



WARRANTY POLICY

The following steps **must** be followed when initiating a Warranty Claim:

- 1) Information must be filled in for required fields on our on-line Application for Warranty form which can be found at www.ingersollaxles.com. Repairs are not to be performed without written authorization from Ingersoll Axles. Repairs/replacements without prior written authorization from Ingersoll Axles will void the warranty.
- 2) Once all the required information is submitted, you will be assigned a unique tracking number. This number should be referenced on all correspondence, invoices and tags attached to parts that may be required to be returned for evaluation.
- 3) When authorization has been given by Ingersoll axles, you will be assigned a selection from the rate table that corresponds to your claim. All replacement parts must be purchased through Ingersoll Axles when possible. If circumstances prevent this from happening, all original invoices must be provided to Ingersoll Axles for approval.

When processing an axle warranty claim, please be aware of the following:

- 1) Ingersoll Axles 5 Year Warranty (500,000 miles or 800,000 kms) covers the components of the axle manufactured by Ingersoll Axles (spindles, spiders, beams, brackets, etc.). All purchased components carry the individual manufacturer's warranty (typically 1 to 2 years) including drums, rotors, slacks, air chambers, brake shoes, etc.). SEE WARRANTY POLICY ATTACHED.
- 2) All potential warranty claims require an evaluation of all the information supplied BEFORE any repairs are performed and a unique tracking number is obtained.
- 3) In most cases, warranty claims involving the spindle or beam require the axle to be returned for a thorough evaluation. Failing to return the requested parts/components to Ingersoll Axles for evaluation may delay or void a warranty claim. It is the customer's responsibility and cost to return the product for evaluation to Ingersoll Axles. If it is determined that the claim is covered by the warranty, Ingersoll Axles may reimburse any shipping cost incurred to have the components returned for evaluation. Shipping costs, including any duty or brokerage, will not be reimbursed if it is determined that Ingersoll Axles is not responsible for the cause or concern.
- 4) Ingersoll Axles warranty does not cover reimbursement for down time costs associated with Ingersoll Axles product. While Ingersoll Axles makes every effort to minimize the time it takes to process a claim, some warranty claim investigations can be time consuming. (*If urgent parts are required in order to minimize down time, these parts should be purchased through Ingersoll Axles customer service representatives.*) Upon completion of the Warranty investigation, Ingersoll Axles will set the total costs covered by the warranty using established labour rates, time tables and purchased replacement parts.
- 5) Only original invoices with explanations will be accepted.
- 6) Irregular tire wear is a sign of problems relating to tire pressure, toe, castor, alignment, ride height, etc. These are installation and maintenance concerns. Ingersoll Axles warrants the axle and axle components sold by Ingersoll Axles only. Replacement of tires is not covered under Ingersoll Axles warranty.



5 YEAR AXLE WARRANTY POLICY

Warranty Summary

Ingersoll Axles warrants the Ingersoll axle tube, spindle, spiders and air chamber brackets, when properly assembled and installed in accordance with IMT procedures, to be free of defects in material and workmanship under normal use and service for a period of sixty months from the date of shipment **to the original purchaser**. This Warranty is limited to the replacement or reconditioning of defective parts and no parts are to be returned without prior approval or “in the field” inspection by an authorized representative of Ingersoll Axles. An Ingersoll Axles Authorization Number must be obtained prior to the claim being processed. The warranty is limited to normal “on highway” or approved applications only and is null and void if the products are improperly installed, abused, improperly maintained, incorrectly assembled or suffer any damage due to negligence including, but not limited to, loading beyond the specified maximum vehicle weight. **Brake linings, shoes, camshafts, bearings, seals and all other wearable components are not included in this Warranty and will be subject to the original manufacturer’s warranty and allotted hourly labor rates.** There is no other Warranty, expressed or implied. Ingersoll Axles is not liable for incidental, consequential or indirect damages of any kind including labor, towing charges, down-time expenses, cargo damages or other losses resulting from defective components covered under this Warranty.

IMT Self Steer Axles

In the case of self steering axles, the warranty is limited to the axle beam and welded components along with all policy statements noted in Summary above.