



Warranty Guide (Rev. 2020)



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Introduction

This warranty guide is intended to provide information to assist the user with the best practices and essential break in procedure required for GTW's TankTuff range.

GTW has also set out to make clear dealers, owners and end-users users obligations and subsequently clarify what warranty periods you are entitled to along with the limitations thereof.

In the event that any issues arise with your tracks, this document will assist with filing a warranty claim, providing a list of the requirements and the links to online forms.

Track/Roller Registration

In order to take advantage of the maximum warranty on TankTuff tracks/rollers you MUST register your track within 30 days of fitting.

Scan the QR code or go to the link below and enter your details

<https://bit.ly/2Wyvgdh>



Physical forms are attached with the manual or contact our team for a PDF copy.

Pre-Conditioning & Break in Procedure

Prior to Fitting

Before fitting a new track the undercarriage including the tensioning system must ALWAYS be inspected.

Paying particular attention to idler and mid-roller condition inspection should ensure that all parts are in good condition and are not loose or worn. Any of these can cause track misalignment that may not respond to alignment adjustments after a new track is installed.

New tracks should be inspected regularly and the alignment procedure executed multiple times during the break in phase.

Inspect machines for:

- Roller Wheel Wear
- Idler Wheel Wear
- Drive Wheel Condition
- Bushing wear (“slop” in front pivot and undercarriage arms)
- Suspension Blocks
- Tension mechanism and valves

WARNING!!!

New tracks should not experience roading within the break in period!

If roading is unavoidable during this break-in period, use lubricant / shovel-full of dirt in undercarriages before roading and every 15 minutes.

Machine speed must be reduced to a maximum of 18mph..

Tracks will continue to condition for first 150 hours until a fine layer of dust becomes embedded into the track.

Operating tracks without pre-conditioning will cause overheating, scuffing and damage to rubber contacting surfaces such as the track wheel path, guide/drive lugs and rubberized undercarriage wheels. the best method is to operate in a field with loose and dry soil for the entire break in period.

If this is not possible, prior to in-field use:

Spread a layer of lubricating material over entire undercarriage wheels and inside of track. Use materials such as:

Dirt, Oil Dry, Talc Powder, Graphite, or any non-caustic particulate material. Drive the vehicle forward to allow material to cover all critical areas of track and undercarriage.

Ongoing Best practices and Maintenance

Operators must inspect and service the undercarriage components frequently to ensure that there is no obvious damage, that the track has the correct tension, and that the track exhibits no wear patterns that would indicate improper camber or alignment.

Avoid operating rubber track in grease, oil, gasoline, diesel fuel or other petrol chemicals. avoid spilling these materials on track when servicing the undercarriage and/or the machine.

Tracks should be rotated from side to side in applications where uneven lateral wear is seen (and where the undercarriage adjustments necessary to correct these wear patterns do not exist).

- Avoid excess amount of sharp and high-speed turns.
- Protect undercarriage from contact with large foreign objects.

Factors Affecting Track Life

In order to get the maximum life out of your track, owners and operators should consider the following and take precautions to increase longevity.

- Rooding %
- Heat Generation
- Mechanical damage
- Hard surface turning
- Amount of slip
- Amount of side slope use
- Soil types
- Track alignment
- Crop residue
- Undercarriage maintenance

Track life is typically determined by wear of drive lugs and traction lugs.

Using differential locks helps distribute the power equally to each side of the axle and will assist tracks wear more evenly.

Consider rotation of tracks every 750 hours, depending on drive lug and traction lug wear in order to spread wear evenly and maximize value out of each TankTuff agricultural track

Machine and track storage

- Avoid storing tracks or tracked machines in direct sunlight.
- Avoid storing tracks or tracked machines in standing water.
- Always store indoors or cover tracks with opaque tarpaulin.
- Machines stored resting on their tracks (rather than "blocked up") should be moved once a month

Road Use and Heat Generation

Under certain conditions internal track temperatures can rise and result in permanent damage.

The main factors that affect track heating are:

- total weight supported per track
- vehicle speed
- travel duration
- ground/road surface conditions
- ground contour
- ambient temperature

Tracks are most susceptible to overheating during roading, track temperature should be monitored and any use or action generating excess heat minimized.

Initially low levels of heat damage does not cause the track to become un-serviceable but the degradation will be sufficient to reduce the tracks longevity.

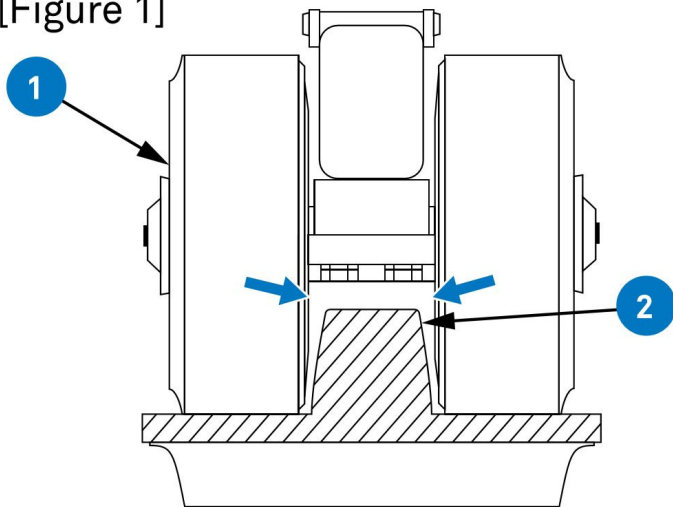
Further heat damage will cause swelling and eventually complete failure of the track.

**Always consult manufacturers guidelines on roading speed.
Keep well below this to extend track life.**

Alignment Checks

Track alignment should be checked regularly.
A visual check as shown below should be performed daily.

[Figure 1]



On level ground drive your machine for 200m in a straight line allowing the machine to come to a stop without breaking.

An inspection of the guide/drive lugs should show a small airgap BOTH sides between the lugs and rollers as shown in figure 1.

As you can see in the examples below incorrect alignment can be seen where the track favors one side and guide drive lugs will face accelerated wear and damage.

Example of Correct Alignment



Example of Incorrect Alignment



Friction Drive Specific

Side Slope Operation

Tractors operating on steep side slopes will have reduced guide lug life as compared to flat ground use, due to the constant heavy side loads on the guide lugs.

Some important points to note on side hill operation are:

The amount of weight on the downhill track is much greater than the uphill track due to the angle of slope the machine is being operated at. As a result, the downhill track will experience higher guide lug wear rates.

Constant guide lug side loads may also lead to guide lug fatigue, a condition that can develop when guides are subject to repeated side loading for a long period of time. This can result in guide lugs missing from the track.

Reducing the Effects

Carefully follow track break-in procedures. Before operating on steep side slopes or roading, tracks should be operated in loose, dry dirt. This helps the sides of the guide blocks and the wheel interfaces to polish in and become embedded with a fine coating of dust which reduces frictional heating.

Operation with new tracks in non dusty or muddy wet conditions increases heating substantially.

Monitor track alignment.

Alignment may change as the track wears and should be monitored on a daily basis. Track alignment should be checked on flat ground and the utmost care should be taken to make sure track alignment on slopes is correct.

Do not use tracks with too little (or too much) overhang. Tracks with too little (or too much) overhang from the wheel path will be difficult to align and should not be used on side hill applications.

Set track guage spacing to maximum. This not only improves stability on side slopes but it also distributes the weight more evenly between the two tracks.

(GUAGE spacing is the distance between the center line of each track)

Tracks should be swapped side to side on a yearly basis

This will even the wear on the guide lugs, as the down-hill track will carry much higher loads than the uphill track. This usually results in the down-hill track having more guide lug wear than the up-hill track. By swapping tracks side to side, guide lug wear will be distributed to both tracks. A 2nd option is to alternate the downhill side of the tractor to achieve the same effect.

Cast Slotted Drive Wheels

Research has shown that track life is lower when cast slotted drivewheels are used in standard farming applications.

In addition, cast slotted drivewheels require proper maintenance and service procedures to be followed in order to reduce the chances of track damage.

Once worn, cast slotted drive wheels can have sharp edges, the tapered profiles can result in significantly reduced track life and can cause track inner diameter carcass damage and eventually separation.

Cast slotted drive wheels were introduced to reduce track to drivewheel slippage occurring in some specialized applications (riverbed work, wet construction sites, and specialized gumbo soils) and should not be used in general farming cases.

Tank Tuff tracks warranty will be limited in these use cases.

Positive Drive Specific

Drive Lug Life

Drive lug failure is the primary reason for premature track replacement.

Drive lug failures are typically caused by mechanical damage, side-loading and excessive torque.

- To minimize drive lug damage caused by mechanical damage or misalignment, frequently inspect and clean out any debris in the undercarriage.
- Drive wheel scrapers should be installed and used correctly in wet soil / sticky crop residue conditions to minimize buildup on the drive wheel and ensure drive lugs locate correctly in the drive wheel.
- Side loading is caused by misalignment and/or side loads during turns.
- Over torque can occur during low speed/high torque operation.
- As part of your regularly daily maintenance, check both sides of the drive lugs for evidence of misalignment. If noted, then alignment adjustments should be made as soon as possible. If misalignment persists, inspect the track system and repair immediately, as loose or worn components may exist. To minimize drive lug damage from dynamic loads, proper operation is critical.
- Avoid damaging side loads during abrupt high speed turns with heavy drawbar loads, especially on declines and sidehills with heavy towed implements.
- Always pull or push the load in a straight line, and avoid operating on side slopes. Raise the implement when turning and avoid loading or pushing material while turning.
- Alternate turn or work direction in the field. This will equalize wear on both sides of the drive lugs. 4 track systems benefit from track rotation front to rear and/or side to side.

This will help distribute drive lug and tread bar wear and maximize overall track service life.

Proper Ballasting

Do not exceed machine manufacturer's specifications for maximum machine ballasted weight and overall gross weight which includes the vertical loading on the hitch and mounted attachments.

Static weight distribution on 4 track machines is important for optimized tractor performance and undercarriage and track life.

(Consult machine manufacturer guidelines)

- Ballasted correctly for field operation are not ballasted optimally for road operation.
- During roading, the additional weight and speed can increase track temperatures thereby accelerating tread wear.
- To maximise track life, reduce roading speed during prolonged use.
- Do not exceed manufacturer's recommended implement for the particular machine model.

Work Cycle Considerations

If machine is approved for scraper applications, operators should maintain a speed of 4-8 mph when loading scrapers.

This speed guideline reduces driveline peak torque and will prolong the life of the drive lugs and powertrain.

Most tractor scrapers are designed for self loading, which is best done using shallow cuts and moderate speeds. Slower than recommended loading can increase slip and overload the drivetrain, while faster than recommended loading speeds can increase dynamic loads on the track system.

If equipped, always use front and rear differential lock(s) while under heavy draft load to better distribute the drive torque to all 4 tracks. Always disengage the differential lock(s) when turning or roading. Avoid side loads such as operating on steep side slopes, turning under heavy draft load, or sharp and sudden turns.

Blade Operations

When operating with machines equipped with a blade, avoid excessive slipping or spinning of the tracks.

Do not let the tracks spin and dig below the material surface level or excessive material can flow into the idler and midroller wheel path area. This material can “bridge” between the wheels and track causing an excessive track tension condition.

Excessive track tension can damage the track main cables and can result in a torn track, and may also cause de-tracking and alignment problems due to damaged undercarriage components.

When pushing loose material, position blade to avoid excessive loose berm material from cascading into the undercarriage system.

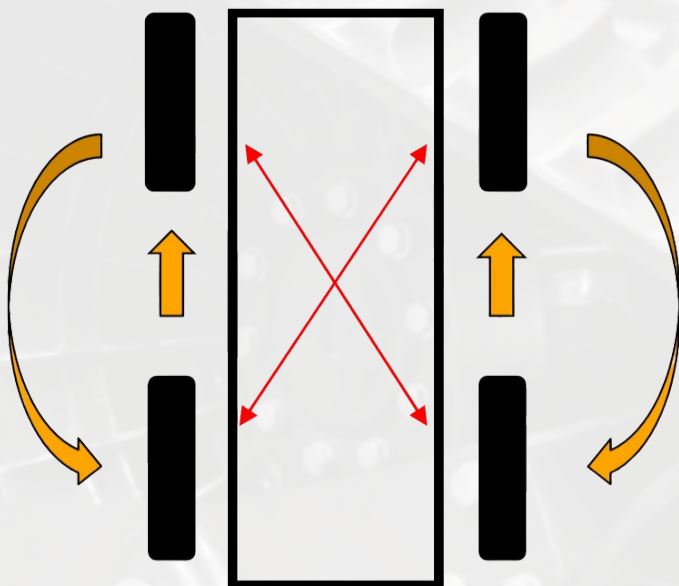
Excessive material ingestion will accelerate track and undercarriage component damage.

Always angling the blade the same direction can put side loads on drive lugs causing them to wear only on one side.

Alternate blade angle if possible.

Track Rotation Diagram

On Quadtrac machines best practice states that tracks should be rotated in two stages as shown below.



FIRST ROTATION:

Interchange left front with right rear track. Interchange right front with left rear track.

SECOND ROTATION:

Interchange left front with left rear track. Interchange right front with right rear track.

Warranty

Eligibility

You are eligible for the benefits of this limited warranty if you are the original owner, or authorized agent of the original owner of a Global Track Warehouse agricultural rubber track.

This limited warranty is from Global Track Warehouse (GTW)

Coverage

GTW agricultural tracks are warranted from the date of invoice for a period of 48 months / 4000 hours on friction drive tractors, 48 months / 2000 hours on positive drive tractors and 24 months/1000 hours on non agricultural tractors, whichever comes first.

Excluded from Coverage

- GTW tracks installed on CTS, ATI, or GripTrac systems.
- Tracks manufactured more than 96 months prior to warranty request.
- Agricultural tracks used in non agricultural (construction) applications or agricultural scraping.
- Rapid wear or damage caused by extended transport operations.
- GTW aftermarket track (Aftermarket warranty applies)
- Drive lug damage caused by misalignment or excessive side loads.
- Failure resulting from abuse, misuse, negligence, alteration, accident, field hazard, road hazard or stubble damage, overload, mismatching of adjacent tracks, misapplication, use of non-OEM undercarriage components, or poor mechanical condition, maintenance or adjustment.
- Cosmetic defects such as surface cracks, splits or other superficial distress that may impact track appearance but does not render the track unusable or measurably diminish overall life.
- Usage, installation, repair or adjustment which GTW judges improper.
- Prototype or test tracks.

Owner Obligations

- Register track within 30 days of fitting in order to verify customer information and hours, otherwise warranty is limited.
- Giving notice of failure within applicable warranty period and providing valid proof of purchase.
- Transportation costs to warranty service location.
- Installation costs, taxes, freight charges.
- Undercarriage components must be properly maintained and adjusted
- Compliance with preconditioning and break in guide.

Customer Participation Chart

GTW Agricultural Track Pro-Rata Warranty Chart Friction Drive Tractors/Combine Harvesters/Grain Bins – Agricultural Use*

Months of service	Hours of Service			
	0-1000	1001-2000	2001-3000	3001-4000
0-12	0%	Measured Tread Wear		
12-24	20%			
24-36	40%			
36-48	60%	70%	80%	90%

Positive Drive Tractors/Combine Harvesters- Agricultural Use*

Months of service	Hours of Service		
	0-1000	1001-1500	1501-2000
0-12	0%	Measured Tread Wear	
12-24	20%		
24-36	40%		
36-48	60%	80%	90%

Tractors/Combine Harvesters-Non-Agricultural Uses*. Non Tractor or Combine Harvester Implements (Inc Root or Potato Harvesters)- Agricultural or Non-Agricultural Use*.

Months of service	Hours Of Service		
	0-500	501-750	751-1000
0-12	0%	50%	75%
12-24	50%	75%	90%

*At least 25 mm (1 in) of average tread height must remain, if track is not registered with machine hours or proof of machine hours not sent when claim is submitted pro-rata will be at GTW Discretion

Prorated Replacement

To determine the replacement price, the appropriate pro-rata percentage from the customer participation chart is multiplied by the current list price.

Other Conditions

GTW may recall or require disabling of warranty track to preclude further use, and proof that replacement track was manufactured by GTW, as condition for reimbursement. We may request the track to be returned to our warehouse for inspection.

For additional details please contact GTW on the details above.

Making a claim

Prior to filing a warranty claim there are pieces of essential information that we require before your claim can be considered.

- Machine Serial Numbers
- Machine Hours
- Images of condition that rendered track un-servicable
- Images of track on the machine
- Images of midrollers, drivewheels and undercarriage
- Track Size
- Track Serial Number
- Track Tread Depths
- Track purchase and registration information



Track Size

The track size will be embossed on the inner carcass and the outer edge of the track as shown in this picture.

Serial Number

The track serial number can be found embossed on the inner carcass and in the format as shown

18 - 4854GY



Measuring Tread Depths

Use a straight edge bridged between two tread lugs and measure the distance to the top of the carcass at three points on the same tread lug.

To make a claim, contact our team for a form.

**TANK TUFF**
PREMIUM MID-ROLLERS

TankTuff Undercarriage Wheel
“1 Year, 500 Hour” Work-Life Warranty

TERMS OF WARRANTY:

For all 1 year, “500 hour” Work-Life Warranty claims, Global Track Warehouse will conduct a full examination of the product. The 1 year, 500 hour limit applies only to product being used in a reasonable application. If Global Track Warehouse’s examination shows that an GTW’s undercarriage wheel has failed under the terms of this policy,

Global Track Warehouse will repair, replace, or make a reasonable allowance on the purchase of a new product based on the estimated wear-life remaining at Global Track Warehouse’s sole discretion.

Cost of service, transportation, and sales tax will be the responsibility of the claimant.

Global Track Warehouse will not warrant GTW’s undercarriage mid-rollers that show normal material wear defined as material chunking, chipping, or tearing that does not prevent the function of the product.

Global Track Warehouse does not warrant product that is subjected to misapplication, misuse, neglect, alteration, or damage and are hereby not responsible for personal injury, equipment damage, or property damage associated with misuse of normal operating procedures.

TERMS OF WARRANTY REGISTRATION:

Global Track Warehouse warrants that our GTW Mid-Rollers will offer a minimum of 1 year, 500 hours without bond or material failure that results in a loss of work-life. Registration must be completed online within 30 days of purchase. Without proper product registration, within the 30 day time period, the 1 year, 500 hour warranty is limited.

Contact the GTW Team

Global Track Warehouse USA

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Bartlett

Illinois

60103

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Business Hours: Monday to Friday

7:30 am to 6:00 pm

Central Time