warranty does not cover the user for failures that are the result of damage or misuse of your rubber track which include but are not limited to examples such as cuts, improper installation, operation in conditions not suitable for rubber tracks or faults caused by worn or damaged undercarriage.

All ITR Compact Track Loader & Multi-Terrain Loader rubber tracks sold in Australia are covered by a 12-month full replacement warranty. This warranty protects you from failures which are caused by the manufacturing process that would lead to early failure warranty does not cover the user for failures that are the result of damage or misuse of your rubber track which include but are not limited to examples such as cuts, improper installation, operations in conditions not suitable for rubber tracks or faults caused by worn or damaged undercarriage.

Processing a Warranty Claim

Should a failure start to occur, please follow these simple steps below to start your warranty claim. If you believe a

fault is occurring but has not led to a failure of the track, please feel free to contact our team on 1300 820 214 to raise your concerns and we can assess your situation for peace of mind.

Warranty Process

Step 1.

When a fault is found or occurs, first call and report to our team on 1300 820 214. You will need to be able to provide your original purchasing information.

Step 2.

Fill in the warranty form and follow the warranty submission guide found on our website. Be sure to include all requested photos to ensure an efficient assessment of your claim. Be sure to send your claim information to your respective branch or account manager.

Step 3.

In most cases, assessment of your warranty case should be immediate, and a replacement track will be arranged as per the policy. In the event further assessment is required, replacement tracks will be invoiced to the customer pending approval and a credit applied once approved.

A GLOBAL LEADING MANUFACTURER & SUPPLIER

The USCO ITR Group has always followed a strict and well-maintained corporate governance globally.

- Ensuring that Workplace Health, Safety, and Injury Management are an integral part of our business plan and included in Management meeting agendas.
- Working towards reducing our environmental footprint in as many ways as possible.
- ITR follows a strict global anti-corruption policy.
- Supporting the local communities around our distribution centres in any way we can.

ISO CERTIFICATION

Acknowledgment for surpassing industry standards in quality and commitment. The USCO ITR Group's manufacturing facilities are accredited by various international certificates, including the following:

ISO 9001: 2008

TSI 16949: 2009

ISO 14000: 2004



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The manufacturers' names, numbers, symbols and descriptions are used for reference purposes only and it is in no way implied that any part listed is the product of the manufacturer.