



Ramsey Winch Company
 Owner's Manual
Patriot Profile 12000
 Front Mount Electric Winch
 12V/24V



Layer of Cable		1	2	3	4	5
Rated Line Pull per Layer	(lbs)	12,000	10,000	8,600	7,500	6,700
	(Kg)	5,430	4,530	3,900	3,390	3,030
Cumulative Cable Capacity per Layer	(ft)*	15	40	65	100	125
	(m)*	4	12	19	30	38

* Depends on 3/8" (9.5 mm) Dia. cable being uniformly wound onto drum.

12V	Line Pull	(lbs)	NO	2,000	4,000	6,000	8,000	10,000	12,000
	First Layer	(Kg)	LOAD	900	1,810	2,710	3,620	4,530	5,430
	Line Speed	(FPM)	29	15	11	9	7	6	5
	First Layer	(MPM)	8.8	4.6	3.3	2.7	2.1	1.8	1.5
Amp Draw		12V	98	175	245	300	360	410	465
24V	Line Pull	(lbs)	0	2,000	4,000	6,000	8,000	10,000	12,000
	First Layer	(Kg)	0	900	1,810	2,710	3,620	4,530	5,430
	Line Speed	(FPM)	29	14	12	10	8	7	6
	First Layer	(MPM)	8.8	4.2	3.6	3	2.4	2.1	1.8
Amp Draw		24V	39	79	105	132	160	185	210

Congratulations!

You have purchased the finest winch available in its service class. It features a highly efficient 3 stage planetary gear set which transmits torque from a series wound DC motor. A safe positive clutch allows free spooling for quick cable deployment. An automatic load holding brake is designed to hold the fully rated capacity of the winch. It was designed and manufactured to provide you with the utmost in utility. As with any device that combines power and movement in its use, there are dangers if improperly used. At the same time, there are easier ways for getting the job done if certain precautions are taken first.

Please read this manual carefully. It contains useful ideas in obtaining the most efficient operation from your Ramsey Winch and safety procedures you need to know before beginning use. When you follow our guidelines for operation, your Ramsey Winch will give you many years of satisfying service. Thank you for choosing Ramsey. You will be glad you have one working for you.

Please note: Ramsey Patriot™ Profile series winches are designed for front mount vehicle use. The winches are not designed for and should not be used in industrial applications (car haulers/carriers, wreckers, hoisting, etc.), and Ramsey does not warrant them to be suitable for such use. Ramsey makes a separate, complete line of winches for industrial/commercial use. Please contact the factory for further information.

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CAUTION: Read and understand this manual before installation and operation of winch. See Safety Precautions!



Safety Precautions

To Guard against Possible Injury...

A minimum of five wraps of cable around the drum barrel is necessary to hold the rated load. Cable clamp is not designed to hold the load.

- A. Keep yourself and others a safe distance to the side of the cable when pulling under load.
- B. Do not step over a cable, or near a cable under load.
- C. Use supplied hook strap when handling hook for spooling wire rope.
- D. Do not move the vehicle to pull a load on the winch cable. This could result in cable breakage and/or winch damage.
- E. Use a heavy rag or gloves to protect hands from burrs when handling winch cable.
- F. Apply blocks to wheels when vehicle is on an incline.
- G. Winch clutch should be disengaged when winch is not in use and fully engaged when in use.
- H. Modification, alteration, or deviation to the winch should only be made by Ramsey Winch Company.
- I. Keep the duration of your pulls as short as possible. If the motor becomes uncomfortably hot to the touch, stop and let it cool for a few minutes. Do not pull more than one minute at or near rated load. Do not maintain power to the winch if the motor stalls. Electric winches are for intermittent usage and should not be used in constant duty applications.
- J. Disconnect the remote control switch from the winch when not in use. A Ramsey Part No. 282053 safety on-off switch in your vehicle is recommended.
- K. **NOTE:** Do not use winch in hoisting applications due to required hoist safety factors and features.
- L. Do not exceed maximum line pull ratings shown in tables. Shock loads must not exceed these ratings.
- M. To respool correctly, it is necessary to keep a slight load on the cable. This can be accomplished by (wearing gloves) holding the cable with one hand and the remote control switch with the other, starting as far back and in the center as you can, walking up keeping load on the cable as the winch is powered in. Do not allow the cable to slip through your hand and do not approach the winch too closely. Turn off the winch and repeat the procedure until all the cable except a few feet is in. Disconnect the

remote control switch and finish spooling in cable by rotating the drum by hand with clutch disengaged. On hidden winches, spool in cable under power using supplied hook strap.



Tips for Safe Operation

Don't underestimate the potential danger in winching operations. Neither should you fear them. Do learn the basic dangers and avoid them.

Observe the spooling of cable onto drum. Side pulls can cause cable to pileup at one end of the drum. To correct uneven stacking, spool out that section of the cable and move it to the other end of the drum and continue winching. Uneven spooling which causes cable pileup can interfere with the tie bars causing damage to the winch.

Store the remote control switch inside your vehicle where it will not become damaged. Inspect it before you plug it in.

When ready to begin spooling in, plug in remote control switch with clutch disengaged. Do not engage clutch with motor running.

Never connect the hook back to the cable. This causes cable damage. Always use a sling or chain of suitable strength, as shown in the illustration.

Observe your winch while winching, if possible, while standing at a safe distance. If you use vehicle drive to assist, stop and get out every few feet to assure the cable is not piling up in one corner. Jamming cable can break your winch.

Do not attach tow hooks to winch mounting apparatus. They must attach to vehicle frame.

When double lining during stationary winching, the winch hook should be attached to the chassis of the vehicle.

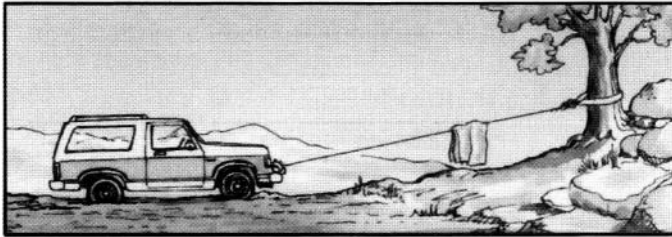
Since the greatest pulling power is achieved on the innermost layer of your winch, it is desirable to pull off as much line as you can for heavy pulls. If this is not practical, use a snatch block and double the arrangement (see illustration). Remember, a minimum of 5 wraps of cable around the drum barrel is necessary to hold the rated load.

Neat, tight spooling avoids cable binding which is caused when a load is applied and the cable is pinched between two others. If this happens, alternately power the winch in and out a few inches. Do not attempt to work a bound cable under load, free by hand.

Techniques of Operation

The best way to get acquainted with how your winch operates is to make a few test runs before you actually need to use it. Plan your test in advance. Remember you hear your winch as well as see it operate. Get to recognize the sound of a light steady pull, a heavy pull, and sounds caused by load jerking or shifting. Soon you will gain confidence in operating your winch and its use will become second nature with you.

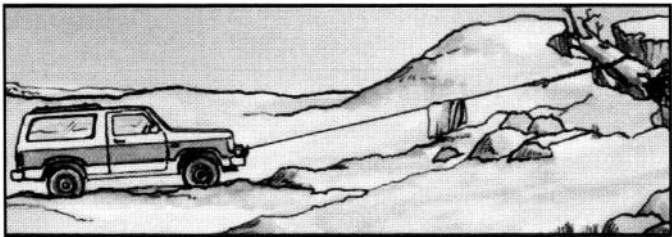
Your winch will not only pull your vehicle up or ease your vehicle down a steep grade, it will also pull another vehicle or a load while your vehicle is anchored in a stationary position. The sketches on this page show you a few techniques.



For basic self-recovery, anchor to a tree or heavy rock. When anchoring to a tree, always use a tree trunk protector.



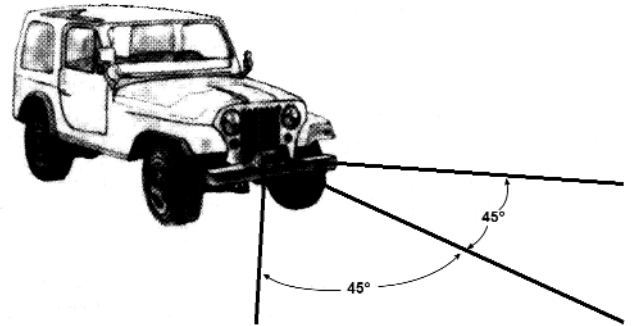
Stakes driven in solid earth and chained together make a good anchor point for self-recovery when no solid anchor point is available.



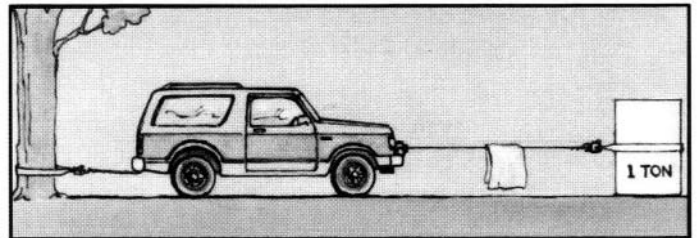
For a solid anchor, bury a log with earth or sand or place it in a deep ravine.

When pulling a heavy load, place a blanket, jacket or tarpaulin over the cable five or six feet from the hook. It will slow the snap back in the event of a broken cable. Also, open the vehicle hood for additional protection.

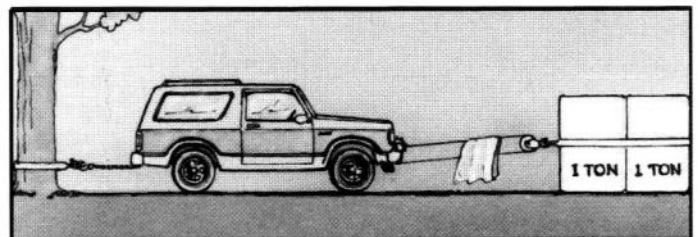
Use the vehicle wheel power to help the winch, but don't overtake the winch line. Plan your pull. You can't always hook up and pull out in one step. Examine all the areas for anchoring possibilities as well as leverage situations, direction, and goal.



Winches equipped with cable guide fairleads can pull from several directions. Pull from an angle only to straighten up the vehicle—otherwise you can damage structural members or other parts of your vehicle and cause excess cable buildup on one end of the winch drum.



For a direct pull of 2000 lbs., hitch truck to a tree or solid anchor, and take out of gear.



To double the pull, use 2-part line and tie off to chassis. Take out of gear.

Installation

The winch shown in this owner's manual is solely and exclusively designed for vehicle-mounted, non-industrial applications. Any other applications will void warranty.

It is very important that the winch be mounted on a flat surface so that the three major divisions (the motor end, the cable drum, and the gear housing end) are properly aligned. It is recommended that Ramsey mounting kits be used to mount the winch. They are designed to align the winch and distribute the full rated load evenly to avoid possible damage to the winch or vehicle.

NOTE: If recommended mounting is not used, a kit of equal design must be used.

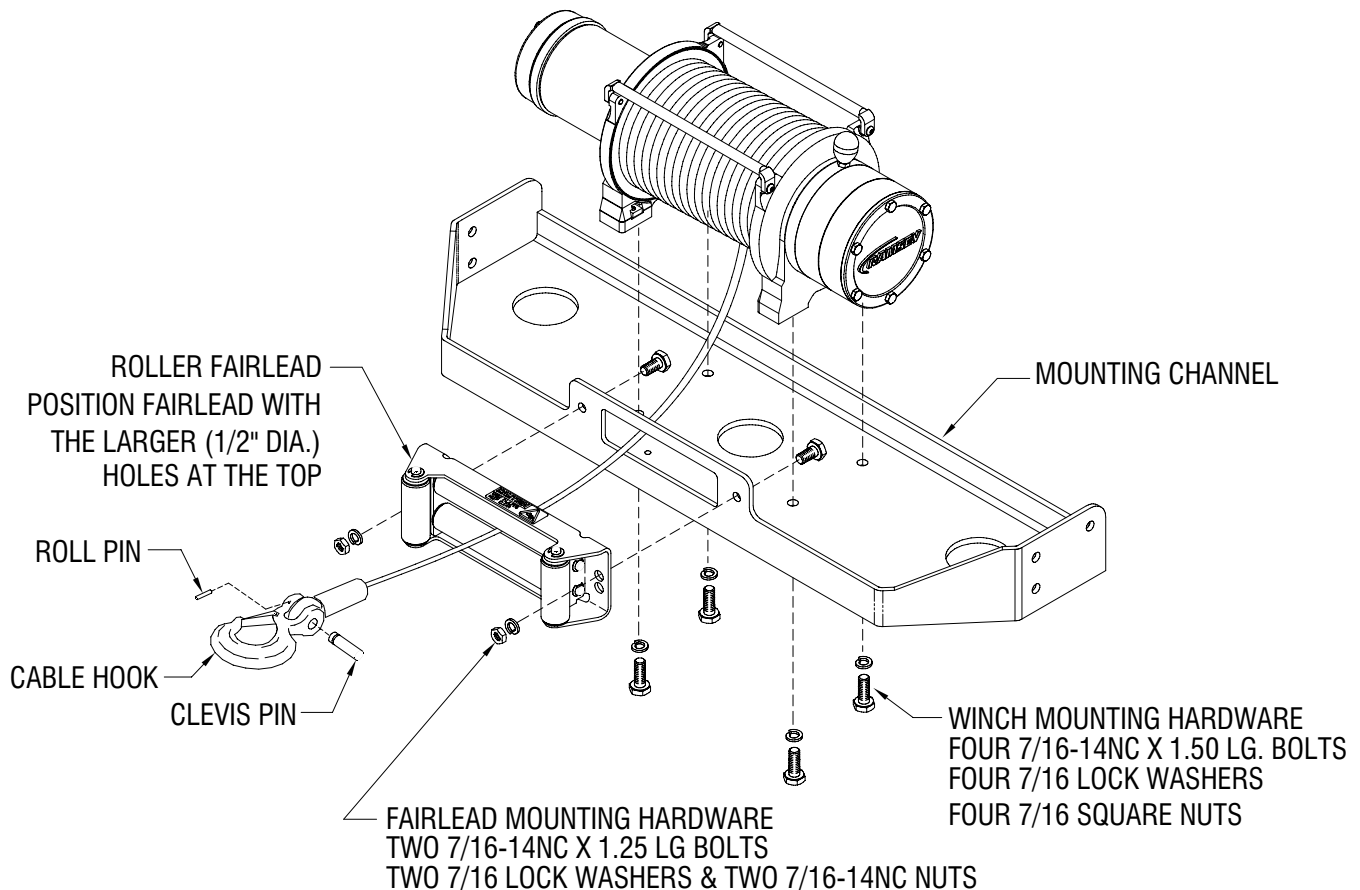
To mount the winch with a standard Ramsey mounting kit, use the mounting hardware provided with the winch. Mount as shown below.

Install fairlead to channel using hardware furnished with winch **before** installing winch. Once fairlead is installed, install winch. Tighten all bolts to 44 ft-lbs. torque.

Substitution of mounting hardware (bolts, nuts, or washers) different than those supplied with your winch and mounting kit can lead to failure causing damage or serious injury. Always use SAE Grade 5 or better bolts.

Place end of wire rope through fairlead and attach cable hook. Use clevis pin and cotter pin.

The solenoid assembly can be mounted remote from the winch or using the included Solenoid Mounting Bracket. To mount solenoid assembly using the included Solenoid Mounting Bracket, attach bracket to tie bar using (1) 1/4-20NC x 1" capscrew in place of the 3/4" tie bar cap-screw. Install bracket to bottom of solenoid using included hardware. Refer to figure on opposite page.



Electrical Connections and Operations

When installing winch, connect labeled motor leads coming from solenoid assembly to appropriately marked motor terminals as shown at right. Tighten nuts on motor terminals securely then slip boots over connections.

Attach solenoid ground wire to ground bolt located on bottom of motor (Winch ground wire is already installed to ground bolt on motor). Refer to figure lower right.

Route battery cables up to battery.

Connect red cable to positive (+) battery terminal. Connect black ground cable to negative (-) terminal of battery.

CAUTION: BE SURE BATTERY CABLES ARE NOT DRAWN TAUT ACROSS ANY SURFACES WHICH COULD POSSIBLY DAMAGE THEM.

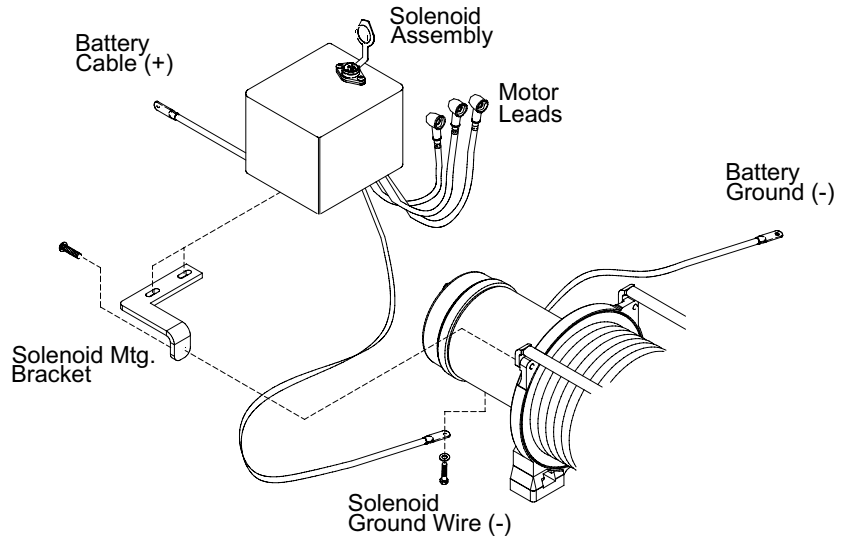
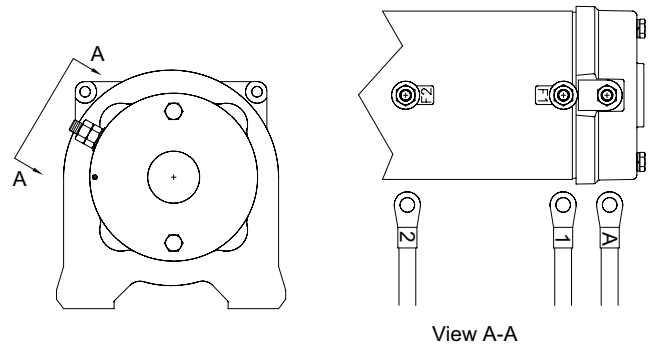
For normal self-recovery work, your existing electrical system is adequate. Your battery must be kept in good condition. A fully charged battery and proper connections are essential. Run the vehicle engine during winching operations to keep battery charged.

Models Equipped with Push Button Remote Control Switch

The remote control switch is water proof. It has push buttons on either side. Make sure the motor has stopped fully before reversing. To actuate winch simply plug remote control switch into receptacle in cover of solenoid. Run winch forward and reverse to check directions. Snap appropriate "IN" and "OUT" disc into proper thumb cavity. **Do not leave switch plugged in when winch is not in use.**

Models Equipped with Wireless Remote Control

See *Installation and Operating Instructions for Ramsey Universal Remote Control* (OM-914057) included with the wireless remote.



Operating Instructions

The winch clutch allows rapid unspooling of the wire rope for hooking onto the load or anchor point. The clutch is operated by the shifter knob located on the gear housing end of the winch as follows:

1. To disengage the clutch, move the clutch shifter knob to the "OUT" position. Wire rope may now be freespooled off the drum.
2. To engage the clutch, move the clutch shifter knob into the "IN" position. The winch is now ready for pulling.

Maintenance

All moving parts in the winch are permanently lubricated with high temperature lithium grease at the time of assembly. Under normal conditions factory lubrication will suffice.

Lubricate cable periodically using light penetrating oil. Inspect the cable for broken strands and replace if necessary. If the cable becomes worn or damaged, it must be replaced.

Corrosion on electrical connections will reduce performance or may cause a short. Clean all connections especially in the remote control switch and receptacle. In salty environments use a silicone sealer to protect from corrosion.

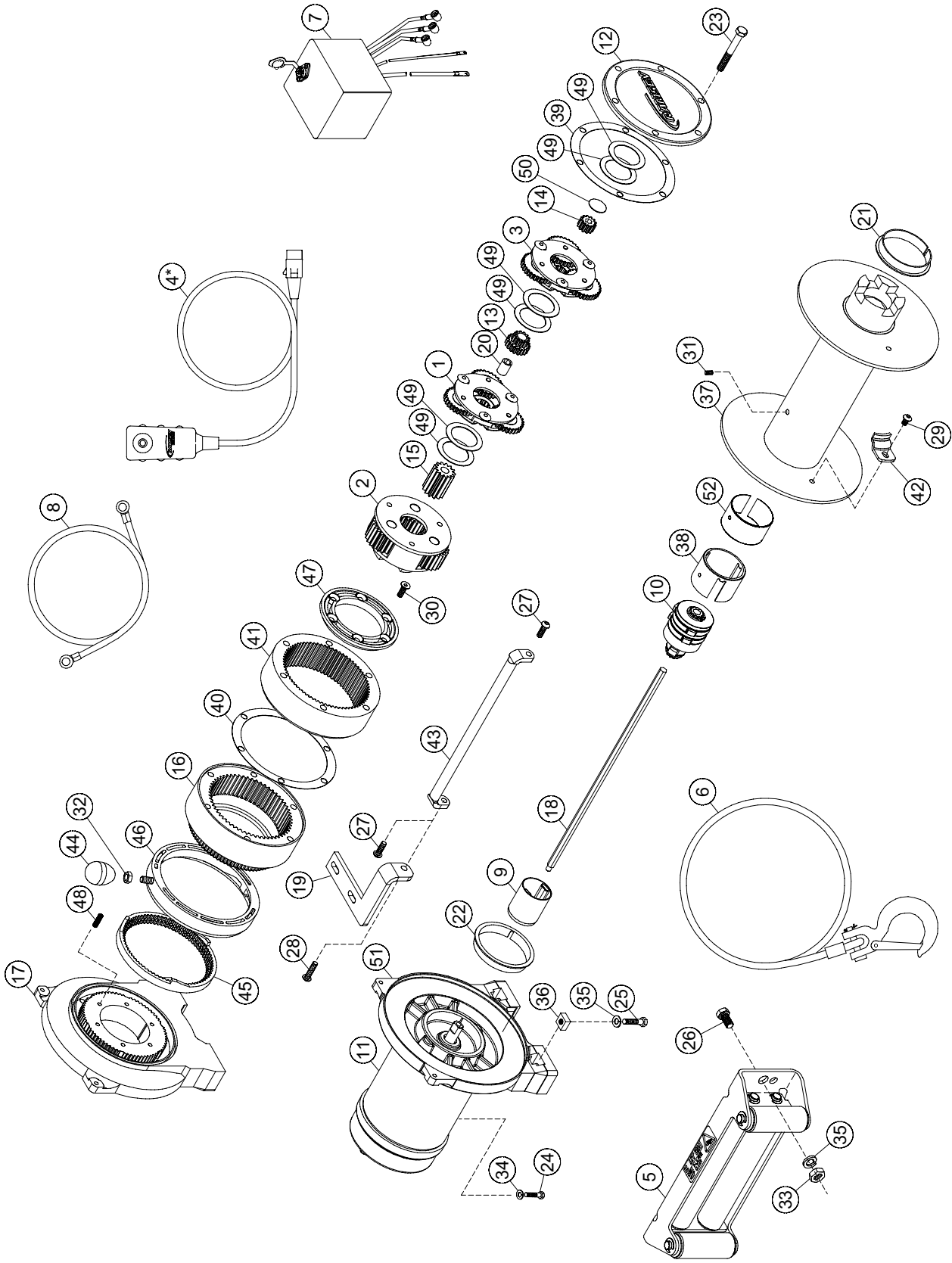
To minimize corrosion of the internal motor components that may occur due to condensation, power the winch in or out periodically. Energizing the motor will generate heat, which will help dissipate any moisture buildup in the motor. This should be performed at periodic intervals (such as with each oil change to your vehicle). **Note:** Refer to the Troubleshooting Guide if the motor has been submerged.

Cable Installation

1. Unwind the new cable by rolling it out along the ground to prevent kinking.
2. Remove old cable and observe the manner in which it is attached to the cable drum flange.
3. Before installing the new cable assembly, securely wrap the end of the cable with plastic tape or similar tape to prevent fraying.
4. Position the cable drum so that the 1/4" diameter threaded hole in the motor end drum flange is approximately on the top.
5. Secure the cable to the drum flange using cable anchor and capscrew shown in the parts drawing on page 9 (Item nos. 29 and 42). Securely tighten the capscrew, but do not over-tighten.
6. Wind 5 wraps of cable onto the drum. Wind on the rest of the cable by pulling in a light load to keep the tension constant. Allow the cable to swivel by using a length of chain or a swivel block between the cable hook and the load.

Troubleshooting Guide

Condition	Possible Cause	Correction
MOTOR RUNS IN ONLY ONE DIRECTION	Defective or stuck solenoid	Jar solenoid to free contacts. Check each solenoid by applying 12 volts to coil terminal (it should make an audible click when energized).
	Defective remote control switch	Disengage winch clutch, remove remote control switch plug from the socket and jump pins at 8 and 4 o'clock. Motor should run. Jump pins at 8 and 10 o'clock. Motor should run.
MOTOR RUNS EXTREMELY HOT	Long period of operation	Cooling off periods are essential to prevent overheating.
	Insufficient Battery	Check battery terminal voltage under load. If 10 volts or less, replace or parallel another battery to it.
MOTOR RUNS, BUT WITH INSUFFICIENT POWER, OR WITH LOW LINE SPEED	Bad connection	Check battery cable for corrosion; clean and grease.
	Insufficient charging system	Replace with larger capacity charging system.
MOTOR RUNS, BUT DRUM DOES NOT TURN	Clutch not engaged	If clutch is engaged but problem still exists, it will be necessary to disassemble winch to determine cause and repair.
MOTOR WILL NOT OPERATE	Loose connections or low battery.	Tighten connections on bottom side of hood and motor. Confirm that voltage at battery terminal is 12 volts.
	Defective or stuck solenoid	Jar each solenoid to free contacts. Check each solenoid by applying 12 volts to coil terminal (it should make an audible click when energized).
	Defective remote control switch	Disengage winch clutch, remove remote control switch plug from the socket and jump pins at 8 and 4 o'clock. Motor should run. Jump pins at 8 and 10 o'clock. Motor should run.
	Defective motor	If switch and solenoids operate, check voltage at motor terminals; if there is power to terminals, replace motor. if there is no power to terminals, check connections and battery.
MOTOR WATER DAMAGED	Submerged in water or water from high pressure car wash	Allow to drain and dry thoroughly, then run motor without load in short bursts to dry windings.



* Switch Assembly included on certain models.

Patriot Profile 12000 Parts



Item No.	Qty	Part No.	Description	Item No.	Qty	Part No.	Description
1	1	247022	GEAR CARRIER ASSY - INTERMEDIATE	27	4	414823	CAPSCREW-1/4-20NCX3/4LG,HXSOCBUTTHD,F/B
2	1	247036	GEAR CARRIER ASSY - OUTPUT	28	1	414829	CAPSCREW-1/4X20NCX1,FLAT SOCHD,NY-LOK
3	1	247004	GEAR CARRIER ASSY - INPUT	29	1	414830	CAPSCREW-1/4-20NCX3/8,SOC BUTTON HD
4	1	251110	SWITCH ASSY-12FT LG	30	6	414861	CAPSCREW-1/4X20NCX3/4,FLAT SOCHD,NY-LOK
5	1	251183	ROLLER FAIRLEAD ASSY	31	1	416030	SETSCREW-1/4-20NCX3/8,HXSOC,F.DOG,NYL,Z/P
6	1	251265	CABLE ASSEMBLY 125' X 3/8	32	1	418029	NUT-5/16-24NF HEX JAM ZINC PLT
7	1	278189	SOLENOID ASSY - 12V	33	2	418049	NUT-7/16-14NC HEX REG ZINC PLT
	1	278188	SOLENOID ASSY - 24 V	34	1	418177	LOCKWASHER-3/8 MED SECT,ZINC PLT
8	1	289141	WIRE ASSY-GROUND	35	6	418198	LOCKWASHER-7/16 MED SECT,ZINC PLT
9	1	296600	ASSEMBLY-MOTOR COUPLING	36	4	418463	NUT-SQUARE, 7/16-14NC
10	1	296601	ASSEMBLY-BRAKE	37	1	436045	DRUM ASSEMBLY
11	1	458139	MOTOR - 12 V	38	1	438033	SHELL-DISC BRAKE
	1	458140	MOTOR - 24 V	39	1	442208	GASKET-GEAR HOUSING COVER
12	1	328138	COVER-GEAR HSG	40	1	442219	GASKET-RING GEAR
13	1	334147	GEAR-INTERMEDIATE SUN	41	1	444077	GEAR-RING INPUT & INTERMEDIATE
14	1	334153	GEAR-INPUT SUN	42	1	448046	CABLE ANCHOR
15	1	334170	GEAR-SUN OUTPUT	43	2	448049	TIE BAR
16	1	334171	GEAR-RING	44	1	452001	KNOB
17	1	338350	END BEARING-GEAR SIDE	45	1	477002	LOCKING RING
18	1	357520	SHAFT-INPUT	46	1	477011	CAM RING
19	1	408315	BRACKET-SOLENOID MOUNTING	47	1	479007	RETAINER
20	1	412061	BUSHING-SHAFT INTERMEDIATE SUN	48	6	494077	SPRING
21	1	412104	BUSHING-DRUM, 2.50" DIA	49	6	518020	THRUST WASHER
22	1	412106	BUSHING-DRUM, 2.75" DIA	50	1	518027	THRUST DISC
23	6	414159	CAPSCREW-5/16-18UNCX2.50, HXHD, Z/P, GR5	51	1	296627	END BEARING-MOTOR SIDE
24	1	414370	CAPSCREW 3/8-24NFX1/2, HXHD, Z/P, GR5	52	1	438042	INSULATOR-BRAKE
25	4	414468	CAPSCREW-7/16-14NCX1 1/2 HXHD, Z/P, GR5				
26	2	414469	CAPSCREW-7/16-14NCX1 1/4LG,Z/P,GR.5				

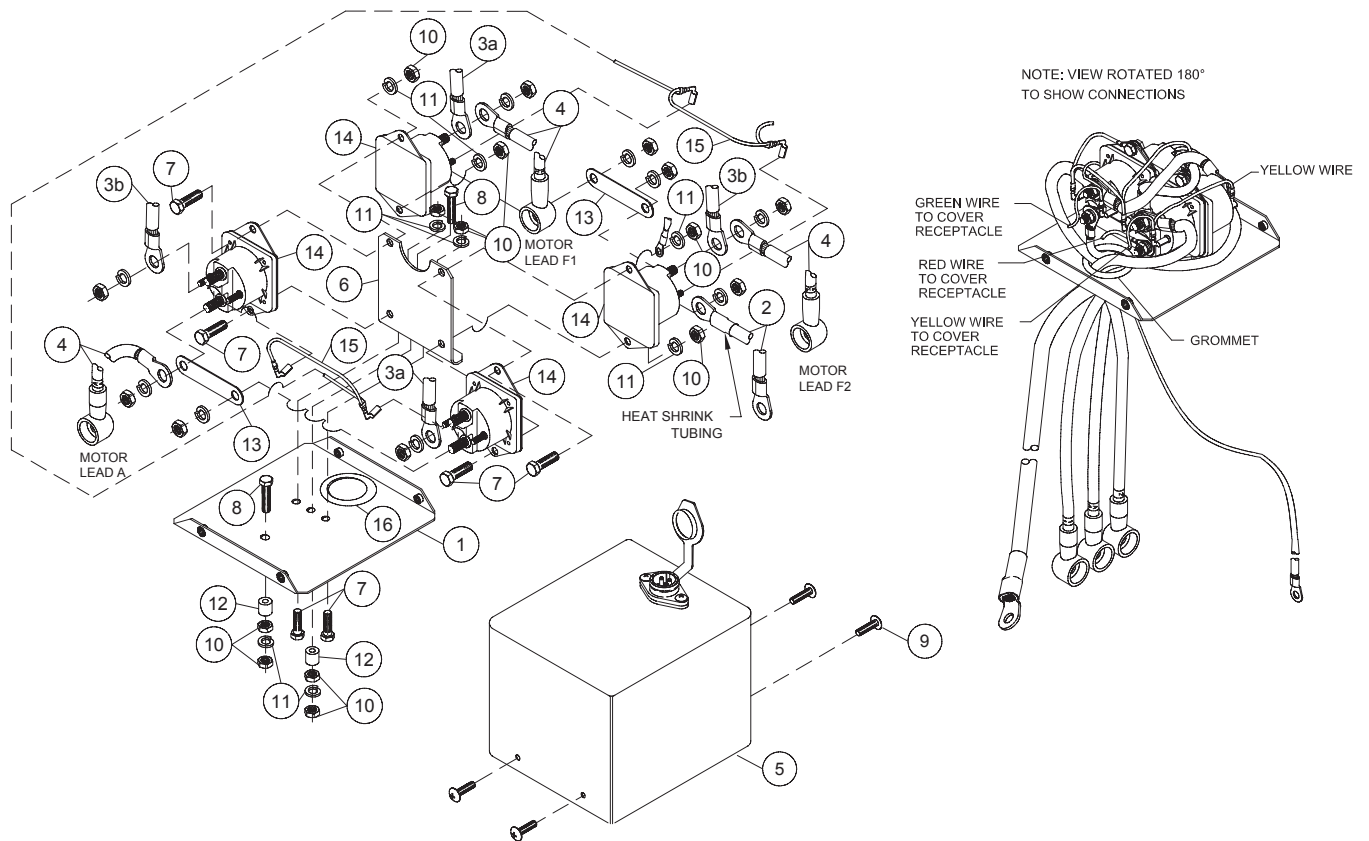


Solenoid Assembly Parts List

278189 12V
 278188 24V

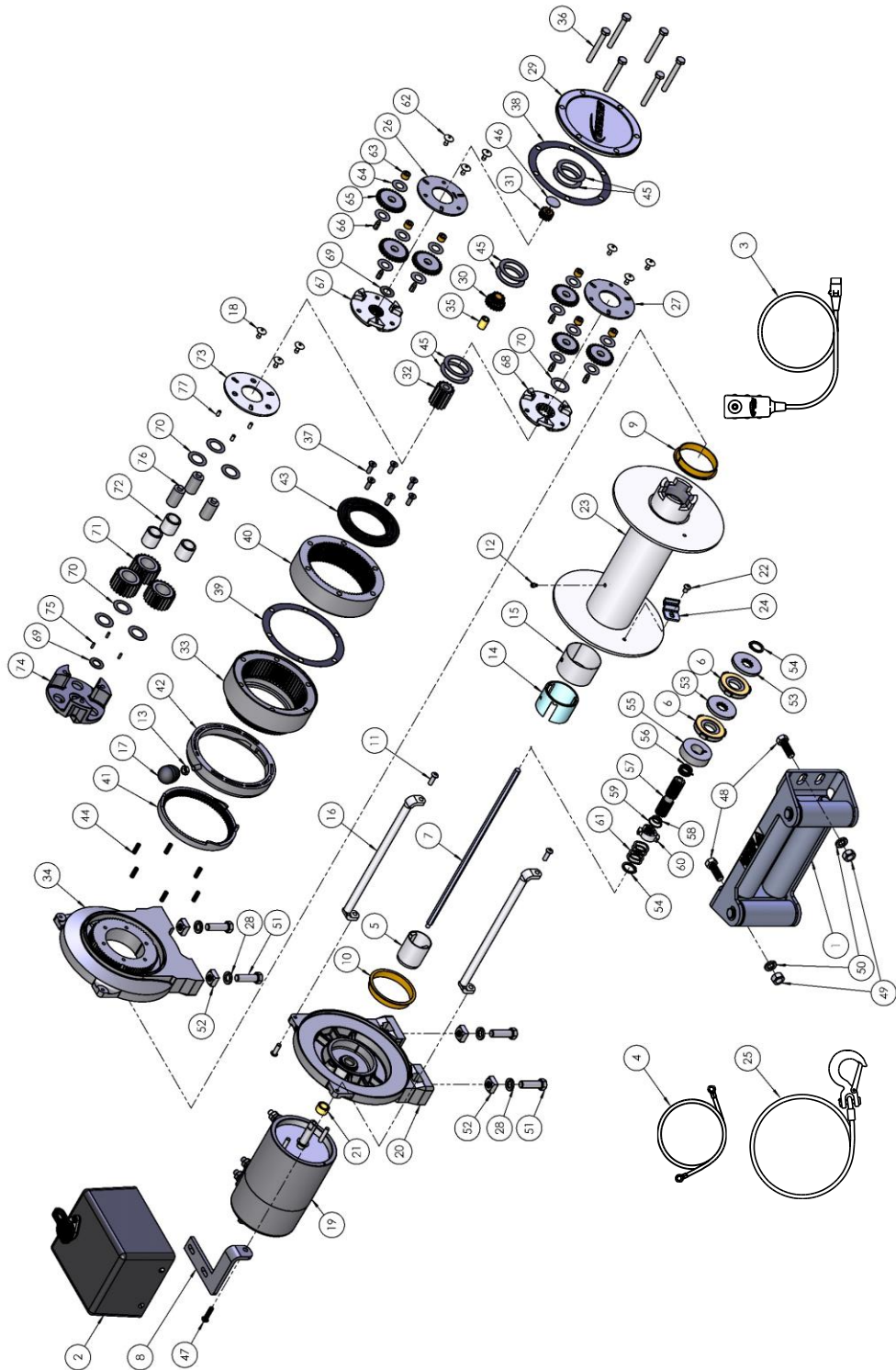
Item No.	Qty.	Part No.	Description
1	1	204281	ASSEMBLY - SOLENOID BRACKET
2	1	289015	ASSEMBLY - WIRE BATTERY CABLE 72" LG
3	2	289077	ASSEMBLY - WIRE #6 GA X 4.5" BLACK
4	3	289170	ASSEMBLY - WIRE #2 GA X 29" MTR LEAD
5	1	296594	COVER ASSEMBLY
6	1	408271	BRACKET - SOLENOID MOUNTING
7	6	414042	CAPSCREW 1/4-20NC X 5/8" HX HD
8	2	414062	CAPSCREW 1/4-20NC X 1-1/2" GR5 Z/P

Item No.	Qty.	Part No.	Description
9	4	416216	SCREW - #10-24NC X 1/2 LG
10	10	418014	NUT - HX 1/4-20NC REG Z/P
11	8	418149	LOCKWASHER - 1/4 MED SECT Z/P
12	2	418514	SPACER - SOLENOID BRACKET
13	2	440260	STRAP - COPPER
14	4	440262	SOLENOID - 12V
	1	440265	SOLENOID - 24 V
15	1	440281	ASSEMBLY - WIRE GROUND
16	1	472069	GROMMET



Kits and Maintenance Parts

109194



Kits and Maintenance Parts

109194

ITEM #	QTY.	PART NUMBER	DESCRIPTION	KITS				
				222074	246077	248070	283092	207055
1	1	274032	ROLLER FAIRLEAD ASSY					
2	1	278189	SOLENOID ASSY					
3	1	282001	SWITCH ASSY-12FT LG					
4	1	289141	WIRE ASSY-GRND					
5	1	296600	ASSEMBLY-MOTOR COUPLING				X	
6	2	438034	PAD-BRAKE					X
7	1	357520	SHAFT-INPUT					
8	1	408315	BRACKET-SOLENOID MOUNTING					
9	1	412104	BUSHING-DRUM, 2.50" DIA			X		
10	1	412106	BUSHING-DRUM, 2.75" DIA			X		
11	3	414823	BOLT-1/4-20NCX3/4LG,HXSOCBUTTHD					
12	1	416030	SS-1/4-20NCX3/8,HXSOC					
13	1	418029	NUT-5/16-24NF HEX JAM	X				
14	1	438033	SHELL-DISC BRAKE					
15	1	438042	INSULATOR-BRAKE					
16	2	448049	TIE BAR					
17	1	452001	KNOB-LEVER	X				
18	3	480008	RIVET					
19	1	458114	MOTOR					
20	1	338349	END BEARING-MOTOR SIDE					
21	1	402122	BEARING-MTR SHAFT			X		
22	1	414830	CAPSCREW-1/4-20NCX3/8,SOC BUTTON HD					
23	1	436045	DRUM ASSEMBLY					
24	1	448046	CABLE ANCHOR-FOR 5/16CABLE					
25	1	524131	CABLE ASSEMBLY 125' X 3/8					
26	1	413017	CAP-PLANET INPUT					
27	1	413020	CAP-CARRIER					
28	4	257551	LOCKWASHER-7/16 MED SECT					
29	1	328138	COVER-GEAR HSG					
30	1	334147	GEAR-INTERM					
31	1	334153	GEAR-INPUT					
32	1	334170	GEAR-SUN,OUTPUT					
33	1	334235	RING-GEAR, OUTPUT STAGE					
34	1	338350	END BEARING-GEAR SIDE					
35	1	412061	BUSHING-SHAFT,INTERMED SUN GEAR					
36	6	414159	CS-5/16-18UNCX2.50,HXHD					
37	6	414861	BOLT-1/4X20NCX3/4,FLAT SOCHD					
38	1	442208	GASKET-GH CVR,.031THK		X			
39	1	442219	GASKET-RING GEAR		X			
40	1	444114	RING GEAR INPUT					

Kits and Maintenance Parts

109194

ITEM #	QTY.	PART NUMBER	DESCRIPTION	KITS				
				222074	246077	248070	283092	207055
41	1	477002	LOCKING RING-RING GEAR	X				
42	1	477011	CAM RING	X				
43	1	479007	RETAINER-RING GEAR					
44	6	494077	SPRING-RING GEAR	X				
45	6	518020	THRUST WASHER-1.39 ID			X		
46	1	518027	THRUST DISC-.035X.922DIA			X		
47	1	414829	BOLT-1/4-20NCX1,SOC/BUTT-HD					
48	2	257164	CAPSCREW-7/16-14NCX1 1/4LG					
49	2		NUT-7/16-14NC HEX REG					
50	2		LOCKWASHER-7/16 MED SECT					
51	4	257551	BOLT-7/16-14NCX1 1/2LG,HXHD					
52	4		NUT-SQUARE, 7/16-14NC					
53	2	350702	DISC-BRAKE					X
54	2	490048	SNAP RING					X
55	1	438039	CAM-BRAKE					
56	1	494118	SPRING					X
57	1	489028	SHAFT					
58	1	462066	O-RING		X			X
59	1	462065	O-RING		X			X
60	1	438041	CAM-SPLINED BRAKE					
61	4	494119	WASHER					X
62	6	480006	RIVET					
63	6	412058	BUSHING					
64	12	518023	THRUST WASHER					
65	6	444109	GEAR-PLANET					
66	6	470048	PIN					
67	1	423002	CARRIER-PLANET					
68	1	423007	CARRIER-PLANET					
69	2	518019	THRUST WASHER					
70	7	518024	THRUST WASHER					
71	3	334192	GEAR-PLANET					
72	3	412105	BUSHING-PLANET					
73	1	413068	CAP-CARRIER					
74	1	423013	CARRIER-OUTPUT					
75	3	470053	ROLL PIN-1/8 DIA X 3/8 LG					
76	3	470101	PIN					
77	3	470102	DOWEL PIN - 3/16 DIA X 3/8 LG					

**RAMSEY WINCH INDUSTRIAL WINCH
LIMITED WARRANTY**

1.1 Scope of Warranty Coverage. Upon the terms and subject to the conditions set forth in this limited warranty:

- (a) RAMSEY WINCH (referred to herein as “**RAMSEY WINCH**” or the “**Manufacturer**”) warrants to each initial end user customer (a “**Purchaser**”) of a new industrial winch together with any accessories manufactured and sold directly from RAMSEY WINCH (the “**Product**”) that the Product shall be free from defects in material and workmanship, under normal working and service conditions, for a period of eighteen (18) months from the date the Product is shipped from RAMSEY WINCH. (the “**Warranty Term**”). A Purchaser shall be eligible for an additional eighteen (18) months of coverage in addition to the Warranty Term (also referred to as the “**Standard (+) PLUS benefit**”) only if the Purchaser (i) complies with Section 1.2(a) and (ii) registers the Product during the Warranty Term at myproduct.ramseywinch.com.
- (b) Notwithstanding the foregoing, this warranty does not cover components damaged by accident, abuse, misuse, neglect, untrained operators, collision, overloading, modification, disassembly, rework, misapplication, improper installation, lack of lubrication or maintenance, or improper service. This warranty does not cover the paint or material finish, rope (wire or synthetic), removal or reinstallation of the winch, or normal wear and tear and loss of functionality due to aging of the Product (which may include but is not limited to bearings, bushings, seals, O-rings, gaskets, brake material, motor brushes, electrical cables and more).

1.2 Eligibility of Warranty Coverage.

- (a) A Purchaser shall be eligible for warranty coverage under this Limited Warranty during the Warranty Term only if:
 - (i) Prior to placing a Product in service, and throughout use of the Product during the Warranty Term, the Purchaser provides (or causes to be provided) proper storage such that foreign objects (e.g. rain or debris) cannot enter any Product through entry ports which are normally closed during operation.; and
 - (ii) The Purchaser maintains, or causes to be maintained, the Product according to commercially reasonable standards and utilizes the Product for the purposes for which it was created; and
 - (iii) No repairs or alterations have been made by any party other than RAMSEY WINCH, including Purchaser, unless otherwise authorized in writing by RAMSEY WINCH.

1.3 Transferability of Warranty.

- (a) This warranty is transferable only from the Purchaser to the first subsequent transferee (the “**Transferee**”) of the Product from Purchaser upon (i) written notification to RAMSEY WINCH and (ii) registration of the transfer, both within 30 days of such Product transfer.
- (b) Upon satisfaction of transfer requirements set forth in Section 1.3(a), the Transferee shall succeed to all the rights and obligations of the Purchaser set forth in this Limited Warranty.

1.4 Certain Limitations on Scope of Warranty Service.

- (a) Any obligation of RAMSEY WINCH under this warranty, statutory or otherwise, is limited to the repair of the Product, at its factory or Authorized Service Centers. Notwithstanding the foregoing, if field service or repair is performed by RAMSEY WINCH at the request of the Purchaser and no defect is found with material or workmanship of the Product, the Purchaser shall compensate RAMSEY WINCH for its time and expenses within thirty (30) days of delivery of an invoice relating to the same. If repair is determined by RAMSEY WINCH in its sole, absolute and uncontrolled discretion to be impossible or impractical, then RAMSEY WINCH may satisfy this warranty by replacing the Product. RAMSEY WINCH will not provide any cash payment or credits for defective materials or workmanship.

- (b) Purchaser shall be responsible for any and all freight charges for any Product receiving warranty service under this limited warranty. Any travel time, transportation charges, freight charges, or similar costs incurred by RAMSEY WINCH in connection with the replacement or repair of defective parts, shall, be the responsibility of the Purchaser. If applicable, RAMSEY WINCH shall invoice Purchaser for the total amount of such charges within sixty (60) days of fulfilling its duties under this warranty, payable within thirty (30) days of delivery of such invoice. In no event shall RAMSEY WINCH be liable for bills for service, labor or other expenses that have been incurred by the Purchaser without approval or prior authorization by RAMSEY WINCH for inspection, maintenance, or repair of the Product.
- (c) If a Product is found to be operable upon inspection, the Product, at Purchaser's election, may be either (1) returned to the Purchaser with a service charge from RAMSEY WINCH for inspection, cleaning, and routine replacement of all rubber components and any other parts that show wear; or (2) RAMSEY WINCH can dispose of the product safely.

1.5 **Limitations of Liability.** RAMSEY WINCH shall in no event be liable for punitive, special or consequential damages relating to the Product or this Warranty. RAMSEY WINCH makes no warranty in respect to third-party accessories, upgrades, or additions to the Product.

1.6 **Improving Product.** RAMSEY WINCH reserves the right to improve the Product through changes in design or materials as it may deem desirable or necessary without being obligated to incorporate, upgrade, or otherwise modify previously manufactured products.

1.7 **Limitations of Warranty.**

- (a) THE WARRANTY SET FORTH ABOVE IS THE ONLY EXPRESS WARRANTY. RAMSEY WINCH HEREBY DISCLAIMS AND EXCLUDES ANY OTHER EXPRESS, IMPLIED, OR STATUTORY WARRANTIES, ARISING BY OPERATION OF LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE, OF TRADE, OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY.
- (b) ANY IMPLIED WARRANTY WHICH BY LAW MAY NOT BE EXCLUDED IS LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF ORIGINAL RETAIL PURCHASE OF THE PRODUCT.
- (c) This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.
- (d) This warranty is valid only in the U.S.A. and Canada. For warranty outside the U.S.A. and Canada contact your nearest Ramsey Winch Distributor.

1.8 **No Modifications to Warranty.** No RAMSEY WINCH dealer, distributor, agent or employee is authorized to make any modification, extension or addition to this warranty.

1.9 **How to Apply for Warranty Coverage.**

All claims are handled by contacting your nearest Ramsey Winch Distributor. For questions, please contact customer support: rwcustomersupport@ramseyindustries.com.

Visit [Dealer Locator - Ramsey Winch](#) for Ramsey Winch Distributor locations and contact information.

Additional warranty, service support, product information, and parts information can be found on www.ramseywinch.com.

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