

**Sherpa4x4**  
haulin' ass



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## **SHERPA 4x4 ATV WINCH OWNER'S MANUAL**



# PLEASE READ

## WARNING!

Your winch has a duty cycle and cannot be run continuously without allowing time to cool down. The higher the load, the higher the current and heat produced. Remember to monitor the temperature of the winch motors and cabling. As a rule of thumb, when winching at high loads, do not winch for longer than 30 seconds, then follow by a 10-minute cool down period. This will also allow your battery to rest. Overheating your winch motor will reduce its pulling power and may lead to premature failure.

### Line Speed & Amp Draw- First Layer

Line Pull	Lbs/kgs	No load	1000/450	2000/970	3500/1585	4500/2038
Line Speed	Ft/min	16.4	11.8	9.5	7.2	4.8
	M/min	5.0	3.6	2.9	2.2	1.4
Motor Current	Amps	25	75	110	150	185

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<b>Specifications</b>	<b>Value</b>
Rated Line Pull	4,500lb (2,045 kg)
Motor	1.9hp 12v heavy duty winch motor
Speed	Single
Gear Box	200:1 3 stage planetary gearbox
Rope	5mm x 12m synthetic rated to 6,000lb ave. breaking strain
Drum Size (Dia x Length)	52mm x 76mm
Mounting Bolt Pattern	76mm x 124mm
Overall Dimensions	324mm × 118mm × 126mm
Weight	9 kg
Clutch	180 degree turn, free spooling, slide ring gear
Brake	Automatic
Duty Cycle	Intermittent
Fairlead	Aluminium hawse
Battery Leads	Included
Certification	CE - designed to meet European standards
Warranty	2 Years

## OPERATION WARNINGS

**WARNING!** Please read and abide by the Operation Warnings to ensure personal safety and the safety of others. Improper operation may lead to personal injury and equipment damage. Read the following carefully before you attempt to operate your winch and please retain for future reference.

- Uneven spooling of cable/rope while pulling a load can cause problems. If this happens, reverse the winch to relieve the load and move your anchor point further to the centre of the vehicle. After the recovery is complete, you can un-spool the cable/rope and rewind for a neat layer of cable.
- Store the winch hand controller undercover where it will not be damaged or wet. Inspect it before use.
- Always connect the controller with the clutch disengaged. **DO NOT** engage the clutch with the motor running or under load.
- Avoid sudden direction changes of the winch rotation whilst winching. Allow the winch to come to a stop before changing from 'winch out' to 'winch in' and vice versa.
- Never loop the hook back onto the cable or rope. This will cause kinking or fraying. Always use a sling, tree trunk protector or chain of suitable strength and rating.
- Observe your winch at all times when performing a winch recovery and stand at a safe distance. Stop the recovery

every few meters to assure the cable/rope is not piling up on one end of the winch. Jamming the cable/rope can damage your winch and cable.

- **DO NOT** attach tow or recovery hooks to winch mounting apparatus. They must be attached to your vehicle frame.
- When performing a recovery with a snatch block, always maintain a direct line pull to the centre of the winch. Ensure the hook is attached to the chassis of the vehicle.
- Ensure rated "D" or Bow shackles are used in conjunction with an approved tree trunk protector to provide a safe anchor point.
- When extending the winch cable, ensure that at least five (5) wraps of cable/rope remain on the drum at all times. Failure to do this could result in the cable/rope parting from the drum under load. Serious personal injury or property damage may result.

**WARNING!** If replacing steel wire rope with any kind of synthetic rope, make sure the rope can withstand the maximum capacity of your winch.

- Cable winches are provided with a red marking to identify that five (5) cable wraps remain on the winch drum. No recovery should be attempted beyond this marking.
- Winch dampeners should always be used while winching.
- Apply blocks behind the wheels when winching vehicles on an incline.

### **Battery:**

- Be sure that the battery is in good condition.
- Always wear eye protection when working around a battery.
- Ensure the engine is running when using the winch to avoid flattening the battery.

### **Winch Cable:**

- Be sure that the cable is in good condition and is attached to the winch properly.
- **DO NOT** use the winch if the cable is frayed.
- **DO NOT** move the vehicle to pull a load.
- **DO NOT** replace the cable with a cable of lower strength.

The life of the cable is directly related to the use and care it receives. Following its first and subsequent uses, a cable must be wound on to the drum under a load of at least 220lbs (100kgs) otherwise the outer wraps will draw into the inner wraps and severely damage the cable during winching. The first winch use should be a familiarisation run while in a relaxed, non-recovery situation. Spool out the cable until the red cable mark appears (around five wraps on the drum), and then rewind the cable onto the drum under a load of 100lbs (220kgs). Winching your vehicle up a slight incline is a good way to achieve this. This will slightly tension and stretch the cable and create a tight cable wrap around the drum. Failure to do so may result in cable damage and reduction in cable life.

- **DO NOT** attempt to exceed the pulling limits of this winch.

- **DO NOT** drive your vehicle to assist the winch in any way. Vehicle movement in combination with winch operation may overload the cable/rope or winch by causing damaging shock loads.
- Shock loads when winching is dangerous. A shock load occurs when an increased force is suddenly applied to the cable. A vehicle rolling back on a slack cable may induce a damaging shock load.
- These winches are for recovery use in vehicle, boat and non-industrial applications.
- **NEVER** use the winch in hoisting applications.
- **DO NOT** use the winch to lift, support or transport personnel.
- **DO NOT** attempt to move the winch by lifting the clutch handle.

## **Moving Parts & Entanglement**

### **Hazards:**

- Always Keep hands clear of rope, hook loop, hook and fairlead opening during installation, operation and when spooling in or out.
- Always use extreme caution when handling hook and rope during spooling operations.
- Always use supplied hook strap whenever spooling rope in or out, during installation and during operation.
- Always keep vehicle in sight during winching operation.
- Always wear heavy leather gloves when handling rope.

### **Winch Cable:**

- Be sure that the cable is in good condition and is attached to the winch properly.

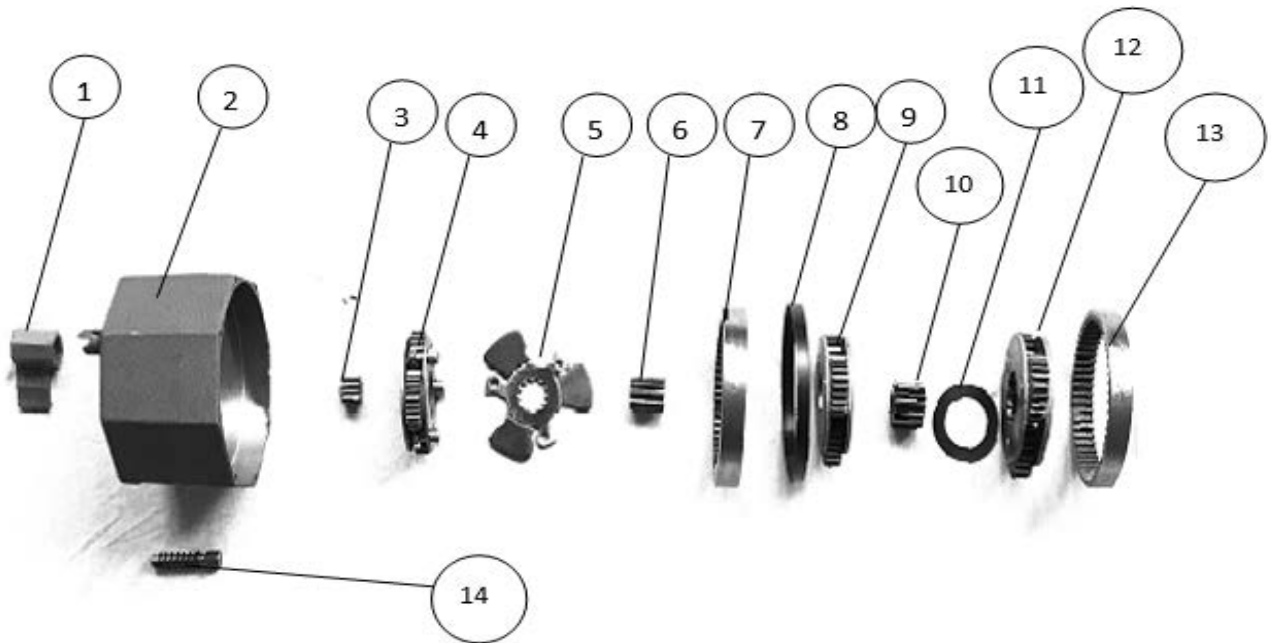
- **DO NOT** use the winch if the cable is frayed.
- **DO NOT** move the vehicle to pull a load.
- **DO NOT** replace the cable with a cable of lower strength.

### **Chemical and Fire Hazards:**

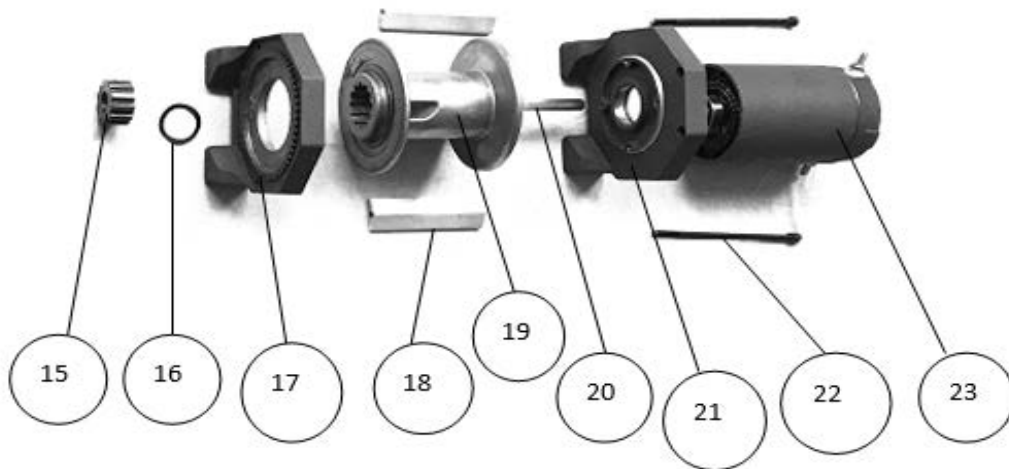
- Remove all hanging piece of clothing including jewellery and wear eye protection
- **DO NOT** lead over battery while making connections.
- **DO NOT** drill over fuel lines, fuel tank, brake lines, electrical wires, etc.
- **DO NOT** route electrical cables, across any sharp edges, through or near moving parts, near parts that heat up.
- **Always insulate and protect all exposed wiring and electrical terminals.**

## WINCH PARTS LIST

### Gearbox Section:



### Motor and Rope Roll Section:





<b>NO.</b>	<b>QTY</b>	<b>Description</b>
1	1	Clutch Handle
2	1	Gear Box Body
3	1	First Sun Gear
4	1	First Planetary Gear
5	1	Brake Block
6	1	Second Sun Gear
7	1	Second Annular Gear
8	1	Mat High Circle
9	1	Second Planetary Wheel
10	1	Third Sun Gear
11	1	Seal Ring
12	1	Third Planetary Wheel
13	1	Third Annular Gear
14	1	Clutch Pin
15	1	Spline Coupling
16	1	Washer
17	1	Gear Box Support
18	2	Support Connecting Rod
19	1	Rope Roll
20	1	Hex Shaft
21	1	Motor Support
22	2	Motor Screw
23	1	Motor

Your winch tie rod bolts may be loose from transport. These bolts should only be removed one at a time so your winch holds together. Apply a drop of thread locker to each bolt and tighten during installation.



Winches are mounted in a high vibration environment. It is highly recommended both liquid thread locker and spring washers are used on all connections. All connections should be checked for tightness after 1,000km of travel.

## WINCH INSTALLATION

### Step1 - Mounting the Winch

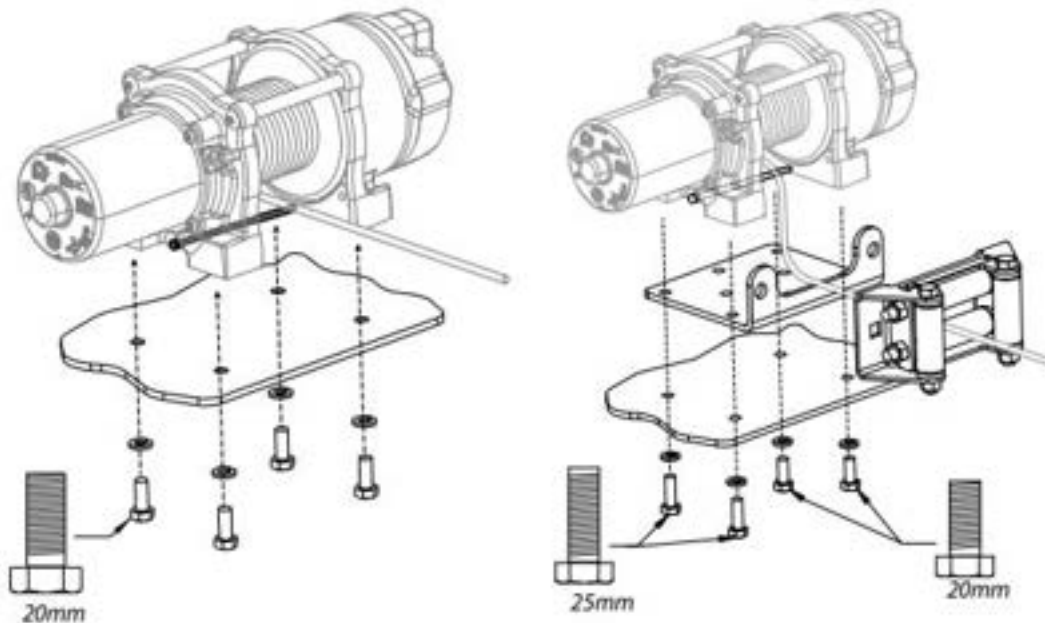


Figure 1 and 2: Orientation of winch to mounting plate and bolt lengths.

The winch is to be mounted into a suitable steel mounting frame using the 4-point foot mounting system in either a horizontal or vertical plane. Your winch should only ever be installed with the rope/cable winding onto the drum on the lower side, closest to the mounting bolts. Your winch is not designed or rated for the rope/cable winding onto the top of the drum near the cross member supports.

Ensure your winch rope or cable is wrapping onto the drum as per the arrow stickers on your winch. Typically, when looking at the vehicle front on, the winch motor will be installed on the left-hand side of the vehicle. Installing your winch backwards will result in the winch brake failing to work.

It is very important that the winch is mounted on a flat surface so that the three sections (motor, cable drum and gear housing) are properly aligned. Before commencing installation, ensure the mounting facility being used is capable of withstanding the winches maximum rated capacity. The fitment of winches and / or a frontal protection system may affect the triggering of SRS air bags. Check that the mounting system has been tested and approved for winch fitment in air bag equipped vehicles.

The winch should be secured to the mounting plate with the steel bolts and spring washers provided. The fairlead or hawse is to be mounted so as to guide the rope/cable onto the drum evenly.

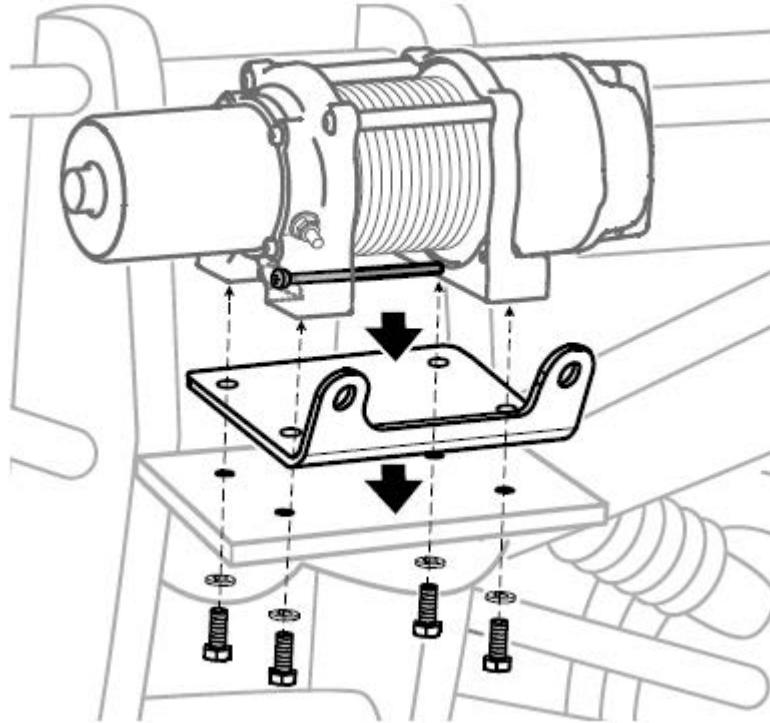


Figure 3

This winch should always be mounted in a horizontal orientation (unless otherwise specified by application instructions) with the rope winding on and off the drum on the mount side (bottom) of the drum. Install bolts and torque to 16 N-m (12 lb-ft) as shown in Figure 3.

Remove cable tie band that is retaining rope. Fasten Fairlead to mounting bracket. Figure 6.  
Put clutch in free spool position.

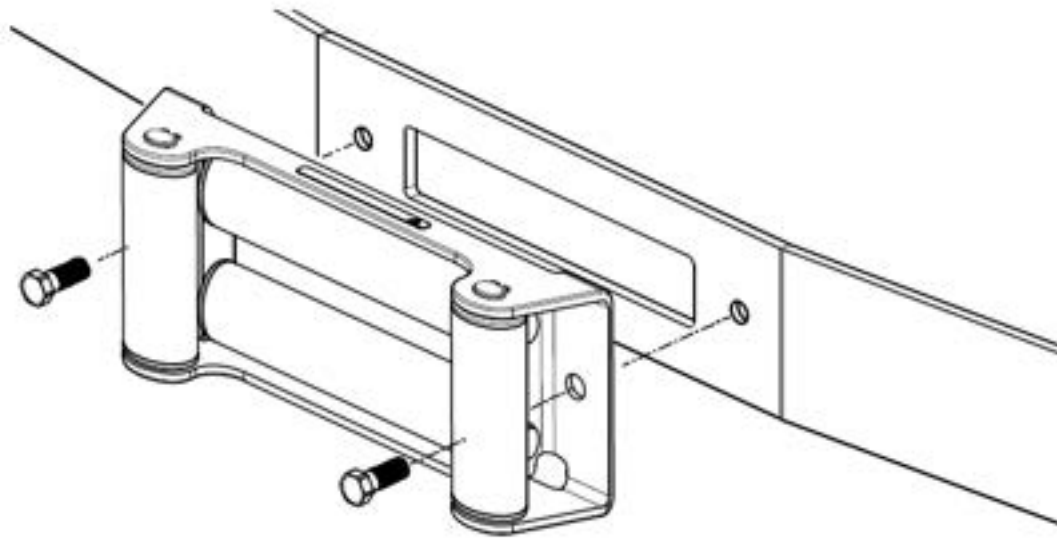


Figure 6

Manually feed winch rope through fairlead. Figure 7.

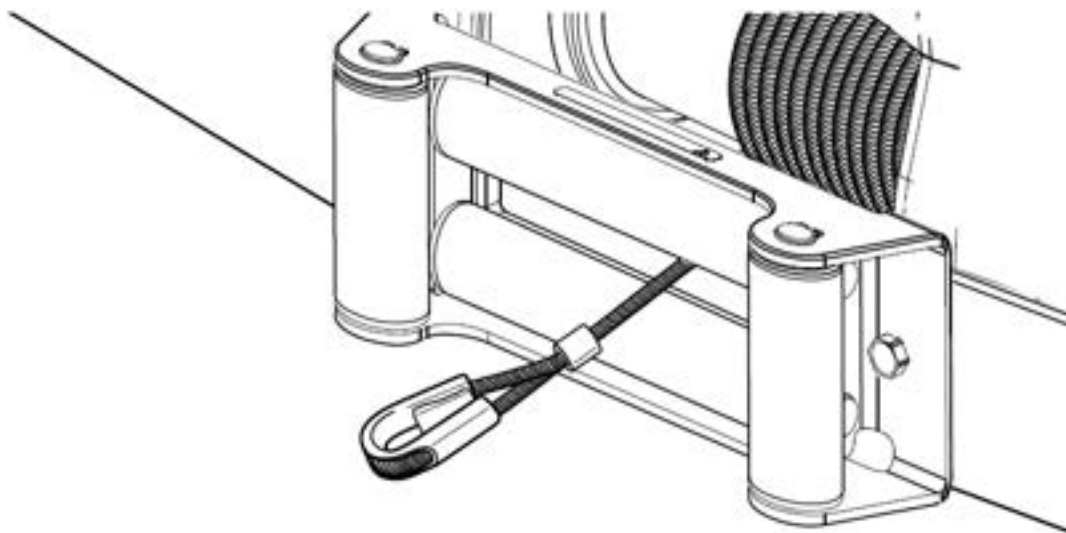


Figure 7



Verify the vehicle battery cables are disconnected. All work with electrical wires and cables must be completed with the battery completely disconnected from the vehicle wiring.

It's recommended that the contactor be mounted close to the battery, on a solid surface, easily accessible and in a location that is as clean and dry as possible.

**WARNING! DO NOT** mount on or near a heat source such as engine or exhaust.

Ensure the selected location will not collect or retain water and the mounting of the contactor will not block drain holes. Exact location will vary depending on the ATV/UTV. Typical locations include inside, on top or on the side of rear storage box, under the seat or, on a few models, in front near battery. Confirm the contactor mounting location selected provides sufficient clearance from all metal structures such as frame tubes. **Do NOT** place tools or other items in a position that might come in contact with the contactor posts. Verify the path will allow the winch motor cable assembly, motor ground wire and switch wire harness cables to be routed easily as well as avoiding sharp edges, parts that get hot and moving parts.

### Step3 – Mount the Handlebar Switch (Optional)

**WARNING! DO NOT** route electrical cables, across any sharp edges, through or near moving parts, near parts that heat up.

To Avoid Injury and Property Damage:

Use caution when moving or repositioning any vehicle controls as to not compromise the safe operation of the ATV. Select a mounting position that will provide clearance for all vehicle controls. Before securing the switch cable with tie wraps, make sure that the handlebars have full range of motion.

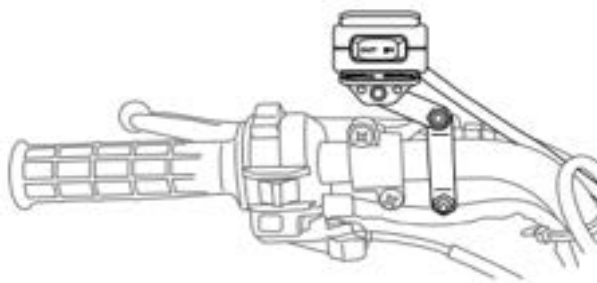


Figure 10: Handlebar Mount. Exact positioning may vary depending on the ATV/UTV make and model.

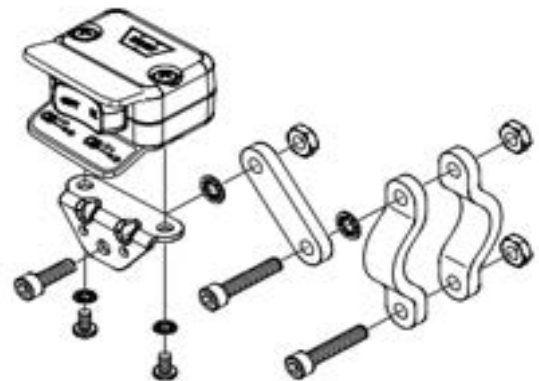


Figure 11: Mini-rocker switch assembly.

**Note: Assembly of the exact positioning may vary depending on the ATV make and model.**

It is recommended that the switch be installed on the left handlebar. A piece of electrical tape around the handlebar will help prevent rotation of the mount on the handlebar.

**DO NOT** tighten over any hoses or cables.

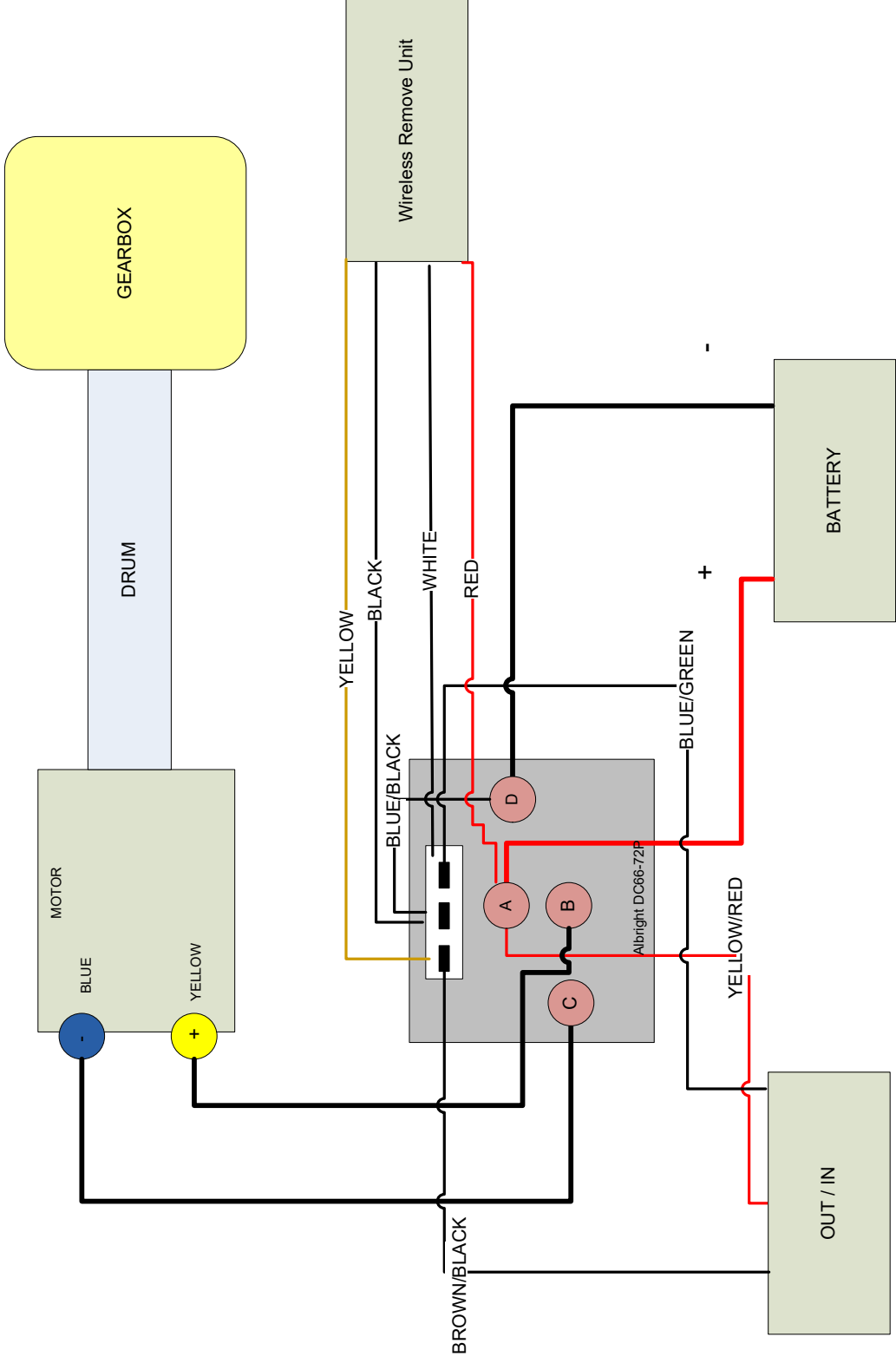
Once the handlebar switch is mounted, route the two bullet terminal wires back to where the contractor will be mounted. Splice the end of the red wire to a key controlled accessory circuit of the ATV (use the provided wire splice). Using a test light, locate a suitable wire from the ATV key switch. The wire should only have power when the key is in the “ON” position.

#### **Step4 – Wiring a Sherpa ATV Winch – Albright Solenoid (Please refer to below diagram)**

Place the supplied terminal boots on wired before securing to the contactor. All wires must be attached to the contactor before mounting the contactor to the ATV.



# Wiring a Sherpa ATV Winch – Albright Solenoid



## UNDERSTANDING WINCHING

### Intermittent Use

DC powered electric winches are designed for intermittent use. This means the motor is designed to operate under load for a short period of time (generally less than one minute) and then to rest or cool for several minutes. Cool down time is more affected by the ambient temperature (it takes less time to cool in colder weather). Even under no load, a DC powered electric winch should never run continuously for more than two to three minutes.

The heavier the load, the harder your winch motor works. Your winch motor will also get hotter as it works harder. As the load increases, the period of time the motor can run without a rest decreases and the period of rest required increases. Generally, as the stress on the motor increases the speed of the winch pull will decrease. Learn to recognise when the winch is pulling easily and when it is working harder. Avoid long-duration pulls.

### Lubrication

All moving parts in the winch are lubricated with high temperature lithium grease at the time of assembly. Under normal conditions, factory lubrication will suffice for many years of service. If your winch is exposed to water crossings and extreme service, maintenance inspections and frequency should be adjusted.

A small amount of lubricating oil can be applied to the engagement lever if stiffness or engagement difficulties occur.

**\*Note if your winch uses synthetic rope it does not require lubrication.**

## **Winch Brake**

The winch brake is located inside the gearbox. The winch brake will only operate in one direction, ensure the winch is orientated and installed correctly with the cable pulling from the lower position of the drum close to the mounting bolts as per the arrow sticker provided on your winch. Do not reverse the cable on your winch drum or the brake won't work.

The winch brake is a ratchet style, a bit like a sprag clutch. It applies when a force is pulled back against the winch. The harder you pull, the tighter the brake will grip. This style of brake is incredibly strong and reliable for offroad applications which can see water submersion and challenging environments. It also keeps the heat from the brake away from the drum and sensitive synthetic fibres.

To apply the brake, the brake shoes need to 'set' and this is achieved by winching in, stopping winching and allowing the weight of the vehicle to fall back, causing some counter rotation of the winch drum. The brake should 'set' and hold the vehicle.

If winching down a hill the winch brake won't 'set' when the winch out button is released and users should always rely on their vehicles brake as the primary method of braking the vehicle. If the winch brake is not applying, it is likely due to winching out prior. To 'set' the brake, 'winch in' and allow the brake to reset.

If testing the winch brake on a small slope with minimal counter force, it is possible for the drum to slowly spin backwards and the brake not to 'set'. This can also be seen if winching on flat ground towards a fixed load, the winch may not hold tension once the winch button is released. This is due to the low stretch and resulting low opposing force. This is normal as the brake is designed to hold the weight of your vehicle on an incline when you need it.

The winch brake can be noisy as it tries to grip and some drum rotation before it grips is normal. The brake design is such that it will provide years of trouble-free service without the need to replace the brake shoes. The brake design is different to other winches and may take users time to get use to how it operates.

### **NOTE:**

- For reliable winch performance, your battery must be kept in good condition.
- Be sure battery cables are not drawn taught across any surfaces, consider cable abrasion during installation.
- Corrosion on electrical connections will reduce performance and may cause an electrical short. Maintain as necessary.
- In salty environments, use a silicon sealer to protect electrical connections from corrosion.

## WINCH OPERATION

### Suggestions

The best way to become 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 can hear your winch as well as see it operating. Get to recognise the sound of a light steady pull, a heavy pull, and sounds caused by load jerking or shifting.

### Operating

1. Ensure the vehicle is secured by applying the parking brake or chocking the wheels.
2. Pull out a desirable length of winch cable/rope and connect to an anchor point. **Warning!** You must leave at least five (5) wraps minimum on the drum.

### Operate the clutch as follows:

- a) To disengage the clutch, move the clutch lever to the “Disengaged” position. Cable/rope can be pulled off the drum by hand.
- b) To engage the clutch, move the clutch lever to the “Engaged” position. The winch is now ready for pulling.

**WARNING!** The clutch must be engaged fully for pulling. If not engaged correctly damage may occur.

3. Re-check all cable rigging before proceeding.
4. Plug in the winch hand held remote switch. It's recommended that the winching operation takes place from the driver's position to ensure safe operation.
5. To commence the recovery, start the vehicle engine, select neutral in transmission, maintain engine speed at idle.
6. Operate the handheld remote switch to IN or OUT to retrieve the vehicle. Regularly check the winch to ensure cable is winding onto the drum evenly.

Note: Due to the high amperage draw during winching, continuous high load winching should be avoided. Winching for 30-60 seconds (depending on load) should be followed by a 5-10 minute period of cool down. It is recommended the operator monitors the winch motor temperature to avoid overheating and damage.

**WARNING!**

**ALWAYS USE A WINCH DAMPER**

A safe distance must be kept during winch operation for your safety.

Never winch your vehicle in gear or in park as this will damage your vehicle's transmission.

Never wrap the cable around the anchor or hook it back onto the cable/rope.

Keep hands, clothing, hair and jewellery clear of the drum area and cable when winching.

Never allow anyone to stand near the cable/rope, or in line with the cable behind the winch while it is under load. If the cable should slip or brake, it can suddenly whip back towards the winch, causing a hazard to anyone in the area. Always stand well to the side while winching.

## Trailer Applications

When choosing a winch for a trailer there is more to consider than simply the weight of the load. Remember that pulling takes significantly less effort when a load is on wheels, avoid paying for an unnecessary powerful winch. Just keep in mind that force required to pull a rolling load up an incline increases as the slope of the incline increases. Either way as a general rule the winch capacity needed for trailer applications is lower than the gross weight of your vehicle.

1. The Gross Vehicle Weight (GVW) of the vehicle to be pulled. This is the weight of your vehicle alone (curb weight) plus the weight of any items in and on the vehicle. The GVW of your vehicle (before any aftermarket add-ons) is generally available from your vehicles owner's manual.
2. The Slope over which the vehicle has to travel. This can be calculated by dividing the vertical height of the ramp you are using by the horizontal length of the ramp and multiplying by 100. See chart, Figure 13.

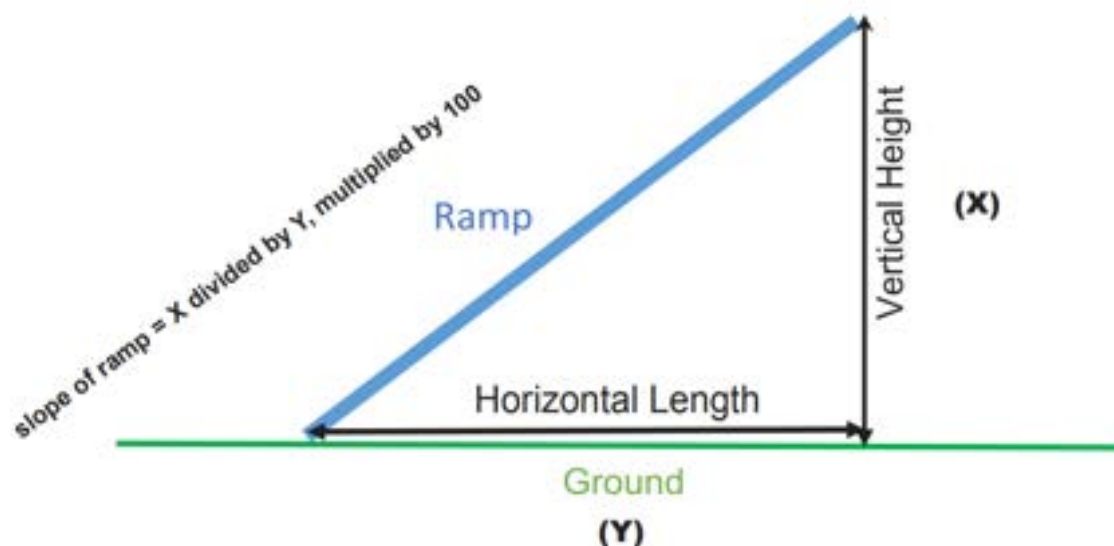


Figure 13A

		Slope of Ramp				
		10%	20%	40%	60%	80%
GVW (in kilograms)	Not exceeding	Rolling Weight				
	700	560	560	560	560	700
	1,150	560	560	700	900	900
	2,500	560	700	1250	1750	2,000
	4,500	900	1,350	1,550	2,250	4,000
	6,000	1,200	2,400	3,600	4,000	5,000
	8,500	1,700	2,400	5,600	5,950	6,800
	10,000	2,000	4,000	5,600	6,000	7,200
	12,500	2,500	4,000	6,000	7,500	9,000
	14,500	2,900	5,000	7,400	9,100	10,500
	16,000	3,200	5,000	7,400	10,300	11,500
	18,500	3,700	5,500	7,400	11,550	13,000

Figure 13B

With this information, you may now use the chart above, Figure 13B. To determine the winch capacity needed to pull your rolling load. Locate the GVW of your load on the left side of the chart and the slope of the ramp on the top. The intersection of these two points within the chart provides the winch rating (rounded up to the nearest 450.0 kg (1,000 lbs) needed to move your vehicle up the ramp and onto your trailer.

Selecting the proper winch capacity is obviously very important. However, in trailer applications, winch speed and braking attributes should also be considered.

## MAINTENANCE

It is highly recommended that the winch be used regularly (around once a month). Simply power the cable out 5m, freely spool 5m and then power back in. This will keep all components lubricated and in good working condition so that the winch can be relied on when needed.

Scheduled maintenance should be performed annually. If you are exposing your winch to extreme service such as regular river crossing and exceptionally muddy environments, increased maintenance frequency is recommended.

Contact the agent/distributor from whom you purchased your winch for technical assistance and repairs.

A comprehensive range of spare parts are available. For further information, please contact the agent/distributor from whom you purchased your winch.

### WARNING!

The safety precautions and instructions discussed in these instructions cannot cover all possible conditions and situations that may occur. It must be understood by the operator that common sense and caution are factors, which cannot be built into this product, but must be applied by the operator.

## TROUBLESHOOTING

NO.	SYMPTOM	POSSIBLE CAUSE	SUGGESTION
1	Motor doesn't turn on	<ul style="list-style-type: none"><li>-Switch Assembly not connected properly</li><li>-Loose battery cable connections</li><li>-Solenoid malfunctioning</li><li>-Defective Switch Assembly</li><li>-Defective motor</li></ul>	<ul style="list-style-type: none"><li>-Insert Switch Assembly all the way into the connector.</li><li>-Tighten nuts on all cable connections.</li><li>-Tap solenoid to loosen contacts. Apply 12volts to coil terminals directly A clicking indicates proper activation.</li><li>-Replace Switch Assembly</li><li>-Check for voltage at armature port with Switch pressed. If voltage is present replace motor.</li></ul>

		-Water has entered motor	-Allow to drain and dry. Run in short burst without load until completely dry.
<b>2</b>	Motor runs but Cable drum does not turn	-Cam Ring (clutch)not engaged	-Move Cam Ring to the "in" position. If problem persists, a qualified technician needs to check and repair.
<b>3</b>	Motor runs slowly or without normal power	-Insufficient current or voltage	-Battery weak, recharge. Run winch vehicle motor running.  -Loose or corroded battery cable connections. Clean, tighten, or replace.
<b>4</b>	Motor runs too hot	-Long period of operation	-Let winch cool down periodically.
<b>5</b>	Winch runs in one direction only	-Defective or stuck solenoid  -Defective Switch Assembly	-Tap solenoid to loosen contacts.  -Repair or replace solenoid.  -Replace Switch Assembly.



## SHERPA 4x4 WINCH SERVICE RECORD

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\* Please complete this form each time the winch is serviced. Service schedule is every 12 months. New forms available at [www.sherpa4x4.com.au](http://www.sherpa4x4.com.au)

**Winch Purchase Date:**

**Date of last service:**

**Date of this service:**

**Business / Company Performing Service:**

**Business / Company Address:**

**Business / Company Contact number:**

**Person performing Service:**

## **Service Requirements**

**1) General Description of winch prior to service:**

**2) Remove Rope/Cable, inspect general condition, comments:**

**3) Remove electric drive from winch. Inspect motor internals for signs of moisture and dirt, clean as appropriate with circuit cleaner. Inspect motor brushes and armature for cleanliness. Report on condition, adjustments, work completed:**

**4) Loosen tie rods and remove gear box from winch. Clean and grease drum internals and centre shaft. Report on condition, adjustments, work completed:**

**NOTE:** The winch gearbox and motor generally should not require disassembly unless winch shows signs of water and mud ingress. Disassembly of gear box and motor should only be performed by confident persons.

Gearbox - Lay parts out on a clean surface in the order they are removed taking note of which surface was facing out of the gearbox.

If gearbox is disassembled, care is required not damage or accidentally discard seals or gaskets. Winch gears should be cleaned and re-greased with a high temperature gear grease.

The winch brake is located deep within the gearbox. Only replace brake shoes where extreme wear presents.

Report on any work completed:

Winch Motor – Only service the winch motor with the motor removed from the winch. Reassembly is difficult if motor is still attached to the winch.

Inspect the motor brushes. Check for signs of water ingress and corrosion. Clean and lubricate brush springs and check they move freely. Ensure brushes have ample material before reassembling, replace if significantly worn. All components should be reassembled with an ATV sealant at the joints to help prevent water ingress.

**5) Inspect electrical cables and report on condition including effectiveness of cable sheathing. Also report any adjustment or work completed:**

**6) Inspect control box general condition and cleanliness. Check internal wires for corrosion and damage. Report on adjustments, work completed:**

**7) Inspect hand controller and report on general condition and function:**

**8) Please list any additional notes or work performed:**

**Notes:**

Your Sherpa winch should only be serviced by persons considered appropriate. If unsure give us a call or email.

Examples include, qualified mechanics, auto electricians, engineers, 4x4 shops.

The winch shall be removed from vehicle prior to beginning service. Genuine Sherpa4x4 parts must be used for any spare parts that may be required during the service. Contact Sherpa 4x4 as necessary to obtain parts under warranty. Photographs of faulty parts are recommended to support warranty claims.

## Sherpa 4x4 Product Warranty

The Sherpa Product Warranty only covers against faulty parts and workmanship, not general wear and tear from normal use.

### Warranty Length:

Sherpa 4,500Lb Synthetic Rope ATV Winch	2 Years*
Sherpa 9,500Lb Steel Cable Winches	5 Years*
Sherpa 9,500Lb Steel Cable Winches	5 Years* Sherpa
12,000Lb Steel Cable Winches	5 Years* Sherpa
12,000Lb Synthetic Rope Winches	5 Years*
Sherpa 17,000Lb Steel Cable Winches	5 Years*
Sherpa 17,000Lb Synthetic Rope Winches	5 Years*
Control Boxes, Solenoids and Hand Remotes	5 Years*
Synthetic Ropes	12 Months*
Steel Cables	12 Months*
Fairlead and Hawse	12 Months* Wireless
Remote Kits	12 Months* <b>*Warranty</b>

### Terms & Conditions:

- Products must be returned to the place of purchase at the buyer's expense for warranty assessment.
- Returned products must have a completed Warranty & Returns Form accompanied by **proof of purchase**.
- Sherpa 4x4 is not liable for items lost or damaged during return freight.
- If the returned product is not covered under warranty the buyer is liable for the shipping costs to return the product to the buyer.

- Warranty and Returns are processed as fast as possible but can be up to 21 days depending on availability of parts and service technicians.
- The warranty starts from the date of purchase.
- Excessive corrosion is not covered under warranty. Corrosion cases will be at the discretion of Sherpa 4x4. Ingress of water, mud and dust will not void your winches warranty however users should be able to show proof they have made efforts to maintain their winch if they are operating in environments which result in this type of ingress.
- Synthetic rope is not covered under warranty if damage is due to neglect or general wear and tear. This will be at the discretion of Sherpa 4x4.
- Steel cables which are kinked or frayed due to improper operation are not covered under warranty.
- The Sherpa 4x4 Product Warranty does not include any defect caused by abuse, accident, improper installation or operation, lack of reasonable care, loss of parts, unauthorised modifications, tampering or attempted repair by an unauthorised person.
- If any object comes into contact with the winch causing damage, it is **NOT** covered by warranty.
- This warranty does not cover general wear and tear incurred by normal use of the product.
- Modifications to the winch, control box or wiring may void this warranty and will be at the discretion of Sherpa 4x4.

### **Additional Conditions For Sherpa 4x4 Winches**

- Your Sherpa 4x4 Winch should be serviced every 12 Months by a suitably qualified professional. This is especially important if you operate your winch under water or in extremely muddy environments. Whilst your winch is well sealed to water and mud ingress, it is not recommended to operate in these environments without a maintenance regime to match the conditions and serviced asked of your winch.
- A copy of service receipts may be requested for a warranty claim.
- The winch should be used with a minimum 650 Cold Cranking Amps battery
- The winch **MUST** have at least 1 complete layer of cable/rope on the drum at all times, the cable has a red mark which identifies the minimum that must remain on the drum.

- The winch **MUST** be mounted to a suitable winch compatible bull bar or winch cradle only.
- The winch **MUST** be used as per the instruction manual.
- **Do Not** hook the winch cable / rope onto itself
- **Do Not** exceed the pulling limits of the winch
- **Do Not** shock load the winch
- **Do Not** overwork the winch. The drives have a duty cycle and should not be overheated.