

## GoClaws Frequently Asked Questions

<b>Q-1</b>	What are "S.A.E. Clearance Specifications?"
<b>Ans.</b>	"S.A.E." stands for Society of Automotive Engineers. "S.A.E. Clearance Specifications" define the least amount of space that should be provided around the drive tires of any vehicle to accommodate the use of a winter traction device.
<b>Q-2</b>	What are the S.A.E. Clearance Specifications for my vehicle?
<b>Ans.</b>	Most vehicle manufacturers have assigned a clearance class to all of their vehicle styles. This information is located in the vehicle owner's manual under "chains", "traction devices," "tires" or a similar heading. It is very important to select a traction device that is compatible with the minimum class assigned to your vehicle. If you can't locate the clearance requirements in the manual, contact the manufacturer of your vehicle.
<b>Q-3</b>	What S.A.E. Clearance do GoClaws products work with?
<b>Ans.</b>	GoClaws will fit any vehicle rated with at least Class "S" clearance.
<b>Q-4</b>	What is Class "S"?
<b>Ans.</b>	Class "S" is the smallest defined clearance. To meet Class "S", clearance must be maintained inside the fender well and around the brake lines, suspension parts, strut housings, splash pans or any other obstructions that may interfere with the use of a winter traction device. Generally, the nearest obstructions are vehicle suspension parts near the inside sidewall of the tire.
<b>Q-5</b>	Do I have to move the vehicle to install GoClaws?
<b>Ans.</b>	No, you don't. Even if you are already stuck, the GoClaws can be installed without moving the vehicle, as long as you can reach around the tire.
<b>Q-6</b>	Can I drive on dry pavement?
<b>Ans.</b>	While you will not want to drive extensively on dry pavement or exceed 30 mph, intermittent travel on dry pavement can be done. Extensive use in this manner will accelerate Flex-Trax wear.

<b>Q-7</b>	Which tires do I mount GoClaws on?
<b>Ans.</b>	They are mounted on your drive axle wheels. For front-wheel drive vehicles, GoClaws are mounted on the front tires. For rear-wheel drive vehicles, GoClaws are mounted on the rear tires. On all-wheel drive vehicles or 4-wheel drive vehicles, GoClaws are mounted on the rear tires, or all 4 tires for ultimate traction.
<b>Q-8</b>	If I decide I don't want the GoClaws after I've ordered and received them, can they be returned?
<b>Ans.</b>	<u>No. Once purchased, the GoClaws are non-refundable.</u> All warranties are applied. If the GoClaws are deemed defective by the manufacturer, they will be replaced at no charge, but no money will be refunded.
<b>Q-9</b>	Can I clean the GoClaws to store them?
<b>Ans.</b>	Yes! All that is required is a mild soap and water - then thoroughly dry them before long-term storage. Like any other product, after any use it is a good idea to dry thoroughly to avoid mildew.
<b>Q-10</b>	Will GoClaws work on pure ice?
<b>Ans.</b>	Not recommended! As with dry pavement, the GoClaws will work, but such use will greatly reduce the life of the product.
<b>Q-11</b>	How fast can I travel while GoClaws are installed?
<b>Ans.</b>	Manufacturer's recommend traveling at or below thirty (30) miles-per-hour to ensure your safety!
<b>Q-12</b>	At what temperatures can GoClaws be used?
<b>Ans.</b>	GoClaws are not recommended for use at temperatures below 41° below zero.
<b>Q-13</b>	How long does it take to install GoClaws?
<b>Ans.</b>	We recommend that when your GoClaws arrive, you go through the installation process and mark the track settings with a permanent marker so that the next time you install them, you'll know exactly which settings to use

	and there will be no guesswork! Once you've become familiar with the process, it should only take 2-4 minutes per tire to install your GoClaws!
<b>Q-14</b>	Are there any parts of GoClaws that have to be bolted onto the wheels?
<b>Ans.</b>	Absolutely not! GoClaws can be stored in a box in your trunk and installed and removed very simply at any time!
<b>Q-15</b>	What is GoClaws' life span?
<b>Ans.</b>	With normal, non-abusive usage, GoClaws should last anywhere from 3-6 years. Heavy usage, of course, will shorten the life of the product.
<b>Q-16</b>	What if I don't see my tire size in your Tire Application Chart?
<b>Ans.</b>	It is VERY important that you order the correct size GoClaws for your vehicle! If you have any questions on which Product# is the correct one for your specific tire size, <b>please Email us at <a href="mailto:info@nwtruckworks.com">info@nwtruckworks.com</a> or call us at 1800NWTruckworks first before purchasing!</b> Supply us with the tire size that you find on your tires, and we will respond with the proper Product Number. We would be very happy to assist you!
<b>Q-17</b>	If I know my tires are 15", 16", 17" or so on, is that enough to purchase the correct GoClaws product?
<b>Ans.</b>	No! You will need the complete tire size. Look on the side of your tire and find the complete number, i.e., P205/70R14, 31X10.50 15, LT235/70R16, etc., then look in the Application Chart for that exact size. If you don't see it, <b>please Email us at <a href="mailto:info@nwtruckworks.com">info@nwtruckworks.com</a> for further assistance!</b>