



Dexter Trailer Products of Canada Limited Warranty

Dexter Trailer Products of Canada warrants their Non-integrated axles, Steering axles, Suspension systems and Controls, to be free of defects in material and workmanship when properly installed and under normal use and service. This warranty is subjected to the following conditions and limitations.

COVERAGE

Coverage per the table below is in months from the date of shipment to the original purchaser or mileage (kilometers or miles) depending upon which occurs first. This warranty applies to vehicles operated within Canada and the United States of America. If warranty information is required for Mexico, please contact Dexter Trailer Products of Canada.

COMPONENT	PARTS	LABOR	RESTRICTIONS - RAW WOOD INDUSTRY	
			PARTS	LABOR
SUSPENSIONS				
FRAME BRACKETS (HANGERS)	5 YEARS 800,000 km 500,000 miles	3 YEARS 480,000 km 300,000 miles	3 YEARS 480,000 km 300,000 miles	1 YEAR 160,000 km 100,000 miles
INTEGRATED TRAILING ARM/AXLE WELDMENT	5 YEARS 800,000 km 500,000 miles	1 YEAR 160,000 km 100,000 miles	3 YEARS 480,000 km 300,000 miles	1 YEAR 160,000 km 100,000 miles
NON-INTEGRATED TRAILING ARM/AXLE CONNECTION (UNITIZED SUSPENSION)	3 YEARS 480,000 km 300,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles
TRAILING ARM WELDMENT (LOOSE SUSPENSION)	5 YEARS 800,000 km 500,000 miles	1 YEAR 160,000 km 100,000 miles	3 YEARS 480,000 km 300,000 miles	1 YEAR 160,000 km 100,000 miles
PIVOT BUSHING	5 YEARS 800,000 km 500,000 miles	3 YEARS 480,000 km 300,000 miles	3 YEARS 480,000 km 300,000 miles	1 YEAR 160,000 km 100,000 miles
PIVOT CONNECTION COMPONENTS (WEAR SPACERS, PIVOT CLAMPS)	3 YEARS 480,000 km 300,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles
AIR SPRINGS	2 YEARS 320,000 km 200,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles
SHOCK ABSORBERS	2 YEARS 320,000 km 200,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles
LIFT KIT COMPONENTS (ALL STYLES)	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles		

COMPONENT	PARTS	LABOR	RESTRICTIONS - RAW WOOD INDUSTRY	
			PARTS	LABOR
AXLES - STANDARD (STRAIGHT), DROP CENTER				
AXLE WELDMENT (TUBE, SPINDLE, SPIDERS, A/C BRACKETS, CAM BRACKETS)	5 YEARS 800,000 km 500,000 miles	3 YEARS 480,000 km 300,000 miles		
Brake linings, shoes, camshafts, bearings, seals, calipers, hub/drums, hub/rotors 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 if approved through manufacturer's warranty process.				
Extended wheel end warranty packages (seals, bearings, hubcaps, wheel nuts) are offered through the specific manufacturer's warranty policy. Consult factory for details.				
Exclusions: This warranty will not cover axles installed in a counter rotating orientation (camshafts rotating opposite of wheel rotation). This warranty will not cover axles that are used with a wheel offset 2" or greater.				
AXLES - SELF-STEER (SSA), FORCED STEER (INLINE KING PIN)				
KNUCKLE WELDMENT	5 YEARS 800,000 km 500,000 miles	3 YEARS 480,000 km 300,000 miles		
BEAM WELDMENT	5 YEARS 800,000 km 500,000 miles	3 YEARS 480,000 km 300,000 miles		
Brake linings, shoes, camshafts, bearings, seals, calipers, hub/drums, hub/rotors 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 if approved through manufacturer's warranty process.				
Extended wheel end warranty packages (seals, bearings, hubcaps, wheel nuts) are offered through the specific manufacturer's warranty policy. Consult factory for details.				
CONTROLS				
SUSPENSION AIR CONTROLS	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles		
AXLSENSE LIFT CONTROL	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles		
HYDRAULIC CYLINDER ASSEMBLY	1 YEAR 160,000 km 100,000 miles	1 YEAR 160,000 km 100,000 miles		

- I. The responsibility under this warranty is limited to the one time replacement or reconditioning of defective parts at no charge. No parts are to be returned or repaired without prior approval or "in the field" inspection by an authorized representative of Dexter trailer Products of Canada. Warranty will be voided if unauthorized repairs have been completed.
- II. The warranty is limited for normal on highway or approved applications only and is null and void if the products are subject to improper installation damage as a result of abuse, negligence, improper maintenance or incorrect application including, but not limited to, loading beyond the specified maximum vehicle weight or which has been altered, repaired, replaced, substituted or used with parts other than genuine Dexter Trailer Products of Canada parts.

- III. Original equipment manufacturer components purchased by Dexter Trailer Products of Canada will be subject to the original equipment manufacturer's warranty. These include but are not limited to, brake linings, shoes, camshafts, bushings, bearings, seals and kingpins. There is no other warranty, expressed or implied, on behalf of Dexter Trailer Products of Canada. This warranty does not apply to normal "wearing out" of components.
- IV. In no event shall Dexter Trailer Products of Canada be liable for incidental, consequential or indirect damages of any kind including but not limited to labour, towing charges, down-time expenses, cargo damages, tire damage or other losses resulting from a defective component covered under this warranty.
- V. Irregular tire wear is a sign of problems relating to tire pressure, toe, castor, alignment, ride height, etc. These are installation and maintenance concerns. Dexter Trailer Products of Canada warrants the axle and axle components sold by Dexter Trailer Products of Canada only. Replacement of tires is not covered under Dexter Trailer Products of Canada warranty.
- VI. The determination of the reasonable cost of labor shall be made in accordance with the Dexter Trailer Products of Canada Labor Allowance Standards. Maximum hourly allotment for labor cost is determined by Dexter Trailer Products of Canada annually. Labor Allowance Standards and the maximum hourly allotment for labor cost may be revised at the sole discretion of Dexter Trailer Products of Canada. Labor Allowance Standards can be found in document DOCCS004 which is available on request.

RESPONSIBILITIES

- I. The Installer is responsible for installing the product in accordance with specifications and installation instructions. The Installer is responsible for providing proper and adequate vehicle components, supporting structure (cross members/braces) and attachments as well as required or necessary clearance for suspension components, axles, wheels, tires, and other vehicle components to ensure a safe and sound installation and operation. The Installer is responsible for advising the Owner/Operator of proper use, service and maintenance required by the product and for supplying maintenance and other instructions as available.
- II. Owner/Operator is solely responsible for pre-operation inspection, periodic inspections, maintenance, and use of the product as specified in the applicable documents. Of particular importance is the re-torque of all fasteners and proper lubrication of the axle/suspension. The Owner is responsible for "down time" expenses, cargo damage, and all business costs and losses resulting from a warrantable failure.

CLAIM PROCEDURE

- I. Claims must be entered/initiated immediately upon failure of the component or else warranty will be void.
- II. In the case of a Steering axle, the SSA Installation number (IN008-XXX) must be supplied with the claim.

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

1. Information must be filled in for required fields on our online Application for Warranty form which can be found at <http://ingersollaxles.com/warranty/>.
Note: Repairs are not to be performed without written authorization from Dexter Trailer Products of Canada. Repairs/replacements without prior written authorization from Dexter Trailer Products of Canada will void the warranty.
2. Once all the required information is submitted online, you will be assigned a unique tracking number (Web ID #). This number should be referenced on all correspondence, invoices and tags attached to parts that may be required to be returned for evaluation.

3. After your claim is reviewed and authorization has been given by Dexter Trailer Products of Canada, you will be assigned a Warranty Claim #.
4. Once a Warranty Claim # has been issued, all authorized repairs/replacements may be completed.

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

- All replacement parts must be purchased through Dexter Trailer Products of Canada when possible. If circumstances prevent this from happening, all original invoices must be provided to Dexter Trailer Products of Canada for approval.
- All potential warranty claims require an evaluation of all the information supplied BEFORE any repairs are performed and a unique tracking number is obtained.
- 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 Dexter Trailer Products of Canada for evaluation may delay or void a warranty claim. It is the customer's responsibility and cost to return the product for evaluation to Dexter Trailer Products of Canada. If it is determined that the claim is covered by the warranty, Dexter Trailer Products of Canada 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 Dexter Trailer Products of Canada is not responsible for the cause or concern.
- Dexter Trailer Products of Canada warranty does not cover reimbursement for down time costs associated with Dexter Trailer Products of Canada product. While Dexter Trailer Product of Canada 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 Dexter Trailer Products of Canada customer service representatives.)* Upon completion of the Warranty investigation, Dexter Trailer Products of Canada will set the total costs covered by the warranty using established labour rates, time tables found in DOCCS004 and purchased replacement parts.
- Only original invoices with explanations will be accepted.