



WARRANTY POLICY AND PROCEDURES

Limited Warranty

Two Year 100% Parts and Labor

Precision Equipment Mfg. will warrant to the original consumer or purchaser that your Trailer unit will be free from defects in original factory materials and workmanship under normal use and service for (2) two calendar years from date of delivery to the original purchaser:

- Warranty begins upon dates stated on properly completed "In Service Registration Form".
- Warranty begins from shipment arrival date.

Precision Equipment Mfg. will, at its election, repair or replace any parts which are found to be defective in materials or workmanship. This is the sole remedy offered under the limited warranty.

The two year limited warranty applies to parts and direct labor with the **exception** of:

- Tires
- Rims

These parts and components are considered to be wear items and/or may be covered by warranties under the original manufacturer.

Replacement Parts are covered by Manufacture Warranty for 90 days from installation date.

THE WARRANTY SET FORTH HEREIN IS IN LIEU OF, AND EXCLUSIVE OF, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE AND FITNESS FOR A PARTICULAR PURPOSE, ARE SPECIFICALLY EXCLUDED. UNDER NO

CIRCUMSTANCES SHALL PRECISION EQUIPMENT MFG. BE LIABLE TO ANY PERSON FOR INCIDENTAL, CONSEQUENTIAL, ECONOMIC, DIRECT, INDIRECT, GENERAL, SPECIAL OR OTHER DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS OR PRODUCTION, EXPENSES OR OTHER CHARGES INCURRED FOR SERVICE CALLS AND/OR TRANSPORTATION OF THE PRODUCT TO/FROM THE INSPECTION OR REPAIR FACILITIES, OR INJURY TO PERSON OR PROPERTY. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, PRECISION EQUIPMENT MFG. SHALL NOT BE LIABLE FOR ANY CLAIMS BASED ON THE CONDITION, USE FOR OPERATION OF THE PRODUCTS, WHETHER BASED ON CONTRACT, TORT, OR OTHER THEORIES OF LAW INCLUDING WITHOUT LIMITATIONS, THEORIES OF NEGLIGENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.



Exclusions

Precision Equipment Mfg. two year Manufacture Warranty does not cover:

- Damages caused by failure to provide proper service, maintenance and/or storage.
- Damages resulting from improper repairs, modifications or use of non-approved factory parts or accessories.
- Damages resulting from continued use of the product after a known problem has been discovered.
- Damages resulting from negligence, accident, theft, vandalism, riot or any act of God.
- Altering, modifying or customization.
- Use of any contaminated or improper fluids.
- Transportation or travel expenses for service.
- Damages resulting from improper transportation.
- Damages from external heat and/or water.
- Parts and labor needed to properly maintain trailer.
- Replacement of parts due to normal wear and tear.
- Damages related to scratches and dents.
- Surface rust and deterioration of paint, trim, and other appearance items that result from use and/or exposure to the elements.
- Consumables such as light bulbs, fuses, etc.
- Failure to fully pay for any Precision Equipment Mfg. invoice, under terms allowed, will void this limited warranty until full payment is received.
- Warranty work provided or performed by anyone other than Precision Equipment Mfg., or an authorized representative including approved Dealers.
- Mandatory claims without an authorized warranty claim.

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Warranty Procedure

All warranty services must be completed by Precision Equipment Mfg. certified service technician or an authorized representative of Precision Equipment Mfg. in accordance with the Warranty Policy. An End User or Sub-Dealer is responsible to have an authorized Precision Equipment Mfg. Dealer perform warranty work. Defective part(s) may be required to be returned to Precision Equipment Mfg. before warranty reimbursement/credit will be issued. Warranty documents and parts return must be processed before 30 days of work completion. Precision Equipment Mfg. reserves the right to issue reimbursement up to 30 days from receipt of warranty paperwork and returned parts.

Precision Equipment Mfg. reimbursement program is as follows:

- Dealer Stocked Parts used at time of Warranty are reimbursed at dealer cost plus 15%. This policy is to entice dealers to stock service parts.
- Parts shipped by Precision Equipment Mfg. at time of Warranty will be reimbursed at dealer cost.
- No reimbursement will be considered without a detailed explanation of additional work performed and approval by a Precision Equipment Mfg. Service representative.
- Warranty reimbursement is issued as an account credit or in form of direct payment depending on account status. Direct payments will only be made if the Dealer account is in payable status for 30 consecutive days.
- Invoices and/or Employee Work Orders will not be considered as official Warranty documentation, but may be submitted as further documentation if needed.
- Reimbursement for parts purchased by dealer must be accompanied by receipt and will be reimbursed at Dealer Net as if purchased through Precision Equipment Parts department.

The Dealers procedure for warranty claim reimbursement is as follows:

1. Dealer calls in to obtain a warranty claim number (WCN) and to determine whether to return failed part(s).
2. Dealer fills out, in full, the warranty claim form.
3. Dealer fills out, in full, the part return tag. (If part(s) are requested)
4. Dealer keeps top copy and attaches other two copies to the part. (If part(s) are requested) Dealer to mail, fax or email warranty claim form to Precision Equipment Mfg. If claim is by email, it is recommended dealer use jeremy.aus@precisionequipmfg.com and requests a return receipt.
5. Precision Equipment Mfg. will acknowledge via email that they received the warranty claim.
6. If parts are requested for return, provide copies of WCN and RGA within box.

Further information regarding warranty, please contact:

Precision Equipment Mfg.
2719 40th Avenue North
Fargo, ND 58102
OFC 1-800-237-5161
FAX (701) 280-0946
Attention: Jeremy Aus