

Best Practice Warranty Guide



Purpose: This is to serve as a guide in dealing with warranty cases pertaining to purchased components excluded from Diamond C's limited warranty. Such as; lights, wiring harnesses, tires, axles, brake components, suspension components, couplers, jacks, batteries etc.

Helpful Hints: A completed warranty claim form accompanied by appropriate pictures and purchase date(s) are essential for a smooth and effective claim process.

Component	Best Practice
<p>Tires 1 year warranty from retail purchase. (Road hazards excluded) Contact: Kurt Arnold at Trailstar Tire & Wheel 903-886-4067</p>	<p>Tire warranties rest with the discretion of the tire manufacturer. Trailstar prefers to be contacted directly for claims.</p>
<p>Dexter & Lippert / Brake Components Prior to Sept 1, 2016 - 2 year warranty on Spring Axles and 5 year on Torsion Axles. After Sept 1, 2016 - 5 year on Spring Axles and 10 year on Torsion Axles. Bent Axle Spindle - No Warranty</p>	<p>All axle warranty claims MUST include axle serial number(s), pictures (if applicable) and date of retail purchase. These items are communicated to Dexter/Lippert to be evaluated for coverage. Axles are tested for 3x their rating</p>
<p>Jacks 1 year from date of retail purchase</p>	<p>If dealer does not have the jack in stock Diamond C will send out a replacement on dealer's next load or FedEx after warranty approval.</p>
<p>Trailer Wiring 90 days from date of retail purchase</p>	<p>Hard-wiring a repair is strongly discouraged. Diamond C will send out a replacement on dealer's next load or FedEx after warranty approval.</p>
<p>Batteries 1 year from date of retail purchase</p>	<p>Diamond C suggests that all batteries be fully charged and or maintained prior to being sold. A large percentage of battery issues are due to lack of proper battery maintenance.</p>
<p>Powder Coat 90 days from date of retail purchase</p>	<p>Repairs are limited to spot repairs and blending. It is essential to report scratching and abrasions from shipping immediately upon delivery for claim approval and quality assurance.</p>
<p>Other Components Hydraulic Pumps: 2 years from date on pump tag Hydraulic Cylinders: 1 year from date of retail purchase Hydraulic Hoists: 3 years from date of retail purchase Corded and Cordless Remotes: 1 year from date of retail purchase 110v Chargers: 1 year from date of retail purchase KTI Solenoids: Not covered under warranty</p>	<p>Hydraulic pumps, cylinders, and hoist manufacturers require that defective parts be sent back to them with a return label that will be supplied via email. Solenoids are not covered under warranty.</p>