

# PowerTow® Industry-Leading Warranty Policy

*By Northwest Mfg., Inc.*

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## Satisfaction Guarantee

We stand behind the quality and performance of every PowerTow® product we build.

If you are not completely satisfied with your purchase, you may return the product **within 30 days of delivery**, subject to the conditions below.

- All returns **must be pre-authorized** by Northwest Mfg., Inc.
- Products returned without authorization will be refused.
- Returned items must be in **new or like-new condition**, in original packaging.
- Refunds will be issued for the original purchase price **minus shipping charges, damages, and applicable restocking fees** after inspection.

## Restocking Fees:

- 20% restocking fee on all aircraft tugs
  - 10% restocking fee on all parts and accessories
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## Warranty Coverage

Northwest Mfg., Inc. warrants PowerTow® products to be free from defects in materials and workmanship under normal use.

### Parts-Only Warranty (Labor & Freight Excluded)

- **Gas-powered tugs:** 2 years from date of delivery
- **Electric-powered tugs:** 1 year from date of delivery

This warranty covers **replacement or repair of defective parts only**, at the discretion of Northwest Mfg., Inc.

### Exclusions

- Batteries
- Normal wear items and consumables
- Labor, travel, and freight costs

### Wear items

Including but not limited to cables, belts, chains, and similar components, are subject to normal fatigue and are not covered beyond the stated warranty period regardless of future design revisions or specification updates.

### Engines

Gasoline engines are warranted separately by the engine manufacturer (e.g., Briggs & Stratton). Engine warranty service must be performed through an authorized engine service provider.

Visit [www.briggsandstratton.com](http://www.briggsandstratton.com) to find an authorized Diamond Dealer near you.

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## Warranty Limitations & Exclusions

This warranty does **NOT** apply to damage caused by:

- Misuse, abuse, negligence, or improper operation
- Accidents, collisions, fire, water damage, or environmental exposure
- Unauthorized attachments, accessories, or modifications
- Repairs performed by non-authorized service providers
- Chemicals applied to painted or coated surfaces

Design improvements or specification changes made after purchase do not extend, renew, or retroactively modify warranty coverage for previously sold products or components.

**⚠ Any modification to electrical, structural, or mechanical systems without prior written approval from Northwest Mfg., Inc. will void all warranty coverage.**

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## Commercial & International Use

**Commercial use:** Warranty limited to **180 days** from date of delivery.

**International orders:**

- Warranty limited to **90 days** from date of delivery.
- Satisfaction Guarantee does not apply

Northwest Mfg., Inc. reserves the right to determine whether damage is the result of misuse or abuse.

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## Warranty Claim Procedure

To initiate a warranty claim:

1. Contact Northwest Mfg., Inc. with your **model and serial number**.
2. Our support team will evaluate the issue and recommend next steps.
3. Many issues can be resolved through technical support guidance.
4. If parts replacement is required, parts will be shipped promptly.

Northwest Mfg., Inc. reserves the right to use new or re-manufactured parts for warranty fulfillment.

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## Liability Disclaimer

Except as expressly stated herein, **no other warranties—express or implied—apply**, including any implied warranties of merchantability or fitness for a particular purpose.

Northwest Mfg., Inc. shall not be liable for:

- Loss of use or downtime
- Lost profits or revenue
- Property damage or aircraft damage
- Incidental or consequential damages

Safe operation and proper use of PowerTow® equipment is the **sole responsibility of the operator**.

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**Effective Date:** January 2026

**\*\*THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE\*\***