

# **1. Warranty**

## **1.1 Warranty**

New product manufactured by Four Degree Trailer Company are warranted against defective material and workmanship for one (1) year from date of original purchase or disclosed assignee end user, when used for purposes and under conditions for which they were designed.

**FOUR DEGREE TRAILER COMPANY WARRANTS AND IMPLIES THAT THE ITEMS DELIVERED UNDER CONTRACT ARE MERCHANTABLE AND FIT FOR USE FOR THE PARTICULAR PURPOSE DESCRIBED IN THIS CONTRACT. EXCEPT AS OTHERWISE PROVIDED HEREIN, FOUR DEGREE TRAILER COMPANY WILL NOT BE LIABLE TO THE GOVERNMENT FOR CONSEQUENTIAL DAMAGES RESULTING FROM ANY DEFECT OR DEFICIENCIES IN ACCEPTED ITEMS.**

Component parts manufactured by others and incorporated into these products carry the same warranty as offered by the component manufacturer.

Warranty is limited to parts and labor to repair or replace defective components.

Warranty does not include labor or lost time resulting from product failure.

Warranty does not include freight for repairs parts or transportation charges to and from a repair facility.

Warranty is void if maximum load of trailer is exceeded.

When vehicles are used outside the fifty States of the United States and the District of Columbia, the warranty shall include the furnishing of new parts or assemblies to replace any returned to Four Degree Trailer Company which failed or malfunctioned within the warranty period. The replacement parts or assemblies shall be delivered by Four Degree Trailer Company to the point of embarkation in the United States designated. Four Degree Trailer Company will not be required to bear the cost of the labor involved in correcting defects in vehicles operated in foreign countries.

Warranty of equipment for federal contract sales will extend to military services, federal agencies, state, and local agencies upon notice of assignment or sale. Notice of such sale must be given in writing within 90 days of date of delivery.

Customer will not be liable for taxes. Contract prices include all applicable Federal, State, and local taxes and duties.

Federal law will apply for federal contract sales and local jurisdiction law will apply otherwise.

**THE FOREGOING WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED.**

## **1.2 Warranty Implementation Plan**

This plan describes specific procedures to follow when making a claim on products manufactured by Four Degree Trailer Company.

### **1.2.1 Submitting Warranty Claims**

All Claims must be made direct to the manufacturer listed below:

Four Degree Trailer Company  
3726 U.S. Highway 34  
Kewanee, Illinois 61443-0465  
PH: 800-369-5365  
Fax: 309-853-3389  
E-mail: [info@fourdegreetrailer.com](mailto:info@fourdegreetrailer.com)

All warranty claims must be submitted in writing. To expedite repairs, claims maybe made verbally but must be followed up with a complete written report before consideration is given to claim settlement.

The following information must be included when submitting a claim.

1. Trailer model number
2. Trailer VIN (serial) number
3. Name and address of your associate responsible for handling a claim.
4. Telephone number of your associate responsible for handing a claim.
5. Address where unit can be found.
6. Building or location where unit can be found.

## **1.3 Identification of Parts and Damage**

After identifying the unit, it's location, and a designated contact person, the following information is needed to identify the problem area and suspected parts.

1. Part number, description, and quantity of all parts suspected of being defective. These parts can be identified in this Owner's Manual
2. Description of failure. For example, crack in housing, split wheel rim, terminal broken off, weld cracked etc.
3. Description of activities leading up to failure.
4. Person or persons involved when failure occurred.
5. Load, if any, being carried on unit when failure occurred.

## **1.4 Initiating Repairs**

No repairs may be initiated, or parts replaced, until approved by Four Degree Trailer Company.

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If user feels that repairs can be made at their facility, they should submit a proposal including cost of parts they expect to change, and estimate of total hours required to complete repairs, and the hourly rate at which repairs will be made.

Four Degree Trailer Company will determine who will make repairs, who will supply repair parts, and what hourly rate is acceptable.

### **1.5 Replacement Parts**

Most replacement parts are available from stock and can be shipped within 5 (five) working days. Parts not normally stocked may take up to 6 (six) weeks for delivery. Verify lead times when submitting warranty claims.

### **1.6 Reimbursement**

After repairs have been completed, an invoice including cost of warranted parts furnished by user plus preapproved labor cost must be submitted to Four Degree Trailer Company. Payment will be made upon acceptance of information submitted.

### **1.7 Greater Warranties**

Some component parts may have greater warranties than offered by Four Degree Trailer Company. Details on those greater warranties may be included in this Owner's Manual.

### **1.8 Dealer and Distributor Repairs**

The Four Degree Trailer Company does not do business through dealers or distributors.



**Contact us at:**

**Four Degree Trailer Company**  
3726 US Hwy 34  
Kewanee, IL 61443

Tel: 309-853-3387  
Toll Free: 800-369-5365  
Fax: 309-853-3389

Monday to Friday, 8 a.m. – 5 p.m., CST

[info@fourdegreetrailer.com](mailto:info@fourdegreetrailer.com)