



## MONTRACON WARRANTY POLICY

### Our Commitment to Quality

Customer care and satisfaction is paramount to Montracon. Our standard warranty periods and terms are amongst the best in the industry. For the avoidance of doubt the terms and conditions of Montracon's warranty do not restrict or affect your statutory rights, nor do they supersede the standard terms and conditions of sale a copy of which can be found at [www.montracon.com](http://www.montracon.com).

### 1.0 Trailer Standard Warranty

- 1.1 Warranty terms for all trailers and component parts vary and are detailed in appendix (A). Montracon undertakes to remedy any operating fault resulting from a defect in design, materials or workmanship (including assembly if this operation is entrusted to them) within the limit of the provisions below.
- 1.2 In order to be covered by the warranty, the end user must ensure that the trailer is operated and maintained according to the manufacturer's guidelines. The trailer and component parts must be serviced and maintained in line with current legislation and component supplier guidelines by a competent person(s) who are approved and accredited. The trailer user must keep up-to-date maintenance records and afford Montracon or their agents access to same should the need arise in respect of a suspected warranty issue. Failure to retain and or produce up to date maintenance records will invalidate the warranty.
- 1.3 Potential faults or warranty claims must be reported in writing to Montracon in a timely manner and repairs can only be carried out by Montracon or a company approved by Montracon.
- 1.4 The decision to accept or deny a warranty belongs to Montracon. In the event of a breakdown of component parts the warranty will be granted by the supplier of the said component according to the warranty terms of this component.
- 1.5 Montracon reserves the right to recover any failed component. It is your responsibility to release the trailer that has failed during the warranty period and for a reasonable amount of time to allow any necessary repair/inspection to be carried out.
- 1.6 The warranty of a repair made during the warranty period will end at the time that the warranty for the trailer expires. This includes any replacement components fitted during the warranty period.

### 2.0 Trailer Warranty Validation

- 2.1 In order for the trailer/component warranty to be valid the equipment must have been commissioned by a Montracon or an approved Commissioning Engineer (for relevant equipment only) and the trailer must be registered with Montracon within 30 days of delivery/commissioning. Warranty will be deemed to be valid from date the trailer is paid for or date in service whichever is first; subject to the post sale, trailer registration process having been completed with Montracon Customer Services.
- 2.2 Failure to register the trailer in this timeframe may invalidate your warranty.
- 2.3 Chassis number plates/stampings must be intact.



### 3.0 Conditions of Warranty

- 3.1 The warranty covers only the initial user and cannot be transferred to a third party without the prior agreement of Montracon Customer Services. The warranty does not cover breakdowns and damage caused by prolonged or incorrect use, storage or operation.
- 3.2 Any warranty is also excluded for incidents due to unforeseeable circumstances or cases of force majeure as well as for any replacements or repairs which may result from normal wear and tear of the materials, from damage or from accidents arising out of negligence, lack of supervision or of regular inspection and maintenance and from defective use of this material.
- 3.3 The warranty of the trailer will only cover the necessary replacement parts and labour for repairing the trailer by personnel authorised by Montracon. All travel, mileage and other expenses derived from a repair to the trailer under warranty are excluded from warranty coverage, therefore in no event will Montracon pay for the same and such items must be reimbursed to Montracon.
- 3.4 Should no fault be found or damage to the trailer as a result of misuse or operator error then all repair and recovery costs will be charged to the contracting user.
- 3.5 Montracon reserves the right to exchange your trailer with a suitable replacement only if the trailer is deemed to be beyond economical repair arising from an accepted warranty issue.
- 3.6 During the warranty period Montracon reserves the right to introduce any modification it deems necessary to improve its products in the market without any obligation to apply these modifications to products already produced, delivered or on order.
- 3.7 For the avoidance of doubt no modification to, or extension of, the standard terms of warranty as detailed in this document will be recognised by Montracon Customer Services unless the owner/operator holds prior written authorisation of the change issued by the Montracon General Manager; Aftermarket, counter signed by the Managing Director. It is incumbent on the owner/operator of the trailer to present said authorisation should they be seeking to have an addendum applied to this warranty document or the terms contained therein.

### 4.0 Paint Warranty

- 4.1 Subject to trailer having been commissioned (S2.1) **Montracon** offer a 5 year warranty on trailer paintwork from date of application.
- 4.2 Montracon will meet the repair cost of proven paintwork failures **on a sliding scale** during the warranty period.
  - Significant colour change (assessment to Delta E, Din 6175)
  - Cracking
  - Cracking
  - Adhesion
  - Lifting
  - Chalking
- 4.3 Within 52 weeks of the application date, subject to S2.1 and S3.0 Montracon will meet 100% of the paintwork rectification costs.
  - 4.3.1 Subject to S4.3 Montracon will meet 80% of any paintwork rectification costs incurred week 53 to week 104 post application.
  - 4.3.2 Subject to S4.3 Montracon will meet 60% of any paintwork rectification costs incurred week 105 to week 156 post application.
  - 4.3.3 Subject to S4.3 Montracon will meet 40% of any paintwork rectification costs incurred week 157 to week 208 post application.



4.3.4 Subject to S4.3 Montracon will meet 20% of any paintwork rectification costs incurred week 209 to week 260 post application.

4.4.1 Montracon will not be liable for the cost of rectification if the paint areas, which are the subject of any alleged warranty failure are found to have been damaged as a direct, or indirect, result of exposure to cleaner/chemicals with PH values lower than 3 or higher than 11.

## 4.5 Specific Exclusions

4.5.1 The following vehicles are excluded from 5 year paintwork warranty and the warranty on these vehicles will be one year (12 months) unless agreed in writing subject to 3.7.

- Off Road Vehicles (Tippers/Quarry Vehicles)
- Plant Vehicles (Beavertails/Machinery Carriers)
- Military Vehicles
- Timber Skeletals

(Please note the list of examples given is for clarification purposes only and is not intended to be a definitive list. Therefore exclusions will not be limited to this.

4.5.2 Any area/part of a vehicle which is subject to repeated or occasional abrasion damage or wear, or which comes into contact with abrasive or other substances, that have the potential to cause damage to the paint film.

4.5.3 Damaged areas of the vehicle which have not been promptly repaired, or damaged areas which have been repaired, but not in accordance with the terms of the original warranty.

4.5.4 Interior surfaces or tailgates of tipper bodies.

4.5.5 Interior surfaces of unloading chutes, loading bays on refuge vehicles, compactors, ejector trailers.

4.5.6 Under surfaces of wings or wing brackets.

4.5.7 Areas of the vehicle which come into repeated contact with flour, grain or other similar dry goods which can be abrasive, corrosive or damaging.

4.5.8 Areas of the vehicle which come into repeated contact with substances which are either highly acidic or alkaline e.g. livestock carriers, cement carriers, acid carriers.

4.5.9 Areas of the vehicle with damage caused by repeated contact with vegetation and/or trees.

4.6.1 Areas of the vehicle which have been subjected to repeated aggressive automatic washing.

4.6.2 Any area/part of the trailer that is immersed in water or other liquids either constantly or for long periods in excess of 24 hours at a time (e.g. wheels, internal box sections, interior road tankers, interior bulk carriers).

4.6.3 Any area/part of a trailer which is exposed to extremes of temperature either constantly or for long periods. Extremes being defined in respect to S4.0 temperatures lower than -20°C and in excess of 100°C.



## 5.0 In The Event of a Warrantable Breakdown/Failure

- 5.1 In the event of a problem which is deemed to be warrantable the following procedure should be adhered to by the holder of the Warranty, which will enable the claim to be processed efficiently and effectively
- 5.2 Inform Montracon Customer Services in writing within 48 hours of identifying a warranty issue
- 5.3 If requested make the vehicle available for inspection
- 5.4 Contact the Customer Service Department on Tel No. 01302 [732500](tel:01302732500)/[customer.services@montracon.com](mailto:customer.services@montracon.com), prior to any repairs being commenced. Please ensure you have the following details at the point communication is established:
  - Nature of problem
  - Detailed location of trailer
  - Commissioning Date
  - Date in service
  - Chassis No
  - Contact name and telephone number
  - Name of driver and telephone number (if applicable)
- 5.5 Montracon will either appoint an approved repairer to attend or make other arrangements for inspection or the work to be completed.
- 5.6 The Vehicle Operator must make arrangements to present the vehicle to an agreed location to have the appropriate rectification work carried out. Failure to make the vehicle available in a timely manner could invalidate the terms of the warranty

## 6.0 Exceptions & Delays

Possible causes for refusal and/or delay in processing of warranty claims:

- No claim will be processed without a chassis number and a reference number, issued by Montracon Customer Service Department.
- Claims that are found to be result of abuse, lack of maintenance or replacement of items considered to be fair wear and tear, will not be accepted.
- The Customer Service reference number must be quoted on all correspondence, returned parts, invoices etc.
- Some of the guarantees are an extension of our supplier's warranty. Therefore, claims will only be honoured under their terms, including recommended hours and their considered acceptable parts replacement cost.
- All parts are to be returned, marked for the attention of the Customer Services Department, clearly labelled with the chassis number, issued reference number and repairer details. Failure to adhere to the enclosed could result in your warranty claim being rejected and all repair costs being charged to the Vehicle Operator.
- Claims for consequential loss or costs including hire charges and or replacement trailers are not covered under the guarantee and therefore, will not be accepted. Other examples are collection and delivery of the trailer(s), lost revenue due to downtime, removal and or application of decals and any other costs of any description suffered by either the trailer operator or any third party.





SAF / IMS	Intracdisc Plus IU/IO Series	Years	Months
Fabricated Trailing Suspension Arm		6 or 1 million km	72
Suspension Bush		6	72
Hub Unit		6	72
Brake Caliper		6	72
Shock Absorber		6	72
Brake Chamber		2	24
All ABS/EBS Sensors		1	12
Air Bag		2 or 240,000 km	24
Disc			24
Pads			24

Tipppers warranty =  
50% of above

## Braking Systems

HALDEX		Years	Months
Valve		1	12
ECU		3	36
Raise/Lower Valve		3	36
Park/Shunt Valve		3	36
<b><u>KNORR BREMSE</u></b>			
Valve		1	12
ECU		2	24
Raise/Lower Valve		2	24
Park/Shunt Valve		2	24
<b><u>WABCO</u></b>			
Valve		1	12
ECU		2	24
Raise/Lower Valve		2	24
Park/Shunt Valve		2	24



## Bodywork

<b>VAN</b>		Years	Months
Structure (Chassis)		5	60
Sidewalls	GRP	2	24
Roof	Aluminium	1	12
Roof	(GRP only)	1	12
Floor		1	12
Barn Doors		1	12
All Other Components		1	12

<b>CURTAINSIDER</b>		Years	Months
Structure (Chassis)		5	60
Curtains		1	12
Curtains	Insulated	1	12
Curtain side Post	Sliding/fixed	1	12
Curtain Centre Post	Fixed	1	12
Webbing & Straps		1	12
Curtain Rollers		1	12
Sliding Roof	Sesam	1	12
Fixed Roof	Alloy And GRP Translucent	1	12
Barn Doors		1	12
Floor		1	12
All Other Components		1	12

<b>REFRIGERATED BODYWORK</b>		Years	Months
Refrigeration Unit			Consult Manufacturer
Floor	Construction	5	60
Floor coating	Composite (ex wear & tear)	2	24
Floor coating	Aluminium (ex wear & tear)	2	24
Sidewalls/Roof	Construction	5	60
Rear Frame		5	60
All Other Components inc doors		1	12

<b>TIPPER</b>		Years	Months
Body & Chassis	Construction	2	24
Paint	Chassis	1	12
Ram	EDBRO	2	24
Easysheet		1	12
All Other Components		1	12



## Bodywork (Cont'd)

SLIDING SKELETAL		Years	Months
Chassis	Main Structure	5	60
Rollers		1	12
Twist locks		1	12
Locking Pins		1	12
All Other Components		1	12

ANCILLARY EQUIPMENT		Years	Months
Tail-Lift		1	12
Roller Shutters		1	12
Valves		1	12
EBS	HALDEX (EB+)	3	36
EBS	KNORR BREMSE	2	24
Electrics	(Bulbs Not Warrantable)	1	12
Landing Legs	Montracon (AXN)	1	12
	Jost Modul	3 or 300,000 km	36
Paint (2 Pack)	Ancillary Equipment	12 months	

Fasteners and fixings are serviceable items and should be checked for security on a regular basis and as such maintaining the correct torque settings is the owner/operators responsibility.

### **FOOTNOTE:**

**ALL WARRANTIES ARE CONDITIONAL AND NOT AUTOMATIC.**

Valves and other equipment relating to axle, suspension, if not stipulated in the aforementioned, i.e. lift axles, steer axle, raise lower valves etc. are only covered for 1 year (12 months) or as per the original manufacturer's warranty conditions. If more information is required please refer to Montracon Customer Services.

Montracon or its suppliers hold the right to amend or change the above document and timings covered at any time without prior notification.