



Installation & Operator's Manual

HI9000 75-50085C

HI10500 75-50050C

HI12000 75-52000C

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SAFETY WARNINGS

1. **LEARN TO USE YOUR MILE MARKER WINCH:** After winch has been installed, take some time and practice using it so you will be familiar with ALL OPERATIONS. Periodically check the winch installation to ensure that all bolts are tight. To ensure proper operation, carefully inspect for any damaged parts before operating the winch.
2. **KEEP WINCHING AREA CLEAR:** Do not allow people to remain in the area during winching operations. Do not step over a taut cable or allow anyone else to do so. Due to the possibility of cable failure stand clear of any possible pathway. A snapped cable could cause winch failure, injury or death. Keep proper footing and balance at all times. Do not reach over or across the winch and/or cable while the winch is in operation.
3. **INSPECT CABLE AND EQUIPMENT FREQUENTLY:** The cable should be inspected for damage that could reduce it's breaking strength. A frayed cable with broken strands should be replaced immediately. Always replace the cable with a cable that is rated to sustain the load that the winch is capable of pulling. Any substitute must be identical in strength, quality, lay and stranding to the Mile Marker cable originally supplied.
4. **WORKING AREA CONDITIONS:** Keep the working area well lit. Do not use this winch in the presence of flammable gases or liquids.
5. **KEEP CHILDREN AWAY:** Keep children away from working area. Do not let children operate the winch.
6. **DRESS PROPERLY:** Do not wear loose clothing or jewelry as they can be caught in moving parts. Protective, electrically non conductive clothes and non skid footwear is the only type of clothing you should be using when operating the winch. Wear restrictive hair covering to contain long hair.
7. **WEAR LEATHER GLOVES:** When handling or rewinding cable always use hand protection to eliminate the possibility of cuts caused by burrs & slivers from broken strands.
8. **DRUM:** Always make sure that there are at least 5 complete turns of cable left on the drum before winching.
9. **KEEP HANDS AND FINGERS CLEAR OF CABLE AND HOOK WHEN OPERATING WINCH:** Do not put your finger through the hook when reeling in the last few feet. If your finger should become trapped in the hook, you could lose your finger. Do not guide a cable under tension onto the drum with your hand.
10. **DO NOT HOOK THE CABLE BACK ONTO ITSELF:** Hooking the cable back onto itself creates an excessive strain that could break individual strands; this, weakens the entire cable.
11. **KEEP PULLING DURATIONS AS SHORT AS POSSIBLE:** The winch is designed for intermittent use and cannot be used in constant duty applications. Do not pull more than one minute at or near rated load. If the motor becomes too hot to touch, stop and let it cool off for a few minutes. If the motor stalls, cut off the power immediately.
12. **DO NOT OVERLOAD:** For your safety and efficient performance, always use this winch at or under its rated capacity for your safety and for better performance. Do not use inappropriate attachments in an attempt to exceed its rated capacity.
13. **AVOID CONTINUOUS PULLS FROM EXTREME ANGLES:** This will cause the cable to pile up at one end of the drum. The cable should be as straight as possible to the direction of the object.
14. **DO NOT OPERATE THE WINCH WITHOUT THE FAIRLEAD FITTED:** Operator injury or winch damage can result if a fairlead is not installed.
15. **STAY ALERT:** Watch what you are doing. Use your common sense. Do not use this winch when you are tired, stressed or when under the influence of drugs, alcohol or medication.
16. **DISCONNECT SWITCH:** Unplug switch when not in use.
17. **REPLACEMENT PARTS & ACCESSORIES:** When servicing, use only identical replacement parts. Usage of any other parts will void the warranty. Approved accessories are available from your local distributor.
18. **DO NOT force clutch.** Rotate drum to align gears for freespool.

PRECAUTIONS

1. Keeps hands and body away from roller fairlead (cable intake slot) when operating.
2. Secure vehicle in position before using winch.
3. Do not exceed winch load weight capacity.
4. Be certain winch is properly bolted to a structure (or vehicle) that can hold the winch load.
5. Always use proper couplings when connecting winch cable hook to load.
6. Do not lift items vertically. The winch was designed for horizontal use only.
7. Do not overload the winch. It will do the job better at the load it was intended.
8. Do not use inappropriate attachments to extend the length of the cable.
9. Do not lift people or hoist loads over people.
10. Do not come in between the winch and the load when operating.
11. Do not apply load to winch when cable is fully extended. Keep at least 5 full turns of cable on the drum.
12. After moving an item with the winch, secure the item. Do not rely on the winch to hold it for an extended period.
13. Examine winch before using. Components may be affected by exposure to everyday weathering, chemicals, salts, and rust.
14. Do not fully extend cable while under load. Keep 5 COMPLETE TURNS of cable around the winch drum.
15. When loading a boat into a trailer without reel or side hull rollers, make sure the trailer is submerged in the water when the boat is loaded by the winch. Attempting to drag the boat on to the trailer while on land can cause winch failure and possible injury.
16. Do not operate winch if cable shows any signs of weakening, is knotted or kinked.
17. Winch does not have a locking mechanism. Secure load after moving.
18. Do not cross over or under the cable while it is in process of loading.
19. Do not move vehicle with cable extended and attached to load to pull it. The cable could snap.
20. Apply blocks (such as a wheel choke) to vehicle when parked on an incline.
21. Respool cable properly.

GETTING STARTED

Winch Mounting

NOTE: Mile Marker recommends the use of its mounting systems for proper winch installation and optimum winch performance. However, when not using Mile Marker Mounting System, ensure that the mounting platform is strong enough to meet the maximum rated load of the winch in use. Mile Marker recommends steel plates with thickness of at least 0.25".

Your winch should be aligned and secured to a solid part of the vehicle (front or rear) where the full rated load will be evenly distributed.

CAUTION: It is essential that the mounting surface be flat and the winch is mounted such that the three major sections (Gear housing end, drum and motor end) are in proper alignment

Winch body on 9000 lb. and 10500 lb. winch has mounting holes only on the bottom. Winch body on 12000 lb. winch has four mounting holes on front, back, and bottom of the winch. This may allow the winch to be mounted easier on some winch mounts or for other applications. The motor on Mile Marker 2 speed winches may also be rotated in 90° increments if needed. This may allow easier installation on some winch mounts.

1. Drill four mounting holes (10mm in Dia.), if necessary, according to the bolt pattern mentioned in the winch specifications
2. Fasten the winch body to the mounting platform using the four Capscrews (3/8" x 16") provided
3. Torque the Capscrews to about 35 ft-lb (47.5 N-m)
4. All Mile Marker mounting systems come predrilled with fairlead holes. If you are using any other mounting platforms, drill two holes for the roller fairlead installation. Position the holes such that the fairlead opening hole stretches from the circumference of the drum to the end of the maximum permissible layers on the drum in the direction cable is being rolled.

CAUTION: When replacing the capscrews or when longer bolts are required, make sure that you use bolts of Grade 5 or greater

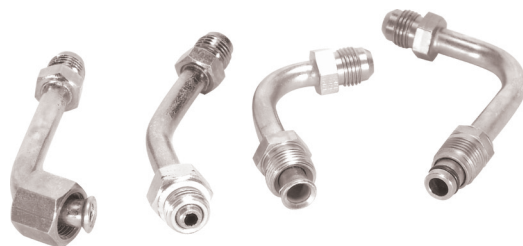
Typical Installation

Depending on amount of clearance between winch mount tray and winch body, attach the roller fairlead with two bolts (B-3/8 16 X 1 1/4 SS hex head bolt) through roller fairlead and predrilled holes on front of winch mount tray and attach with 3/8 SS nuts (not provided). When facing grill of truck, position the winch with the hydraulic 2 speed levers to the left (passenger side). The Free/Low lever will be on top. In this position, 4 mounting holes will be on the bottom on any style of Mile Marker winch.

CABLE MUST SPOOL OFF THE BOTTOM OF THE DRUM

Attach winch to winch mount tray by screwing 4 bolts (C-3/8 X 16 X 1 SS hex head bolt) and washers (D-3/8 SS washer) through the predrilled holes in bottom of winch mount tray into bottom of winch body. Tighten to 35 ft/lbs. Make sure that you have AT LEAST 6 threads going into the winch legs, but NO MORE THAN 10 threads going into winch leg.

NOTE: Must have a 35 Series Valve Adapter Kit to complete assembly. Kit includes vehicle specific power steering pump fittings and adapters.



ATTACHING VALVE ASSEMBLY

Step 1. Rotate winch onto its front so that smooth machined area on the winch motor is facing up

Step 2. Remove rubber plugs from holes in the side of the winch motor. Remove the 2 motor square cut O rings from rubber plugs and reseal at the lips of the holes from which they were removed in the motor.

Step 3. Remove rubber bands from valve assembly being sure not to drop metal washers (B) and flow disk (C)

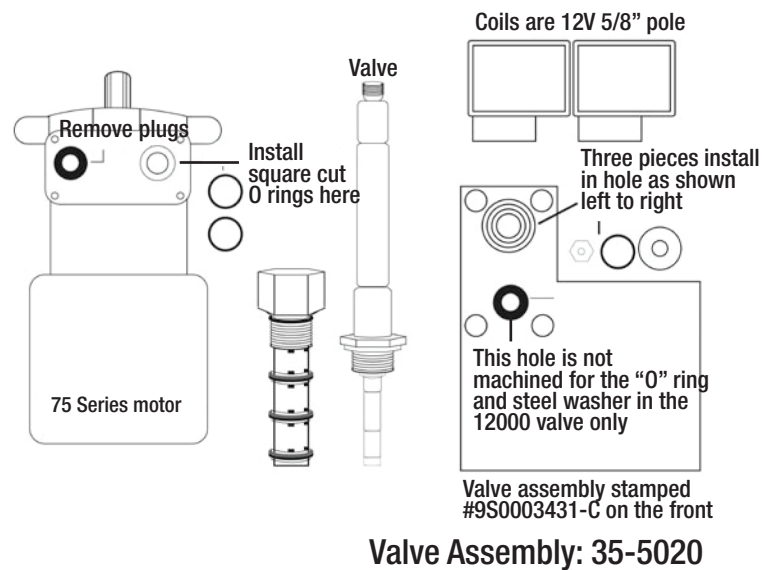
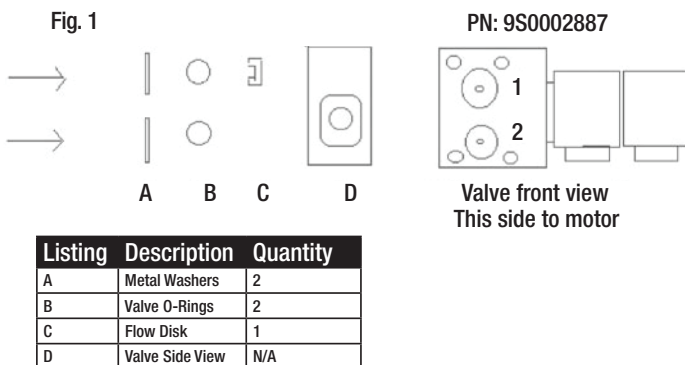
The purpose of the flow disk is to maintain back pressure for controlled release of cable under tension. If this disk is installed improperly it will negatively affect the performance of your winch and greatly reduce its pulling power. This is a safety item, IT MUST BE INSTALLED.

BEFORE SECURING VALVE ASSEMBLY TO THE MOTOR MAKE SURE THAT THE FLOW RESTRICTOR DISK IS IN PORT LABELED #1 WITH THE FLAT SIDE FACING THE SOLENOID BODY AND THE CUT SIDE FACING THE WINCH MOTOR. Also, make sure that the hole(s) in the valve assembly have thin O ring(s) installed, then reseal the metal washer(s).

NOTE: A small dab of axle grease can be used to help hold the metal washers in place

Use the four allen bolts supplied (1-5/16 18 X 1 ½ SS socket head cap screw) to mount the solenoid valve to the winch motor. Make sure to Lock-Tite (not included) the allen bolts using no washers. Tighten to 25 ft/lbs.

IMPORTANT: Before installing valve assembly make sure the flow disk is in the port labeled "1". Flat side facing valve, cut side to winch motor.



Used on 9,000 lb - 10,500 lb Winches

Used on 12,000 lb Winches

WIRING INSTRUCTIONS

Electrical Connections

The power source to the solenoid can not be energized until the four pole quick connector plug is plugged in. Each solenoid has two black wires that are connected to each other at the factory and are grounded. The other black wires will plug into the white and black wires from the hand control connection (Fig. 2). The brown wire will go to ground from the female 4 pole plug gray box. Attach the circuit breaker to the vehicle under the hood. Connect all wiring as shown in illustration. Test hand control unit, solenoid will make a slight “click” sound if connected correctly. Do not start vehicle to do this test.

DO NOT CONNECT POWER CABLES TO BATTERY UNTIL FINAL STEP OF INSTALLATION!

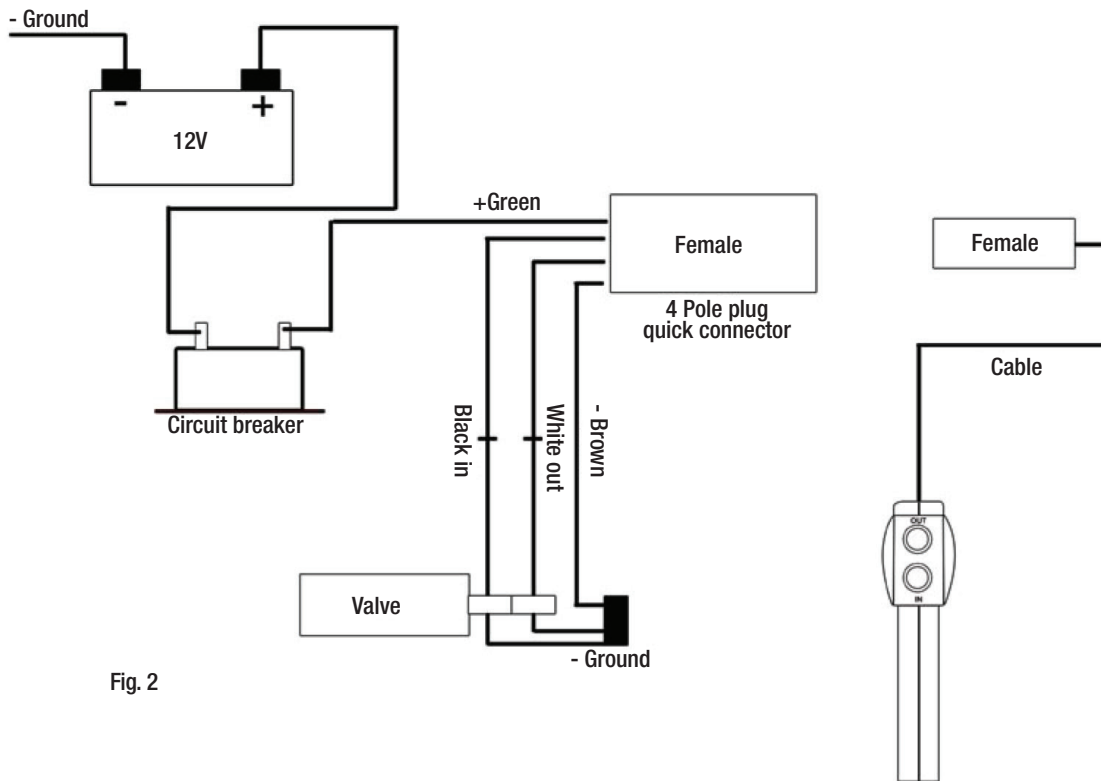


Fig. 2

When done, check fluid level. Replace lost fluid in system until full. To purge air, start engine, run for two seconds and shut off engine. Check fluid level again. Add fluid until full. Do this until system stays full. Run vehicle for three minutes or until fluid loses aeration. After system has been filled, turn wheels from lock to lock position (completely right and left) five times. This will aid in bleeding out any air that may still be in the system. If the hand control unit is working backwards, simply reverse the connections at the solenoids (switch the white and black wire on the solenoid valve (Fig. 2). Make sure that you hear a slight “hiss” when the hand controller is pressed “out” when the vehicle is running.

CAUTION: Winch cable must be wound onto the drum under a load of at least 500 lbs or outer wraps will draw into the inner wraps and damage the winch cable

PLUMBING CONNECTIONS

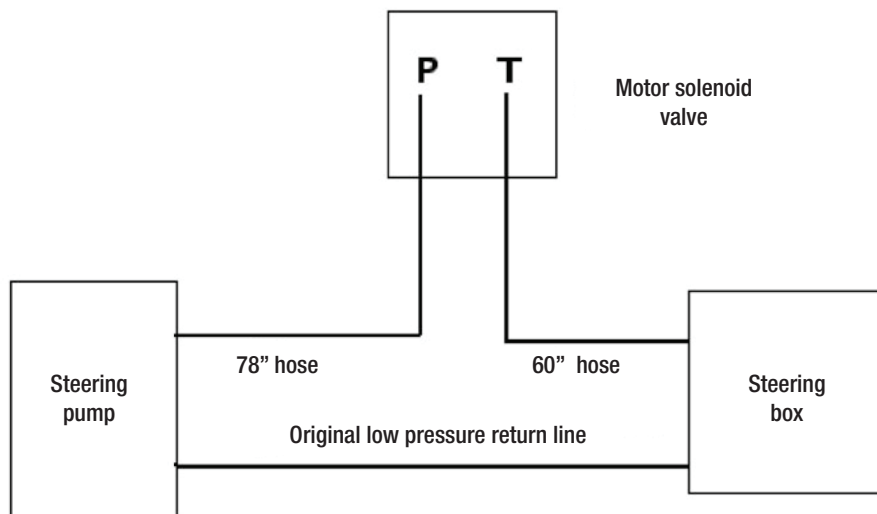
Keep all hoses away from any areas where heat may be considered too extreme (such as exhaust manifold or turbo). Lines cannot be mounted or allowed to rub on any abrasive or vibrating surfaces.

Installation Procedures

1. REMOVAL OF FACTORY HOSE: Take a clean drain bucket to catch the oil and place under the vehicle.
2. VACUUM BRAKES (NON HYDROBOOST): If the vehicle is NOT equipped with hydroboost, remove the factory high pressure hose from the power steering pump to the steering box. Let it drip dry, and store in safe place. This will be necessary to re install if the winch is ever removed from vehicle (Fig. 3).
3. HYDROBOOST: If the vehicle is equipped with hydroboost, remove the factory high pressure hose from the hydroboost to the steering box. There is only one high pressure hose going to the steering box (Fig. 4 on page 8)
4. NOT SURE?: Which one is the high pressure hose? The hose with heavy duty crimped on fittings. The low pressure return lines from the steering box or hydroboost both end up at the pump reservoir will have hose clamps or something similar.

Does the factory hose have a sensor in it? What this does is increase the rpm of the engine slightly when there is high power steering pump pressure during idle. We have found this is not needed. Remove it from the factory hose and install it back into the wiring harness plug. Tape it securely in place. The vehicles computer will not be affected.

5. INSTALL THE ADAPTERS (see items M, N, & O page 13): Take the adapter kit for the vehicle; match the fittings up to those on the factory hose you removed. Re-use the factory O rings; install them on fittings if required. There may be more than two fittings in the kit due to multiple applications. You will only need two of them. Install them and tighten to the factory specifications. Take the solenoid fittings ("M"/90-50067 and "O"/90-50091) place into the "P" and "T" ports of the black solenoid valve block. You will have to look and see where they will best suit your application in mating up with the hoses from the engine bay. Then add the 90 degree "N"/90-50060 fitting to the straight fitting "O"/90-50091 you just installed. Remember the hoses will come thru either the grill or under the truck in an open area. When you are sure of where the fittings will face, tighten them in place making sure the O ring is compressed (tight) or for the flare fitting, ¼ turn past finger tight.



Remove high pressure line from steering pump to steering box. Attach steering pump adapter to steering pump. Attach steering box adapter to steering box. Attach 60" line from T to steering box or rack. Attach 78" line from P to steering pump

Fig. 3

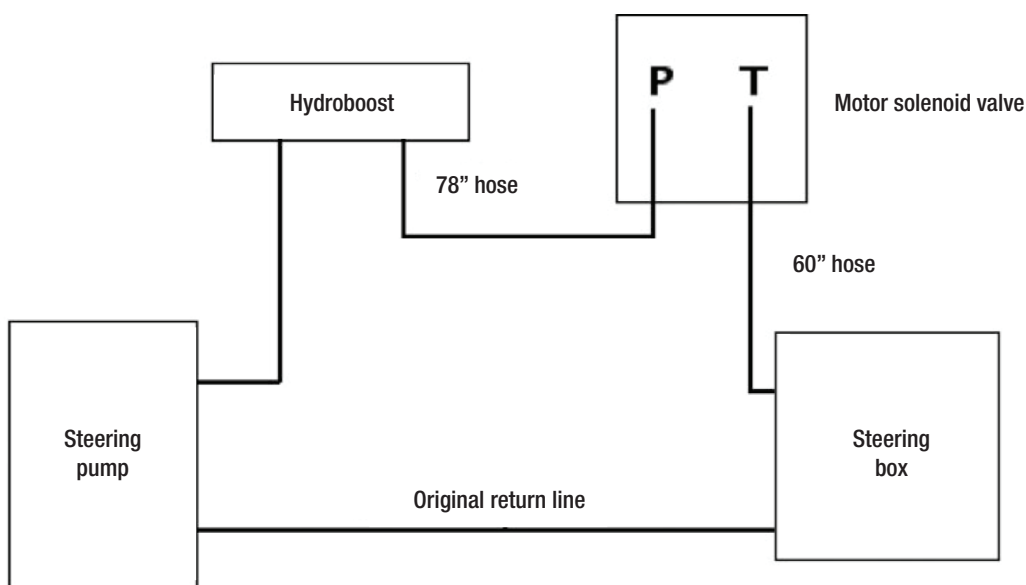
6. CONNECTING THE HOSES: There will be two JIC-6 hoses provided in the kit. One is "S"/60" and the other is "T"/78". Connect the 78" hose from the power steering pump or hydroboost to the "P" port on the black solenoid block. Connect the 60" hose from the "T" port of the black solenoid block to the steering box. These can go thru the grill of the truck or under the radiator area. Tighten the flare fittings hand tight then go ¼ turn more. They can be longer than needed sometimes as this is designed to fit many applications. For that custom look, the local hydraulic shop can shorten them or call us, we can also do it.

For pictures:

See Fig. 3 on page 7 for vacuum brakes

See Fig. 4 for hydroboost brakes

CAUTION: DO NOT OVER TIGHTEN FLARE FITTINGS. They will crack and then leak. The only way to fix them will be to replace them.



Remove line between hydroboost and steering box. Attach steering box adapter. Attach 60' line from T port to steering box. Attach 78" line from P port to hydroboost.

Fig. 4

WINCH OPERATION

General

The vehicle's steering pump is used to power the winch. The engine must be running while operating the winch, as the engine turns the power steering pump which pumps fluid to rotate the winch. The winch will have full pulling capabilities at an engine idle. The winch is operated by an electric activated switching valve. When engaging or disengaging the clutch and/or shift lever, it may be necessary to rotate the drum by hand to align gears.

Preparation for Use

1. For use in pulling objects other than self recovery, park vehicle directly facing object to be winched. Apply parking brake.
2. Place transmission shift lever in "N" (neutral)
3. Start engine
4. Chock wheels

Unwinding Winch Cable

To unwind cable by hand, turn top lever to "FREE" (free spool). Turn side lever to "FREE" (free spool). Both levers should be in "FREE" positions to unwind cable.

CAUTION: Wear leather gloves when handling winch cable. Do not handle cable with bare hands. Broken wires cause injuries. When fully extending winch cable, make sure that five wraps of winch cable remain on drum at all times. Failure to do this may cause serious injury. Pull off cable by hand to desired length. Connect to load leaving one foot of slack in cable.

Pulling Load

Turn top lever to "LOW" (lock low gear). Leave the side lever at "FREE" (free spool). This will engage the winch into low gear.

CAUTION: Direct all personnel to stand clear of winch cable during winch operation. A snapped winch cable will cause serious injury or death. Do not activate winch electric connector when engine is OFF with a LOAD on cable. This can put the winch into a retarded free spool mode.

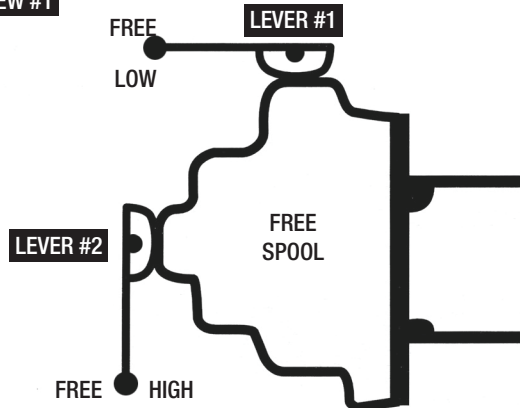
Operate remote control switch to "IN" or "OUT" until load has been retrieved. Secure winch after operation.

Operation of High Gear

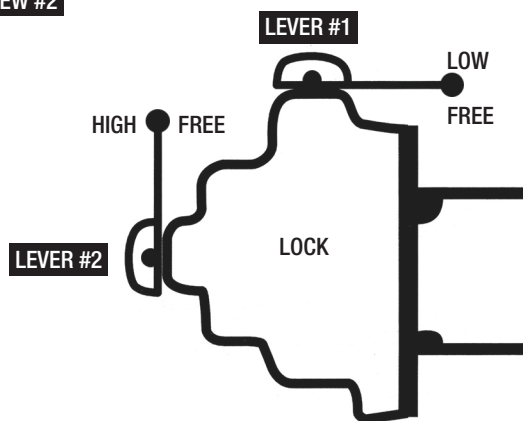
Turn top lever to "FREE." Turn side lever to "HIGH" (lock high gear).

2 SPEED LEVER POSITIONS

VIEW #1



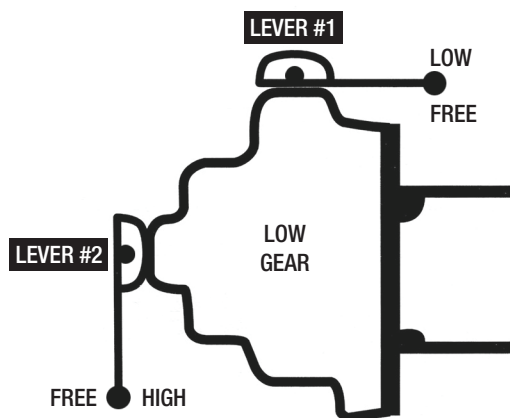
VIEW #2



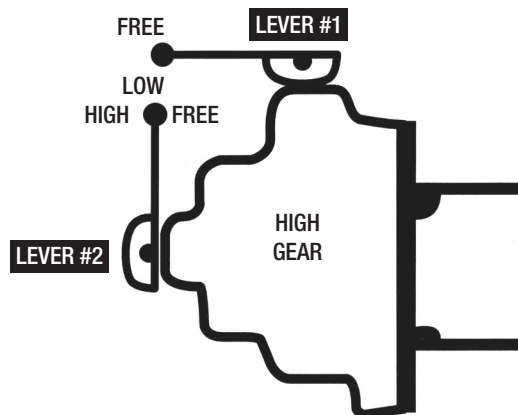
WARNING

DO NOT MOVE SHIFT LEVERS WITH LOAD ON WINCH CABLE

VIEW #3



VIEW #4



WARNING

DO NOT MOVE SHIFT LEVERS WHEN POWERING WINCH IN OR OUT

LEVER POSITIONS AND WINCH MODES			
LEVER #1	LEVER #2	MODE	VIEW #
FREE	FREE	FREE SPOOL	1
LOW	HIGH	LOCK	2
LOW	FREE	LOW GEAR	3
FREE	HIGH	HIGH GEAR	4

WINCHING TIPS & TECHNIQUES

Winching Tips and Use of a Snatch Block

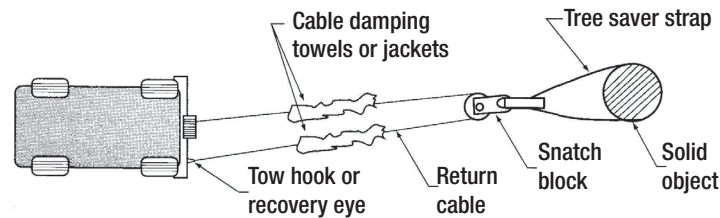
- Use tow hooks, recovery eyes or clevis mounts for attachment of a tow strap or winch steel cable.

NOTE: Do not use a ball and/or ball mount as an anchor point for tow strap or winch steel cable. Severe personal injury or death could occur.

- Always heed all winch manufacturer's recommendations, cautions, and warnings.

- Attach return steel cable to tow hook or recovery eye when using a snatch block. Always use a clevis to secure snatch block to strap, or severe damage could occur to persons and vehicle.

NOTE: Do not attach return steel cable to winch mount. This may overload winch mount and/or front receiver.

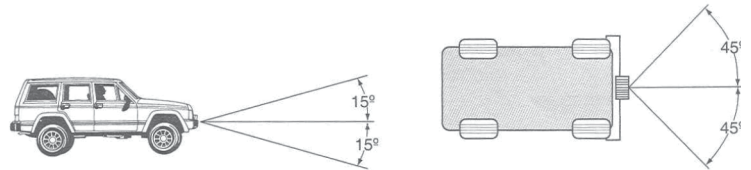


Rating

For maximum line pull rating, winch cable direction must not exceed:

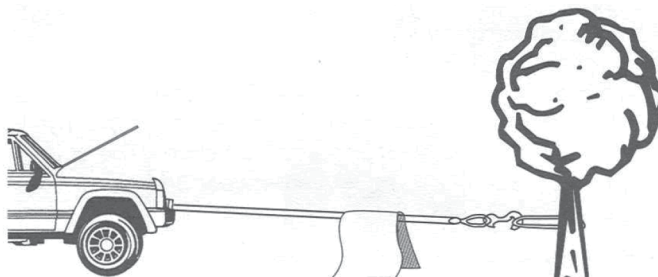
1. 15° angle up or down from horizontal
2. 45° angle left or right from straight ahead

CAUTION: Exceeding the maximum line pull rating may overload winch, mount, and/or front mounted receiver



Safety Tips

- DO NOT DISENGAGE CLUTCH LEVER WHEN THERE IS A LOAD ON THE WINCH. Mile Marker electric winches utilize an automatic load holding brake, therefore no adjustment to clutch is needed to maintain load.
- Store the remote control cord in a safe place when not in use to prevent use by children or other unauthorized persons who could injure themselves or others or damage the controls.
- Do not operate winch under the influence of drugs, alcohol, or medication.
- Isolate winch before putting hands in or around the roller fairlead or steel cable drum.
- DO NOT OVERLOAD YOUR WINCH. Do not maintain power to the winch if the drum stops. Overloads can damage the vehicle, winch or winch steel cable and create unstable operating conditions.
- It is recommended to lay a dampener over the steel cable about halfway along to the hook attachment. If a steel cable failure should occur, the weight of the dampener will help prevent the broken steel cable from whipping. Remember to move the dampener as winching proceeds, but halt winching when doing so. Partially raising the hood of the vehicle will also give a measure of protection to its occupants from broken steel cable, consistent with sufficient forward visibility for the operator.

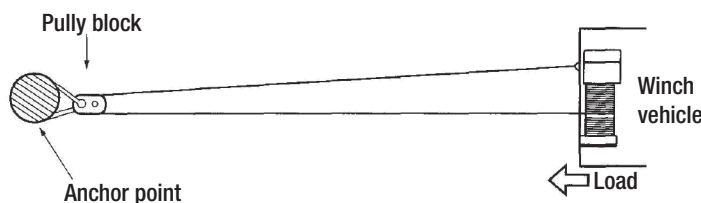


Self Recovery

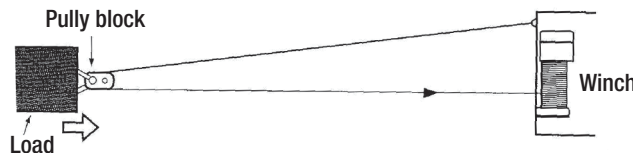
1. Always attempt to get the cable as straight as possible to the direction of the vehicle. It is acceptable to start a pull at an angle if it is obvious that the vehicle will turn towards the hook anchoring point. Turning the steering wheel will assist the process. It is recommended that the driver is in the vehicle.
2. Make sure hand brake and foot brake are free and that the transmission is in neutral.
3. When the driver's attempt to regain vehicle traction is successful, he or she should be careful not to overrun the cable and risk the possibility of it being trapped under the vehicle.
4. DO NOT move your vehicle in reverse to assist the winch. The combination of the winch and vehicle pulling together could overload the cable and winch itself.

Use of a Pulley Block or Snatch Block

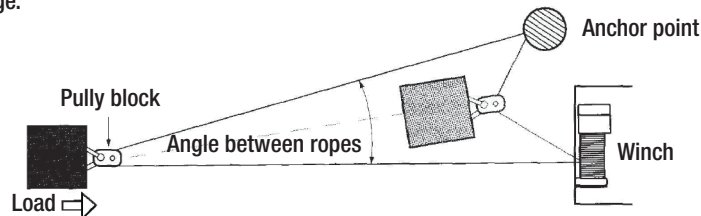
Vehicle self recovery using the pulley block attached to the anchor point for direct pull. In this instance the vehicle becomes the "load" and the actual pulling power on the vehicle will be double at half winch rope speed. Never connect steel cable or hook back to winch mount.



Direct pull on load using the winch vehicles as the anchor with pulley block attached to the load. The most important aid to successful winching (after the winch) is the pulley block, which can be used to increase the pulling power of the winch or for indirect pulls. Pulley blocks can be used in two modes. First mode is attached to the load and second is secured to an anchor point.



Indirect pull necessitated by obstructions or soft ground. Pulley block attached to load using a suitable anchor point. Note the angled direction taken by the load and subsequent angle of rope feed back on the winch drum (extreme example shown). There may be unavoidable circumstances requiring this mode, though in general it is not recommended unless applied in stages by moving the anchor point or vehicle to avoid the sharp angled rewind on the winch drum. The actual load pulling power and rope speed will depreciate with any increased angle between the ropes. The anchor point, when used must be secure, using a tree, another vehicle or any firm structure to which a pulley block can be used to your advantage.



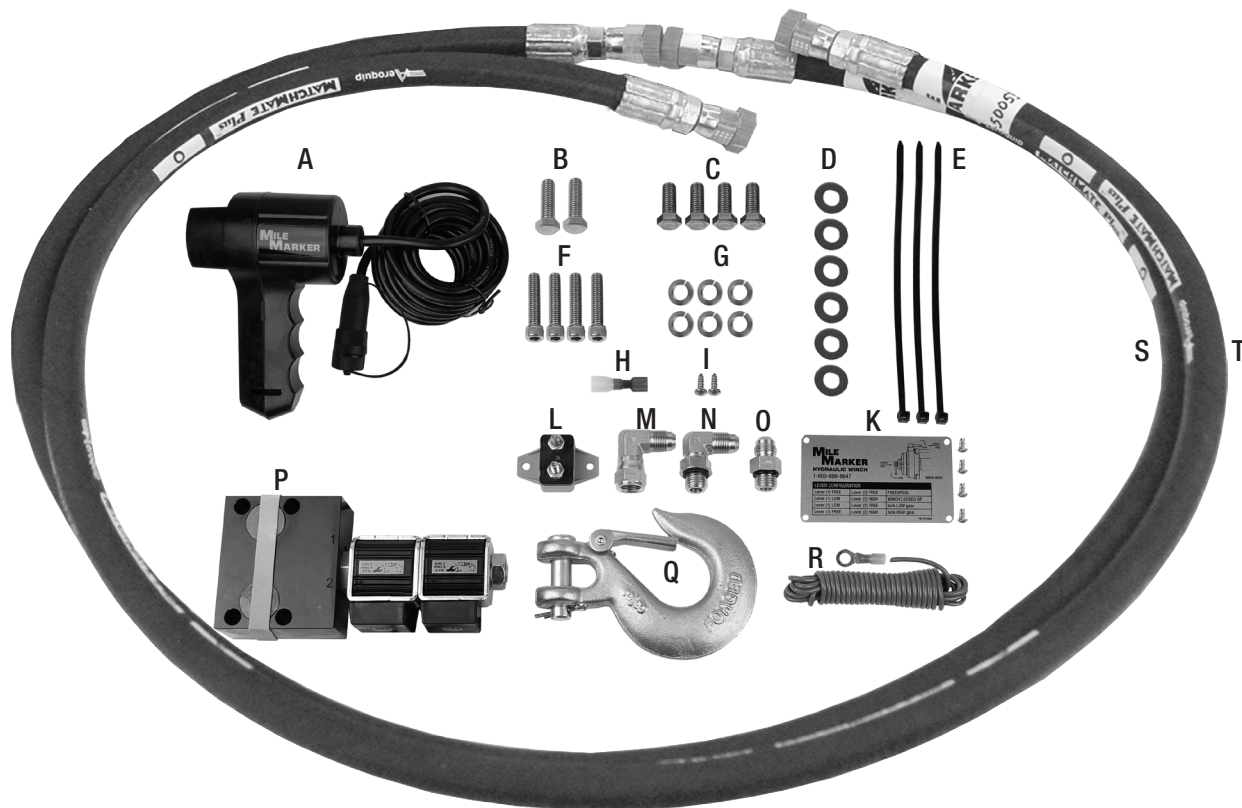
Use of a Nylon Sling and Shackle

A shackle should always be used when attaching winch hooks to nylon slings. NOTE: The shackle must pass through both eyes of the sling. The safe working load of the nylon sling is based on the use of both eye ends. Never use the cable or hook to connect directly to the nylon sling.

Use of Gloves

When handling or rewinding the cable always use leather gloves to eliminate the possibility of cuts caused by burrs and broken strands. Inspect cable and equipment frequently. The cable should be replaced immediately if any sign of burrs or broken strands are evident. A frayed cable with broken strands should be replaced immediately. Always replace the cable with a Mile Marker recommended replacement part. Any substitution must be identical in strength, quality, lay and stranding. Never hook the cable back onto itself. Hooking the cable back onto itself creates an unacceptable strain, breaking individual strands which in turn weakens the entire cable. Use a sling. Avoid continuous pulls from extreme angles as this causes cable to pile up at one end of the drum.

ACCESSORIES PARTS BREAKDOWN



Listing	Part Number	Description	Quantity
A	77-50141W-50	Remote Control	1
B	90-50101	3/8-16x1 1/4 SS	2
C	90-50099	3/8-16 x 1 SS	4
D	86-50020	Washer	6
E	Zip Tie	Zip tie	3
F	90-50121	5/16-18x1 1/2 socket head (valve)	4
G	86-50030	3/8 lockwashers	6
H	93-50090	Female connector	1
I	90-50114	Phillips head	2
J	983-0067	Plate hold down screw	4
K	983-0060	Lever configuration plate & screws	1
L	93-80036	Circuit breaker 24v 15amp	1
M	90-50067	90° adapter for valve	1
N	90-50060	Male to female adapter for valve 90°	1
O	90-50091	Straight fitting adapter	1
P	35-50300	75 Series valve	1
Q	19-51202	3/8" Hook	1
R	93-50027	9' red wire and eyelet	1
S	88-50060	Hose 60"	1
T	88-50078	Hose 78"	1

35 KIT APPLICATION GUIDE

PART NUMBER	APPLICATION
35-5020-17	ADAPTER KIT - AM GENERAL HUMMER H1
35-5020-81	ADAPTER KIT - CHEVY 5500
35-5020-16	ADAPTER KIT - '12 GM 2500 & 3500 HD
35-5020-15	ADAPTER KIT - GM DODGE INTERNATIONAL CHEVROLET H2
35-5020-22	ADAPTER KIT - '03 & UP DURANGO
35-5020-07	ADAPTER KIT - FORD UP TO '98
35-5020-34	ADAPTER KIT - '97-'04 FORD F-150, '99-'04 FORD
35-5020-10	ADAPTER KIT - FORD SPORT TRACK FORD RANGER
35-5020-51	ADAPTER KIT - JEEP
35-5020-45	ADAPTER KIT - LAND ROVER
35-5020-31	ADAPTER KIT - NISSAN
35-5020-41	ADAPTER KIT - TOYOTA
35-5020-38H	ADAPTER KIT - '12 FORD SUPER DUTY WITH HYDRO BOOST
35-5020-38	ADAPTER KIT - '12 FORD SUPER DUTY
35-5020-37	ADAPTER KIT - '11 FORD SUPER DUTY
35-5020-35	ADAPTER KIT - '05-'10 FORD SUPER DUTY
35-5020-36	ADAPTER KIT - '07 FORD F-550 ONLY

WARRANTY

MILE MARKER WARRANTY INFORMATION

Mile Marker/Selectro hubs, and Conversion Kits Limited Warranty

Mile Marker Industries warrants directly to the first purchaser that all Mile Marker Premium Locking Hub part numbers 427, 428, and all "Selectro Classic" models will be free from defect in material and workmanship appearing under normal use and service for a period of one year.

Mile Marker Industries warrants directly to the first purchaser that all Mile Marker Premium Locking Hub part numbers 426, 438, and 460 will be free from defect in material and workmanship appearing under normal use and service for a period of two years.

Mile Marker Industries warrants directly to the first purchaser that Mile Marker Premium Locking Hub part numbers 104, 302, 423, 430, 435, 436, 449SS, 457, 459SS, 466, 470, 481, and 490 will be free from defect in material and workmanship appearing under normal use and service for as long as said purchaser owns the Premium Locking Hub.

Mile Marker Industries warrants directly to the first purchaser that all Mile Marker Conversion Kits will be free from defect in material and workmanship appearing under normal use and service for a period of one year.

Warranty registration must be submitted at milemarker.com/warranty within 30 days of purchase by the end user. If you discover a hidden defect, Mile Marker will, as its option, repair or replace the product or necessary replacement parts at no charge to you, provided you remove the product from the vehicle and return it prepaid to Mile Marker Industries. If the product was purchased in the United States, the owner must contact our warranty department to get a Return Goods Authorization (RGA) Number before returning the product. If the product was purchased outside the United States, the owner must return the product to the original place of purchase.

Mile Marker Industries Hydraulic Winch Limited Warranty

Mile Marker Industries warrants each winch when used in normal service against factory defects in materials and workmanship to the original commercial and recreational purchaser for the period of five (5) years. New cable assemblies are warranted against defects in workmanship and materials when received by the retail purchaser. There is no applicable warranty after initial use. Excluded from this warranty are the finish of the winch and any condition Mile Marker determines to have been caused by misuse or abnormal use. Warranty for each winch must be submitted at milemarker.com/warranty within 30 days by the end user. Warranty submissions must reference winch serial number to be valid. Warranty will only be valid for the original purchaser of the winch and installed on the vehicle for which it was originally registered. The owner will be responsible for removing the winch and returning it to Mile Marker freight prepaid unless a determination is made that replacement parts can be sent out which will remedy the problem. Mile Marker will repair or replace any or all winch parts, which after inspection determines to be defective. If the product was purchased in the United States, the owner must contact our warranty department to get a Return Goods Authorization (RGA) Number before returning the product. If the product was purchased outside the United States, the owner must return the product to the original place of purchase.

Mile Marker Industries Electric Winch Limited 2-Year Warranty

Mile Marker Industries offers a limited two (2) year warranty to the original retail purchaser for each new Mile Marker electric winch, used as a recreational recovery winch only, against manufacturing defects in workmanship and materials on all mechanical components. Electrical components consisting of motors, solenoids, wiring, wire connectors and associated parts have a limited one (1) year warranty. New cable assemblies are warranted against defects in workmanship and materials when received by the retail purchaser. There is no applicable warranty after initial use. Excluded from this warranty are the finish of the winch and any condition Mile Marker determines to have been caused by misuse or abnormal use. Warranty for each winch must be submitted at milemarker.com/warranty within 30 days by the end user. Warranty submissions must reference winch serial number to be valid. Warranty will only be valid for the original purchaser of the winch and installed on the vehicle for which it was originally registered. The owner will be responsible for removing the winch and returning it to Mile Marker freight prepaid unless a determination is made that replacement parts can be sent out which will remedy the problem. Mile Marker will repair or replace any or all winch parts, which after inspection determines to be defective. If the product was purchased in the United States, the owner must contact our warranty department to get a Return Goods Authorization (RGA) Number before returning the product. If the product was purchased outside the United States, the owner must return the product to the original place of purchase.

For full warranty and general warranty procedure and policy visit milemarker.com/warranty